



THEORISE

Client Satisfaction Survey 2024



2024 Client Satisfaction Survey

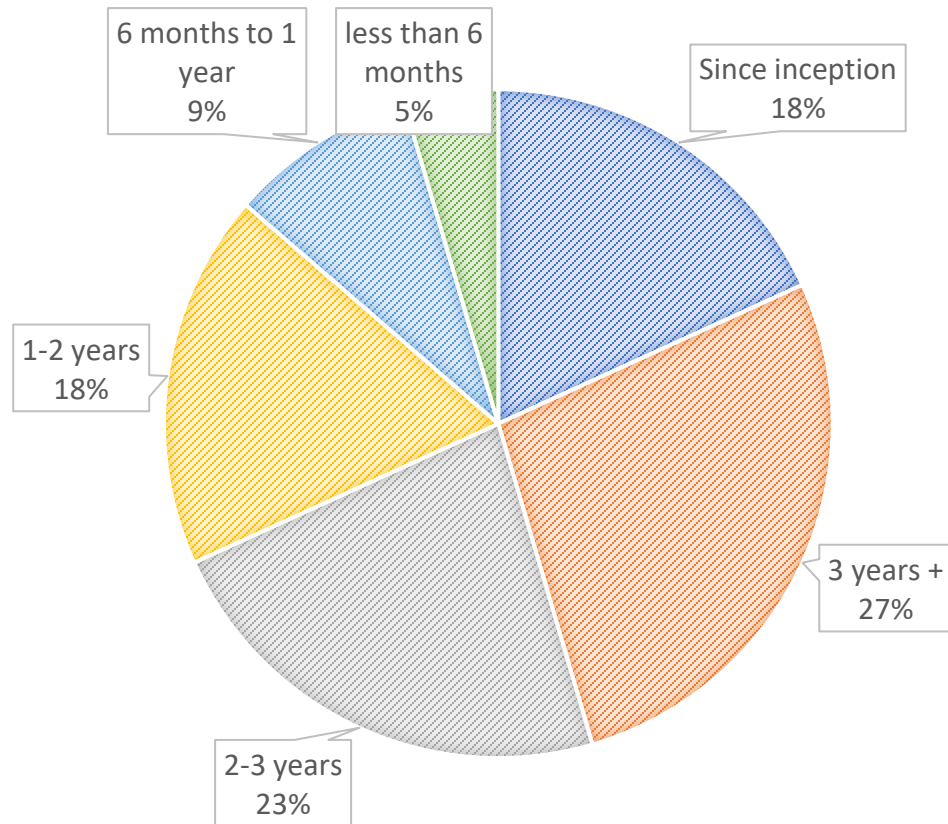
Theorise asked for objective feedback from our College & University Clients' on the quality of the service provided by Theorise and the quality of support staff we provided in the 23-24 academic year with the objective of rating:

- The professionalism and calibre of our support staff
- The consistency of our service and open and honest communication
- How we compare with other agencies to identify and facilitate improvement opportunities.

All colleges and universities who engaged with Theorise directly in this academic year were asked for feedback and we were pleased to receive 60% of these returned.

Time with us?

How long have you been a client of Theorise Ltd?

