

## Primary Customer Satisfaction 2005

### Total Levels of Satisfaction in Each Area

	2001	2002	2003	2004	2005
Communication	97.5	98.4	100.0	100.0	100
Way CCEA consults with Schools	98.6	97.9	97.3	98.3	97.2
Moderators	95.7	93.2	98.9	98.6	99.6
Transfer Test	99.4	98.8	98.3	98.5	97.9
Primary Record of Achievement	92.5	97.0	91.6	93.7	93.2
Assessment	98.7	97.9	98.1	99.7	99.3
Complaints Procedure	97.7	99.2	97.9	97.8	98.5
Support and helpfulness of staff	-	-	100.0	100.0	100
Curriculum	-	-	97.0	99.3	97.9
Monthly dispatch	-	-	99.2	99.6	99.6
Facilities	-	-	89.0	87.2	92.4
CCEA Website	-	-	-	98.8	-

Finance Department	-	-	-	-	97.4
Human Resources Department	-	-	-	-	100
Events Department	-	-	-	-	98.8
Multimedia Department	-	-	-	-	100
Freedom of Information Department	-	-	-	-	100
Research & Statistics Department	-	-	-	-	99.4
<b>General Customer Satisfaction Level</b>	<b>96.5</b>	<b>97.7</b>	<b>98.9</b>	<b>100.0</b>	<b>99.6</b>