

CCEA has taken the measures identified below as a response to comments made during the Customer Survey 2008-2009

Highlighted are some improvements which have already been made and others which will require continuous monitoring and evaluation

AREAS FOR IMPROVEMENT	ACTION	COMPLETED	CONTINUOUS IMPROVEMENT
<p>Evaluation of Training and Support Events</p>	<p>We will continue to:</p> <ul style="list-style-type: none"> ■ monitor and evaluate training events, support days and conferences; and ■ be responsive to the feedback provided by teachers. 		<p align="center">✓ ✓</p>
<p>Website and online facilities</p>	<p>We will continue to:</p> <ul style="list-style-type: none"> ■ manage both the CCEA and NI Curriculum websites, ensuring they are up to date with latest news and developments; ■ be creative and innovative in our design approach to the websites and microsites and react to customer feedback; ■ recognise the importance of providing quick and easy access to past papers; ■ ensure that we quicken the process of putting past papers online; ■ meet the requirements of our customers in providing both hard copy and online materials; and ■ provide teachers with the opportunity to order existing materials from our distribution centre by posting a resource catalogue online by July 2009. 	<p align="center">✓ ✓ ✓</p>	<p align="center">✓ ✓ ✓</p>

Qualifications	<p>We will continue to:</p> <ul style="list-style-type: none"> ■ offer a 121 support service between our qualifications specialists and customers. Evaluation and feedback has shown that our customers find this useful. 		✓
Communication and Customer Care	<p><i>Communication is extremely important to us and we are currently reviewing our methods of communication to ensure that our customers are at the forefront of our decision making.</i></p> <p>We will continue to:</p> <ul style="list-style-type: none"> ■ monitor the performance of our staff by carrying out telephone checks throughout the year both on direct and internal lines; ■ send a reminder to staff about the communication protocol via the staff intranet. We will continue to do this on a regular basis; ■ monitor correspondence logs to ensure that Customer Charter targets are met and customers receive prompt responses; and ■ ensure that staff use the out of office facility on phone and email when appropriate. 	✓	✓ ✓ ✓
Facilities Management (FM)	<p>We will continue to:</p> <ul style="list-style-type: none"> ■ review catering on a quarterly basis and be responsive to the feedback provided by visitors; ■ periodically check with the Harbour Commissioners if new car spaces can be provided to us; and ■ provide the reception staff with an up to date list of qualification officers so that queries can be dealt with efficiently. <p><i>Based on previous feedback, the following improvements have been made within FM:</i></p>	✓	✓ ✓

■ all meeting rooms in Clarendon have been refurbished and reviewed to make them more comfortable for our external customers;



■ automatic doors have been fitted to improve access and ensure that CCEA meets its responsibilities under the Disability Discrimination Act (DDA);



■ a regularly updated plasma screen has been fitted at reception to provide up to date information for customers visiting the building; and



■ the number of telephone lines will be increased to make the CCEA switchboard as efficient as possible.

