

April 2005

Dear Colleague,

As part of CCEA's commitment to improving our service we carry out an annual Customer Survey.

Recognising the Further and Higher Education sector as a key stakeholder we felt it important to tailor the survey to allow us to address issues of specific importance to that area.

I would like to thank you for taking the time to help us to identify the areas in which we can improve our service to you.

You told us that we continue to perform well in most of our key areas of business. I have highlighted the headline results for you below:

FURTHER AND HIGHER EDUCATION	
AREA	SATISFACTION LEVEL
Communications	100%
Support and Helpfulness of CCEA Staff	100%
Consultation with Customers	86%
Provision of point of contact within CCEA	100%
Curriculum Issues	100%
Qualification Development	100%
Service relating to GCSE & GCE Examinations	86% (14% had no experience of this)
Administration of Examinations	100%
Key Skills	33% (67% had no experience of this)
Essential Skills	67% (33% had no experience of this)
Complaints	71% (14% had no experience of this)
Monthly Dispatches	86% (14% had no experience of this)
Quantity of Paper-based Communications	100%
Accessibility and Appropriateness of CCEA Materials	84%
CCEA Website	100%
Responsiveness to F & HE Needs	100%
Overall Service from CCEA	*100%

*Question re: over all satisfaction specifically asked in questionnaire

From these results we have identified a number of key areas for improvement.

Over the next twelve months, we are going to concentrate our efforts on continuous improvement in the following service areas:

- Consultation with customers
- The way in which CCEA responds to complaints
- Accessibility and Appropriateness of CCEA Materials

Our full improvement action plan for 2005/06 based on *your* comments will be available on our website, www.ccea.org.uk by the end of April 2005.

Should you have any questions on our Customer Survey please contact Leigh Gillies, Marketing Executive on (028) 9026 1420 or lgillies@ccea.org.uk

Thank you once again to all who participated, your contribution is greatly appreciated.

Yours sincerely,

A handwritten signature in blue ink, appearing to read 'Gavin Boyd', with a stylized flourish at the end.

Gavin Boyd
Chief Executive

Ps. You may remember that those who returned the completed surveys were entered into a prize draw ... Congratulations to Fane Street Primary School, Belfast and Our Lady's Grammar School Newry for winning their choice of a fantastic recordable DVD player, digital camera or all-in-one printer!!!