



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."

57%

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 dissatisfaction:

37%

are very/mostly dissatisfied with Course Collect

15%

are very/mostly dissatisfied with Course Search

8%

are very/mostly dissatisfied with ucas.com

Satisfaction with customer experience:

81%

Relationship managers

71%

HEP Team

53%

Communications

66%

Technical relationship managers

"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.