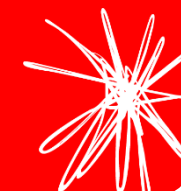


Southampton Solent University Key Performance Indicators (KPI)

KPI 1 - People Experience



Value Statement: Deliver an excellent experience for all who work and study at the university

| Evidence | Sept 2017 | Oct 2017 | Nov 2017 | Annual |
|--|-----------------|-----------------|-----------------|------------------|
| 1.1 Customers to wait less than 3 minutes at Enquiry Desk ♦ | 100% (21/21) | 100% (48/48) | 100% (31/31) | - |
| 1.2 Customers to wait less than 5 minutes for online chat ♦ | 94% (16/17) | 95% (21/22) | 100% (10/10) | - |
| 1.3 Respond to emails within 48 hours ♦ | 88% (7/8) | 100% (14/14) | 100% (15/15) | - |
| 1.4 Respond to suggestions, comments and complaints within 2 working days | 100% (1/1) | 89% (8/9) | 100% (29/29) | - |
| 1.5 Customers to wait no longer than 2 minutes to use a self-service machine ♦ | 100% (19/19) | 77% (20/26) | 79% (22/28) | - |
| 1.6 Satisfaction reported by the National Student Survey ▲ | - | - | - | 91% |
| 1.7 Library and Learning Services customer satisfaction score ▲ | - | - | - | 98.5% (68/69) |

KPI 2 - Growth



Value Statement: Enable as many customers as possible to benefit from the resources the Library and Learning Services has to offer

| Evidence | Sept 2017 | Oct 2017 | Nov 2017 | Annual |
|--|-----------|----------|----------|--------|
| 2.1 Amount of days the library was open for 24 hours | 0 | 0 | 24 | - |
| 2.2 Number of reading lists compiled by the library* | - | - | - | TBC |
| 2.3 85% of print books available within 21 working days of being ordered | TBC | TBC | TBC | - |
| 2.5 Number of entries made to the library | - | 60,914 | 65,355 | - |
| 2.6 Number of customers engaged during outreach sessions* | - | 252 | - | - |

KPI 3 - Learning, Teaching and Student Achievement



Value Statement: Committed to providing excellent learning opportunities

| Evidence | Sept 2017 | Oct 2017 | Nov 2017 | Annual |
|---|---------------------|---------------------|---------------------|--------|
| 3.1 Use of learning spaces - headcounts performed in 0C, 1A and 2A ♦ | 283 | 658 | 667 | - |
| 3.2 Discharged books returned to shelves and available for loan within 24 hours ♦ | 100% | 100% | 100% | - |
| 3.3 Library open as per advertised hours | 100% | 100% | 100% | - |
| 3.4 90% of journal articles supplied within 5 working days ♦ | 100% (6/6) | - | 100% (9/9) | - |
| 3.5 90% of books supplied within 2 weeks ♦ | 100% (3/3) | - | 100% (7/7) | - |
| 3.6 Number of library hours spent delivering information training | - | - | - | - |
| 3.7 Usage of online library subject guides* | 50,125 (Sep-Oct) | 50,125 (Sep-Oct) | 67,530 (Nov-Dec) | - |

Key

- ♦ Statistics collected on a specific day
- Statistics collected during a specific week
- ▲ Statistics collected over a specific year
- * Statistics collected during 16/17
- * Statistics collected bi-monthly