

Post Primary Customer Satisfaction 2006

Total Levels of Satisfaction in Each Area

	2002	2003	2004	2005	2006
Communication	98.2	N/A	100.0	100	98
Way CCEA consults with Schools		N/A	94.5	94	93.2
National Record of Achievement	97.6	N/A	97.9	97.3	-
Key Stage 3 Assessment	92.4	N/A	99.1	95.1	95.4
GCSE Examinations	95.1	N/A	98.2	100	98.8
GCE Examinations	94.5	N/A	98.7	100	98.5
Curriculum	-		100.0	97.6	95.1
Administration of Exams	99.1	N/A	100.0	100	98.9
Monthly dispatch	-	N/A	97.2	97.7	98.9
Customer Care	-	-	-	-	98.8
Complaints Procedure	99.1	N/A	100.0	96	95.1
Support and helpfulness of staff	-	N/A	100.0	98.8	98.9
Facilities	-	N/A	74.2	93.8	(See below)

Meeting Rooms at CCEA	95.1	-	-	-	97.7
Catering Facilities	86.6	-	-	-	89.9
Accessibility	88.1	-	-	-	92.1
Car Parking	68.4	-	-	-	69.1
Disclosure of information by CCEA Staff	-	-	-	-	98.1
Accessibility of Materials (e.g. website via CCEA's distribution department)	-	-	93.8	96.4	93.6
Reliability and appropriateness of materials dispatched by CCEA	-	-	100	98.8	95.5
Quantity of paper based information sent out by CCEA	-	-	97.3	96.5	96.2
Quantity of paper based requests for feedback and comment	-	-	95.4	98.8	97.9
General Customer Satisfaction Level	95.8	N/A	100	100	98.3