

## Results of Post Primary Customer Survey

### Post Primary Customer Satisfaction 2008 – Total Levels of Satisfaction in Each Area

	2003	2004	2005	2006	2007	2008
Communication	N/A	100.0	100	98	98	98.5
Way CCEA consults with Schools	N/A	94.5	94	93.2	96.6	92.6
National Record of Achievement	N/A	97.9	97.3	-	-	-
Key Stage 3 Assessment	N/A	99.1	95.1	95.4	95.2	92.3
GCSE Qualifications	N/A	98.2	100	98.8	99.2	100
GCE Qualifications	N/A	98.7	100	98.5	99.7	99
Overall Qualifications	-	-	-	-	95.8	98.2
Overall service CCEA provides in relation to Progress File	-	-	-	-	-	95.4
Administration of Qualifications	N/A	100.0	100	98.9	99.7	100
Complaints Procedure	N/A	100.0	96	95.1	97.0	94.5
Support and helpfulness of staff	N/A	100.0	98.8	98.9	99.2	98.2
Responsiveness of CCEA staff to queries	-	-	-	-	-	96.8
Fairness, courtesy and understanding of CCEA	-	-	-	-	-	98.9
Accessibility of CCEA staff by telephone	-	-	-	-	-	95
Curriculum		100.0	97.6	95.1	97.7	98.2
Training provided by Curriculum	-	-	-	-	-	94.9
Support/resource materials provided by curriculum	-	-	-	-	-	93.9
Monthly dispatch	N/A	97.2	97.7	98.9	98.4	97.6
Facilities	N/A	74.2	93.8	-	-	
Disclosure of information by CCEA Staff	-	-	-	98.1	97.8	97.4
Flexibility of CCEA staff	-	-	-	-	-	97.7
In general, the accessibility of materials (e.g. website via CCEA's distribution department)	-	93.8	96.4	93.6	91.2	97.3
The reliability and appropriateness of materials dispatched by CCEA	-	100	98.8	95.5	95.5	96.7
The quantity of paper based information sent out by CCEA	-	97.3	96.5	96.2	95.0	92.6
The quantity of paper based requests for feedback and comment	-	95.4	98.8	97.9	97.6	93.8
CCEA's website	-	-	-	-	-	96.8
Ability to navigate CCEA's website	-	-	-	-	-	91.8
Quality of Information on CCEA's website	-	-	-	-	-	97.5
Provision of clear points of contact with CCEA staff	-	-	-	-	-	97.1
How would you rate the evaluation feedback	-	-	-	-	-	91.5
Rate face to face meetings	-	-	-	-	-	95.1
Rate seminars / conferences	-	-	-	-	-	96.8
Rate on-line information	-	-	-	-	-	94.3
Information letters	-	-	-	-	-	98.4
Customer Care	-	-	-	98.8	98.9	98.5
Meeting Rooms at CCEA	-	-	-	97.7	97.6	97.2
Catering Facilities	-	-	-	89.9	83.0	84.7
Accessibility	-	-	-	92.1	87.2	85.2
Car Parking	-	-	-	69.1	66.9	56.5
<b>General Customer Satisfaction Level</b>	<b>N/A</b>	<b>100</b>	<b>100</b>	<b>98.3</b>	<b>99.0</b>	<b>98.9</b>