

1. As of the 31st January 2019, how many social media accounts do you have representing your organisation? If this data is not available, please state why.

The social media policy developed in 2015 adopted the approach of allowing individual areas to create and maintain social media accounts to serve individual interests and audiences. The University provides guidelines for staff managing social media accounts but no central monitoring or restriction. As such, it would be impossible to say how many live or dormant accounts exist.

2. 12 months ago - as of the 31st January 2018 - how many social media accounts did you have? If this data is not available, please state why.

The social media policy developed in 2015 adopted the approach of allowing individual areas to create and maintain social media accounts to serve individual interests and audiences. The University provides guidelines for staff managing social media accounts but no central monitoring or restriction. As such, it would be impossible to say how many live or dormant accounts exist.

3. How many inbound social media questions, queries or complaints did you receive during the period 1st January 2019 to 31st January 2019? If this data is not available, please state why.

The social media policy developed in 2015 adopted the approach of allowing individual areas to create and maintain social media accounts to serve individual interests and audiences. The University provides guidelines for staff managing social media accounts but no central monitoring or restriction. As such, it would be impossible to measure the volume of exchanges or queries we have handled.

4. How many inbound social media questions, queries or complaints did you receive during the period 1st January 2018 to 31st January 2018? If this data is not available, please state why.

The social media policy developed in 2015 adopted the approach of allowing individual areas to create and maintain social media accounts to serve individual interests and audiences. The University provides guidelines for staff managing social media accounts but no central monitoring or restriction. As such, it would be impossible to measure the volume of exchanges or queries we have handled.

5. As of the 31st January 2019, how many people in your organisation manage and respond to inbound social media questions, queries or complaints? If this data is not available, please state why.

We have one social media officer that is the main handler of responses on our official @londonmetuni accounts, however the social media policy developed in 2015 adopted the approach of allowing individual areas to create and maintain social media accounts to serve individual interests and audiences. The University provides guidelines for staff managing social media accounts but no central monitoring or restriction. As such, it would be impossible to say how many live or dormant accounts exist, therefore making it impossible to know how many people in the organisation respond or deal with enquiries.

6. 12 months ago - as of the 31st January 2018 - how many people in your organisation were managing and responding to inbound social media questions, queries and complaints? If this data is not available, please state why.

We have one social media officer that is the main handler of responses on our official @londonmetuni accounts. However, the social media policy developed in 2015 adopted the approach of allowing individual areas to create and maintain social media accounts to serve individual interests and audiences. The University provides guidelines for staff managing social media accounts but no central monitoring or restriction. As such, it would be impossible to say how many live or dormant accounts exist, therefore making it impossible to know how many people in the organisation respond or deal with enquiries.

7. What was your average response time across all of your social media accounts during the period of 1st January 2019 to 31st January 2019? If this data is not available, please state why.

The social media policy developed in 2015 adopted the approach of allowing individual areas to create and maintain social media accounts to serve individual interests and audiences. The University provides guidelines for staff managing social media accounts but no central monitoring or restriction. As such, it would be impossible to say how many live or dormant accounts exist, what volumes of exchanges or queries we have handled and the response times for these queries.

8. What was your average response time across all of your social media accounts during the period of 1st January 2018 to 31st January 2018? If this data is not available, please state why.

The social media policy developed in 2015 adopted the approach of allowing individual areas to create and maintain social media accounts to serve individual interests and audiences. The University provides guidelines for staff managing social media accounts but no central monitoring or restriction. As such, it would be impossible to say how many live or dormant accounts exist, what volumes of exchanges or queries we have handled and the response times for these queries.