

UCAS Undergraduate provider experience survey 2017

Here are the top-level findings from our 2017 provider satisfaction survey.

Overall experience of UCAS



89% **great** or **good**
(up **11%** on 2016,
and up **41%** on 2014).



87% of providers felt UCAS
delivered a **successful cycle**.



54% said their experience
was **much** or **slightly**
better. Only **5%** said their
experience had **got worse**
or **slightly worse**.



78% think UCAS provides
an **efficient service**.



79% think overall, UCAS is
easy to do business with.



What we're doing well

Customer service

- **95%** of users were **very** or **mostly satisfied** with the HEP Team.
- **92%** of users were **very** or **mostly satisfied** with their relationship manager and technology relationship manager.
- **91%** of users were **very** or **mostly satisfied** with the Data Collection Team.

'Continue to invest in the RMs and TRMs, they're a real asset to UCAS.'

'The HEP Team are your crown jewels, they deliver the best customer service and are always friendly and spot on with their advice.'

'Data Collection Team's customer service is excellent.'

Products and services

- **Collect** has seen a huge turn around in satisfaction – its net satisfaction score is **61%** (it was -10% last year. The product's net ease score has improved to **52%** from -33%).
- **88%** of users were **very** or **mostly satisfied** with the **test, training, and development environment**, and see the value of being able to test against products UCAS is developing.
- **62%** of users saw the value in the **advertising services** UCAS Media offers.

What we need to improve



Fewer sign ins to our systems and portals.



The ease of finding information and advice on **ucas.com**.



Improve user experience of web-link and MOVEit.



Improve access and visibility of our data services.

To keep up-to-date with the latest news and developments on our products and services, sign up for UCAS updates:

web.ucas.com/provider-signup

