

Results of Primary Customer Survey

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

	2003	2004	2005	2006	2007	2008
Communication	100	100	100	99.6	99.8	97.9
Way CCEA consults with Schools	97.3	98.3	97.2	94	96.4	93.8
Moderators	98.9	98.6	99.6	99.2	99.6	99.5
Transfer Test	98.3	98.5	97.9	99.6	98.4	96
Primary Record of Achievement	91.6	93.7	93.2	94.5	95.7	93.3
Assessment	98.1	99.7	99.3	-	-	-
Complaints Procedure	97.9	97.8	98.5	98.7	98.7	99.6
Support and helpfulness of staff	100	100	100	99.4	99.6	100
Flexibility of CCEA staff	-	-	-	-	99.5	99.4
Responsiveness of CCEA staff to queries	-	-	-	-	99.2	99.7
Fairness, Courtesy and understanding of CCEA staff	-	-	-	-	100	100
Accessibility of staff by telephone	-	-	-	-	98	98.2
Curriculum Issues	97	99.3	97.9	97	98.9	98.8
Support/resources materials provided by curriculum	-	-	-	-	-	98.2
Monthly dispatch	99.2	99.6	99.6	99.6	99.4	99.7
Facilities	89	87.2	92.4			
Disclosure of information by CCEA Staff	-	-	-	99.6	98.9	100
In general, the accessibility of materials (e.g. website via CCEA's distribution department)	-	94	97.8	98.1	98.7	100
The reliability and appropriateness of materials dispatched by CCEA	-	100	99.7	98.7	99.3	98.3
The quantity of paper based information sent out by CCEA	-	99.6	99.3	97.8	95.8	97.6
The quantity of paper based requests for feedback and comment	-	94.6	99.6	97.9	95.8	96.8
Key Stage 2 ICT Accreditation	-	-	-	98.5	99	98.1
CCEA's website	-	-	-	-	-	99.7
Ability to navigate CCEA's website	-	-	-	-	-	99
Service of CCEA provides in relation to the administration of qualifications	-	-	-	-	-	99.3
Quality of Information on CCEA's website	-	-	-	-	-	99.7
Customer Care	-	-	-	99.1	99.3	100
Provision of Clear Points of Contact with CCEA staff	-	-	-	-	-	94
How would you rate the evaluation feedback	-	-	-	-	-	93.1

Face to face meetings	-	-	-	-	-	92.6
Seminars / conferences	-	-	-	-	-	92.9
On-line information	-	-	-	-	-	97.7
Information letters	-	-	-	-	-	98
Meeting Rooms at CCEA	-	-	-	100	100	100
Catering Facilities	-	-	-	99	97.1	97.2
Accessibility	-	-	-	91.9	93.1	88.7
Car Parking	-	-	-	70.4	74.4	62.7
General Customer Satisfaction Level	98.9	100	99.6	98.7	99.6	98.8