

## Primary Customer Satisfaction 2006

### Total Levels of Satisfaction in Each Area

	2002	2003	2004	2005	2006
Communication	98.4	100.0	100.0	100	99.6
Way CCEA consults with Schools	97.9	97.3	98.3	97.2	94.0
Moderators	93.2	98.9	98.6	99.6	99.2
Transfer Test	98.8	98.3	98.5	97.9	99.6
Primary Record of Achievement	97.0	91.6	93.7	93.2	94.5
Assessment	97.9	98.1	99.7	99.3	-
Curriculum	-	97.0	99.3	97.9	97.0
Key Stage 2 ICT Accreditation	-	-	-	-	98.5
Customer Care	-	-	-	-	99.1
Complaints Procedure	99.2	97.9	97.8	98.5	98.7
Support and helpfulness of staff	-	100.0	100.0	100	99.4
Facilities	-	89.0	87.2	92.4	(See below)
Meeting Rooms at CCEA	98.5	-	-	-	100.0

Catering Facilities	96.6	-	-	-	99.0
Accessibility	89.0	-	-	-	91.9
Car Parking	72.1	-	-	-	70.4
Disclosure of information by CCEA Staff	-	-	-	-	99.6
Accessibility of materials (e.g. website via CCEA's distribution department)	-	-	94.0	97.8	98.1
Reliability and appropriateness of materials dispatched by CCEA	-	-	100.0	99.7	98.7
Quantity of paper based information sent out by CCEA	-	-	99.6	99.3	97.8
Quantity of paper based requests for feedback and comment	-	-	94.6	99.6	97.9
Monthly dispatch	-	99.2	99.6	99.6	99.6
<b>General Customer Satisfaction Level</b>	<b>97.7</b>	<b>98.9</b>	<b>100.0</b>	<b>99.6</b>	<b>98.7</b>