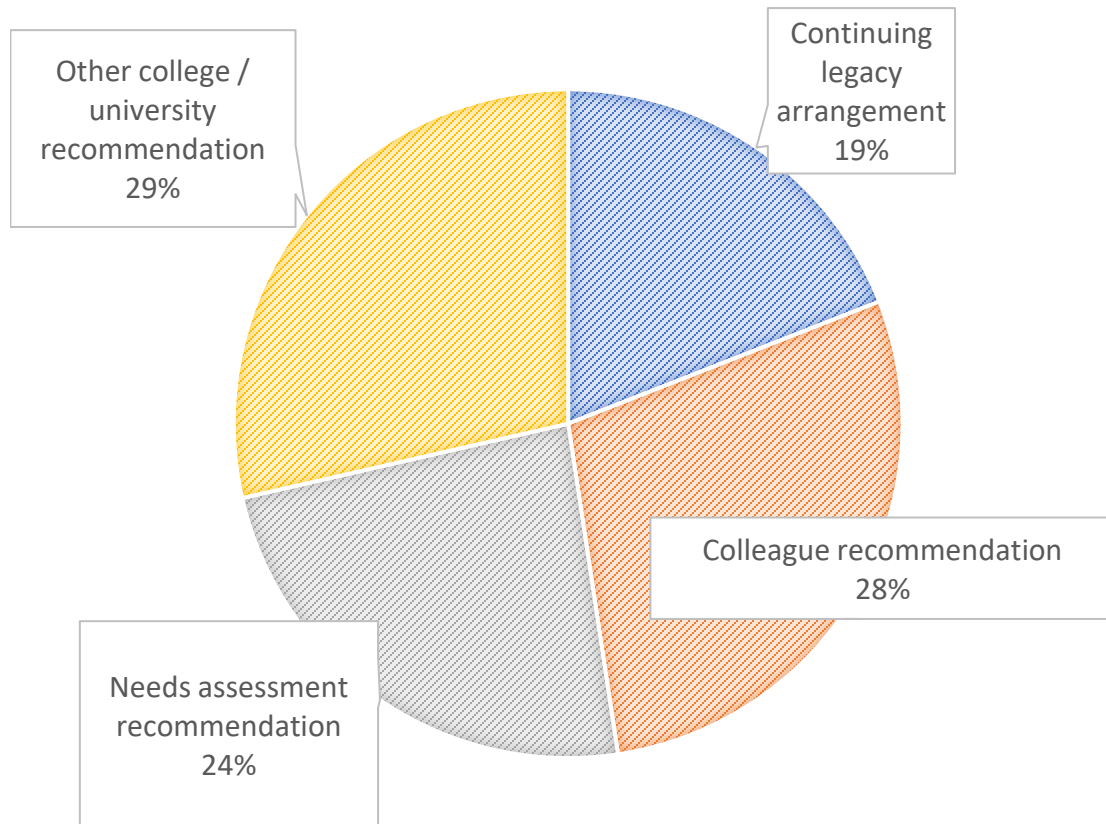


- Since inception – 18%
- **3 years + – 27%**
- 2 to 3 years – 23%
- 1 to 2 years – 18%
- 6 months to 1 year – 9%
- Less than 6 months – 5%



How did you hear about us?

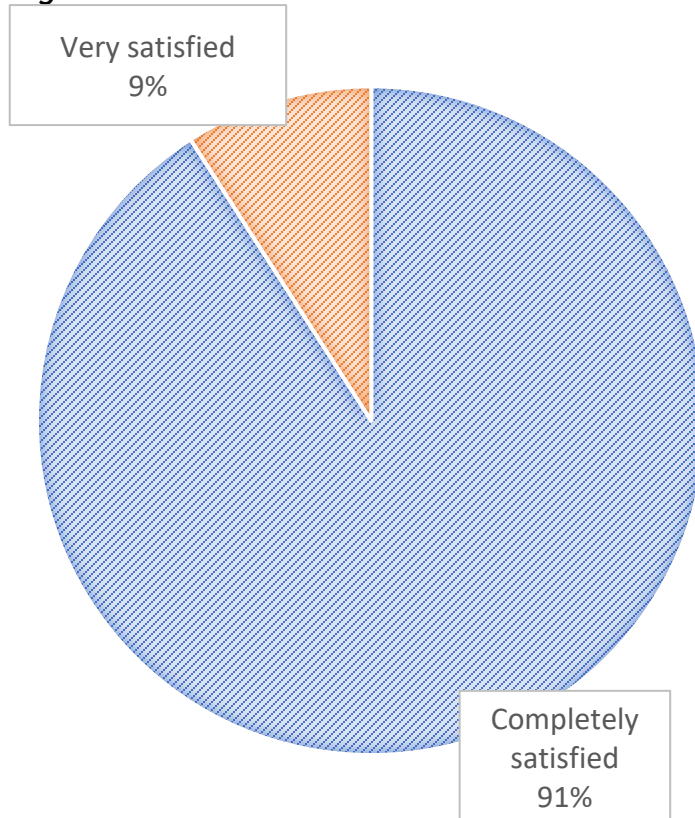
How did you first hear about Theorise Ltd?



- Continuing legacy arrangement – 18%
- Other college / university recommendation – 39%
- Needs assessment recommendation – 14%
- Colleague recommendation – 29%

How did we do?

