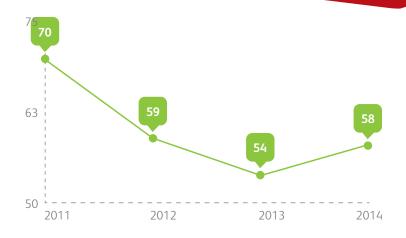
HEP satisfaction survey 2014





58% of respondents rated their overall experience of UCAS in 2014 as 'Great' or 'Good'

'Great' or 'Good'

53% say their overall experience of UCAS has got better over the last 12 months

Increase in overall satisfaction is amongst

IT Staff
47% up from 26% in 2013

"The communications and contact with our technical contacts have drastically improved things. The score is only let down by the technical issues we had."

are 'mostly' or 'extremely' satisfied with the level of UCAS' engagement with them

87%

of respondents are 'very' or 'fairly' satisfied that UCAS achieves its vision



Areas of dissatisfied with Course Collect

15%

are very/mostly dissatisfied with Course Collect

are very/mostly dissatisfied with

8% are very/mostly dissatisfied with ucas.com

"Communications have been improved this year which are much clearer and easier to understand."

"Things are getting better but there is still room for improvement."

Suggestions for **improvement**

- Improve / replace Course Collect.
 - Communicate better especially technical issues.
 - Make data products more useful and cost effective.
 - Listen to providers and deliver what we promise.

Steps being taken to improve satisfaction

- Development of a new course collection system.
- A range of technical experience improvements, including a self-service portal.
- Continued investment in improving the customer journey through the work of the Customer Experience Team.