

## Post Primary Customer Satisfaction 2005

### Total Levels of Satisfaction in Each Area

	2001	2002	2003	2004	2005
Communication	97.5	98.2	N/A	100.0	100
Way CCEA consults with Schools	98.6		N/A	94.5	94
National Record of Achievement	99.7	97.6	N/A	97.9	97.3
Key Stage 3 Assessment	93.7	92.4	N/A	99.1	95.1
14-19 Curriculum Qualifications	94.4	92.9	N/A	N/A	N/A
GCSE Examinations	95.8	95.1	N/A	98.2	100
GCE Examinations	91.8	94.5	N/A	98.7	100
Administration of Exams	99.3	99.1	N/A	100.0	100
Complaints Procedure	97.7	99.1	N/A	100.0	96
Support and helpfulness of staff	-	-	N/A	100.0	98.8
Curriculum	-	-		100.0	97.6
Monthly dispatch	-	-	N/A	97.2	97.7

Facilities	-	-	N/A	74.2	93.8
CCEA Website	-	-	N/A	99.1	-
Finance Department	-	-	-	-	94.4
Human Resources Department	-	-	-	-	100
Events Department	-	-	-	-	98.3
Multimedia Department	-	-	-	-	100
Freedom of Information Department	-	-	-	-	100
Research and Statistics Department	-	-	-	-	100
General Customer Satisfaction Level	<b>96.5</b>	<b>95.8</b>	<b>N/A</b>	<b>100</b>	<b>100</b>