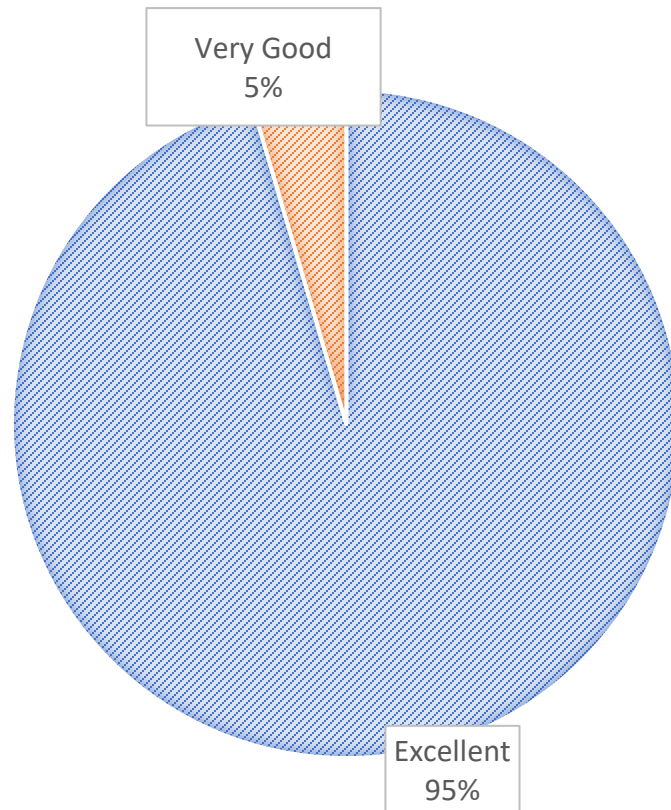
How satisfied were you with the calibre of support staff provided by Theorise Ltd to support your students?



- **Completely satisfied – 91%**
- Very satisfied – 9%
- Moderately satisfied – 0%
- Not at all satisfied – 0%
- Unable to answer thus far – 0%

How efficient were we?

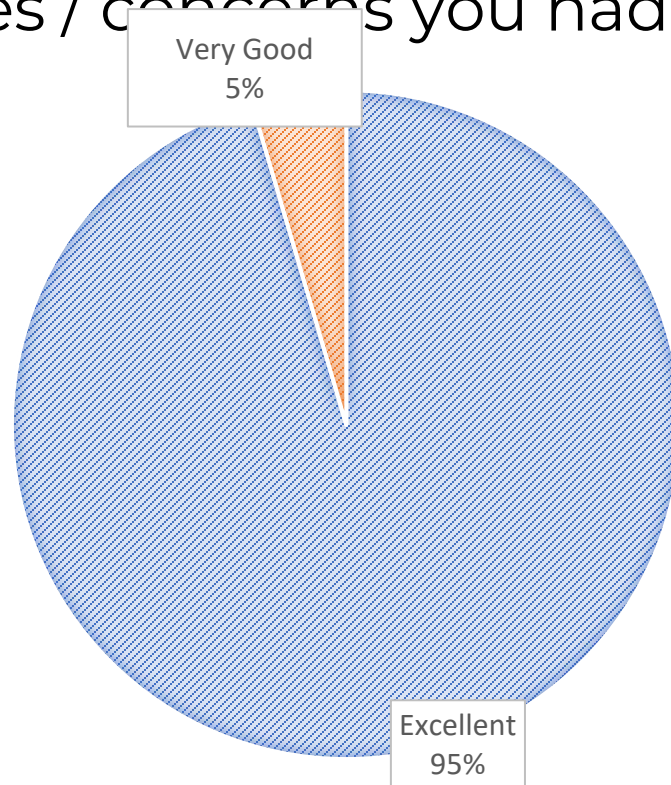
How would you rate Theorise response time to match our support staff with students?



- **Excellent – 95%**
- Very good – 5%
- Good – 0%
- Average – 0%
- Poor – 0%

How efficient were we?

How would you rate Theorise response time to answering any queries / concerns you had?



- Excellent – 95%
- Very good – 5%
- Good – 0%
- Average – 0%
- Poor – 0%
- N/A – 0%

How did we engage with you?

How would you rate the level of communication you had with the Theorise team throughout this academic year?



