

## Results of Primary Customer Satisfaction Survey 2007

### Total Levels of Satisfaction in Each Area

	2002	2003	2004	2005	2006	2007
Communication	98.4	100.0	100.0	100	99.6	99.8
Way CCEA consults with Schools	97.9	97.3	98.3	97.2	94.0	96.4
Moderators	93.2	98.9	98.6	99.6	99.2	99.6
Transfer Test	98.8	98.3	98.5	97.9	99.6	98.4
Primary Record of Achievement	97.0	91.6	93.7	93.2	94.5	95.7
Assessment	97.9	98.1	99.7	99.3	-	-
Complaints Procedure	99.2	97.9	97.8	98.5	98.7	98.7
Support and helpfulness of staff	-	100.0	100.0	100	99.4	99.6
Flexibility of CCEA staff	-	-	-	-	-	99.5
Responsiveness of CCEA staff to queries	-	-	-	-	-	99.2
Fairness, Courtesy and understanding of CCEA staff	-	-	-	-	-	100.0
Accessibility of staff by telephone	-	-	-	-	-	98.0
Curriculum	-	97.0	99.3	97.9	97.0	98.9
Monthly dispatch	-	99.2	99.6	99.6	99.6	99.4
Facilities	-	89.0	87.2	92.4		
Disclosure of information by CCEA Staff	-	-	-	-	99.6	98.9
In general, the accessibility of materials (e.g. website via CCEA's distribution department)	-	-	94.0	97.8	98.1	98.7
The reliability and appropriateness of materials dispatched by CCEA	-	-	100.0	99.7	98.7	99.3
The quantity of paper based information sent out by CCEA	-	-	99.6	99.3	97.8	95.8
The quantity of paper based requests for feedback and comment	-	-	94.6	99.6	97.9	95.8
Key Stage 2 ICT Accreditation	-	-	-	-	98.5	99.0
Customer Care	-	-	-	-	99.1	99.3
Meeting Rooms at CCEA	98.5	-	-	-	100.0	100.0
Catering Facilities	96.6	-	-	-	99.0	97.1
Accessibility	89.0	-	-	-	91.9	93.1
Car Parking	72.1	-	-	-	70.4	74.4
<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>	<b>99.6</b>