

Results of Post Primary Customer Satisfaction Survey 2007

Total Levels of Satisfaction in Each Area

	2002	2003	2004	2005	2006	2007
Communication	98.2	N/A	100.0	100	98	98
Way CCEA consults with Schools		N/A	94.5	94	93.2	96.6
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	95.2
GCSE Examinations	95.1	N/A	98.2	100	98.8	99.2
GCE Examinations	94.5	N/A	98.7	100	98.5	99.7
Overall qualifications	-	-	-	-	-	95.8
Administration of Exams	99.1	N/A	100.0	100	98.9	99.7
Complaints Procedure	99.1	N/A	100.0	96	95.1	97.0
Support and helpfulness of staff	-	N/A	100.0	98.8	98.9	99.2
Curriculum	-		100.0	97.6	95.1	97.7
Monthly dispatch	-	N/A	97.2	97.7	98.9	98.4
Facilities	-	N/A	74.2	93.8	-	-
Disclosure of information by CCEA Staff	-	-	-	-	98.1	97.8
In general, the accessibility of materials (e.g. website via CCEA's distribution department)	-	-	93.8	96.4	93.6	91.2
The reliability and appropriateness of materials dispatched by CCEA	-	-	100	98.8	95.5	95.5
The quantity of paper based information sent out by CCEA	-	-	97.3	96.5	96.2	95.0
The quantity of paper based requests for feedback and comment	-	-	95.4	98.8	97.9	97.6
Customer Care	-	-	-	-	98.8	98.9
Meeting Rooms at CCEA	95.1	-	-	-	97.7	97.6
Catering Facilities	86.6	-	-	-	89.9	83.0
Accessibility	88.1	-	-	-	92.1	87.2
Car Parking	68.4	-	-	-	69.1	66.9
General Customer Satisfaction Level	95.8	N/A	100	100	98.3	99.0