- Excellent - 95%
- Very good – 5%
- Good – 0%
- Average – 0%
- Poor – 0%
- N/A – 0%

Our service standards

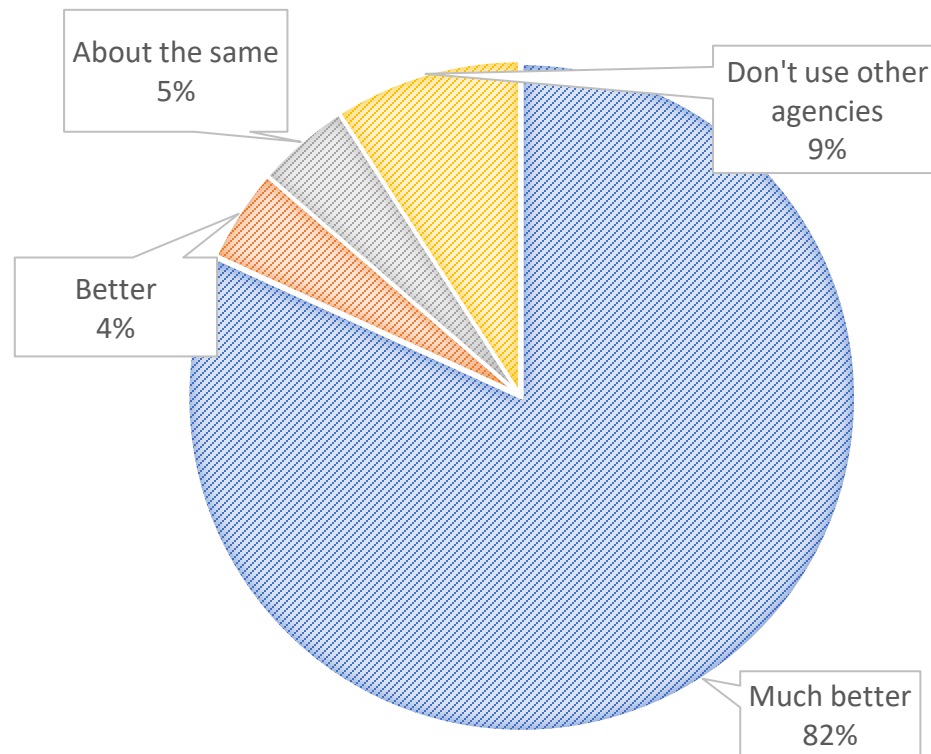
How would you rate the overall service you received from Theorise in this academic year?



- Excellent – 95%
- Very Good – 5%
- Good – 0%
- Average – 0%
- Poor – 0%

Our service standards

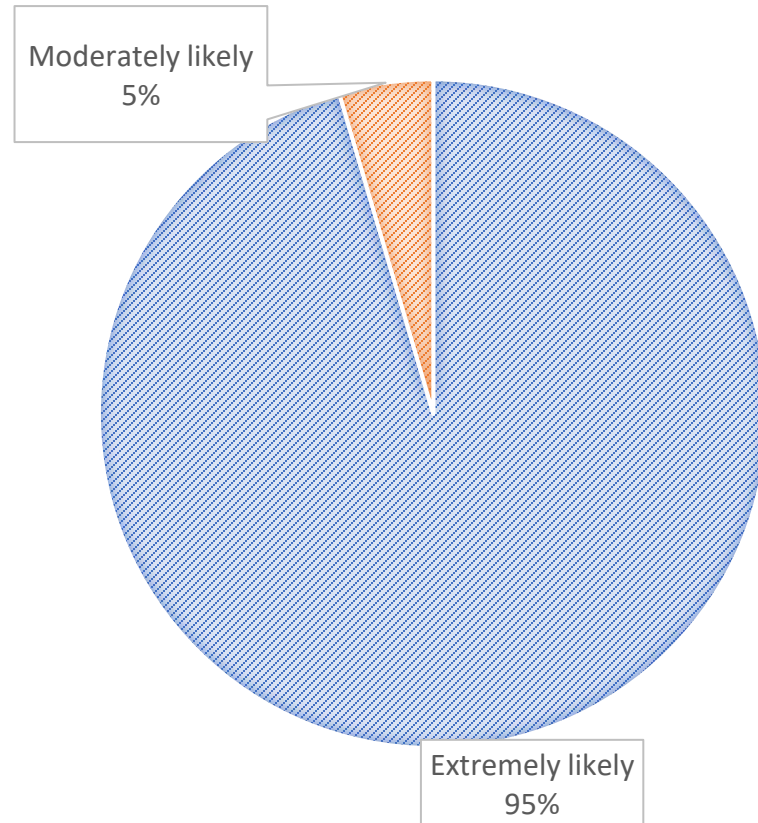
How would you compare the service you received from Theorise against other agencies with whom you engage?



