

March 2005

Dear Principal,

As part of CCEA's commitment to improving our service we carried out our sixth Post-Primary Customer Survey earlier this year.

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:

POST-PRIMARY	
AREA	SATISFACTION LEVEL
Communications	100%
Support and Helpfulness of CCEA Staff	100%
Consultation with Customers	93%
Curriculum Issues	98%
Key Stage 3 Assessment Issues	95%
National Records of Achievement	85%
Service relating to GCSE and GCE Examinations	87%
Administration of Examinations	98%
Complaints	*89%
Monthly Dispatches	96%
Quantity of Paper-based Communications	97%
Accessibility and Appropriateness of CCEA Materials	93%
CCEA Website	99%
Overall Service from CCEA	**100%

*11% had no experience of this

**question re: overall service specifically asked in survey

From these results and from the detailed feedback provided at the focus groups 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
- Key Stage 3 Assessment Issues
- National Record of Achievement
- Service provided re: GCE Examinations
- Monthly dispatch
- Accessibility of materials relating to Curriculum, Assessment and Examinations

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 underneath.

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!!!