- Much better – 82%
- Better – 4%
- About the same – 5%
- Worse – 0%
- Much worse – 0%
- Don't use other agencies – 9%

Did we impress?

How likely are you to use Theorise Ltd's services in future?



- Extremely likely – 95%
- Moderately likely – 5%
- Unlikely – 0%
- Never – 0%



Feedback

Here are a small sample of some open comments we received in the Client Feedback Survey:

- “Theorise continued to offer a first-class service in 2023/24. The response time for referrals is amazing and the student feedback is excellent. Theorise employees are very pro-active when it comes to communicating important information to relevant university staff, particularly regards student concerns that arise. This ensures timely support is implemented. Thank you for another great year of support.” - Inverness College UHI Disability Adviser
- “I continue to be impressed with the service offered by Theorise. The students find the help invaluable, and the communication is excellent. I look forward to continuing to work with Theorise in the coming academic year. Thank you again.” - Orkney College UHI Disability Adviser
- “Keep doing what you are doing. Excellent service all round.” - Heriot-Watt University Disability Team
- “Theorise and your colleagues have been a tremendous support to my students Dany, thank you. This has definitely made a significant positive impact to their college experience and successfully completing coursework and assessments.” - Glasgow Clyde College Disability Adviser



Summary

Theorise Ltd are dedicated to the principle of never-ending improvements in quality, reliability and service excellence to our clients, candidates, and students. Our principal aim is to always supply first class quality, and reliable support to students across further and higher education through the recruitment of the highest quality NMPH support staff.

This academic year has been our busiest ever in terms of student support with over 2400 student supported across over 50 different colleges and universities across Scotland and in some cases further afield and with this expansion we have brought in a number of new support staff who have delivered support on both a remote and face-to-face basis.

The survey results have also been highly encouraging from our perspective and our aim this year was to have all students matched with a member of our support team in a maximum of two working days which has been achieved other than we specific specialist recruitment has been required. Our communication with colleges and universities is always open, honest and transparent and we believe this has been reflected in the excellent results from this survey.

Theorise do and will continue to do our utmost to give all clients, support staff and students who engage with us the best possible experience and we are always open to improvements or suggestions.

We believe we do have credibility and accountability in the field of recruitment and specialist knowledge in the field of further and higher education which we believe makes us stand out. We continuously strive to improve and uphold our reputation as a professional and high-quality recruitment business through our status as a:

- Corporate Member of the Recruitment and Employment Confederation (REC)
- Member of the Federation of Small Businesses (FSB)

This ensures we commit to the highest standards of being a compliant and productive recruitment business and ensures we can be trusted to provide an honest and reliable service. We also are committed to maintaining the highest possible level of knowledge and to be aware of industry specific information and changes and are a member of the:

- National Association of Disability Practitioners
- British Dyslexia Association
- PATOSS



Award Winning Year

Theorise Ltd were delighted to have been named as Scotland's Recruitment Agency of the Year (Prestige Awards Group) and Scotland's Best Student Academic NMPH Provider (Corporate Vision) for the second year running.

The Prestige Awards Group commented:

"The judges were particularly impressed by the tailored approach adopted at Theorise, who work hard to ensure they consistently meet every one of their clients' individual needs. A thorough and detailed recruitment process brings the agency the highest quality candidates, who each enjoy industry leading rates of pay and benefits, as well as ensuring the students they are entrusted with are provided the best possible service. The team is focused on continuing to build and grow the business and guarantee a professional yet informal approach, with a focus on meeting the needs of all the clients and students they work with."

The Corporate Vision Article recognising our quality of service and why we have been again named as Scotland' can be found in full at:

<https://www.corporatevision-news.com/issues/issue-6-2024/8/>



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