



THEORISE

# Student Satisfaction Survey 2022



# 2022 Student Student Survey

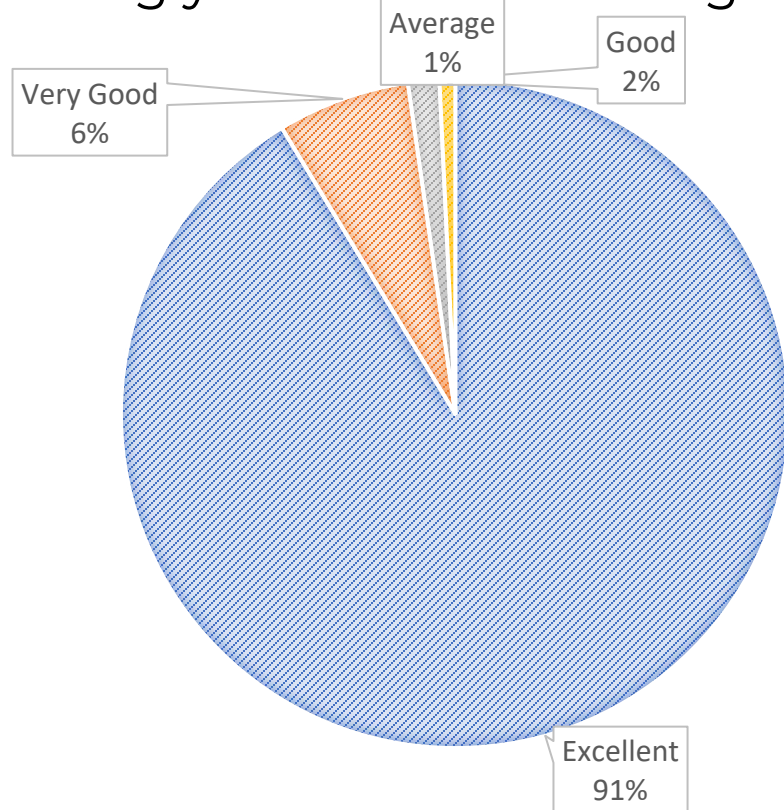
We asked the students of our college and university clients to provide feedback on the quality of support they received from their assigned Theorise support worker with the objective of rating:

- The professionalism and calibre of our support staff
- The quality of support afforded in sessions to assist students with any problems or difficulties they were facing personally or academically.
- The impact our support staff made on the students studies and their overall experience in working with one of our team.
- To understand their overall experience of working with our support staff.

1638 students were asked for feedback and 265 of these were returned completed. An encouraging response rate of 16.17%.

# How efficient were we?

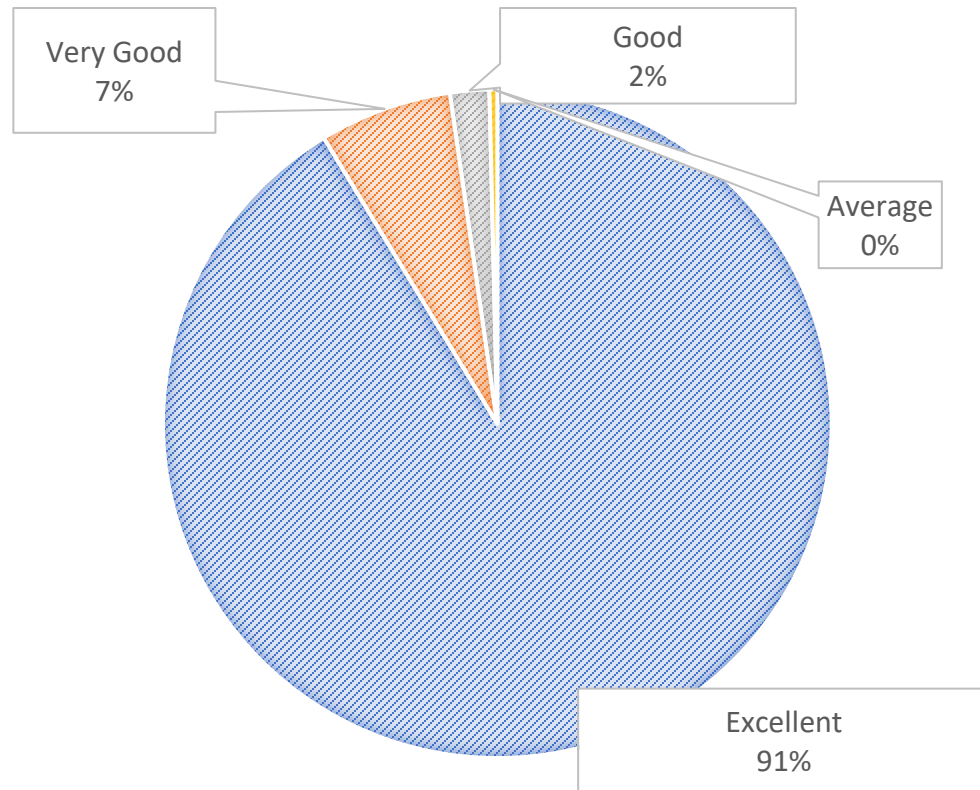
How did you rate the support worker's response time to organise a meeting following your initial matching e-mail from Theorise?



- **Excellent – 91%**
- Very Good – 6%
- Good – 2%
- Average – 1%
- Poor – 0%
- Very Poor – 0%

# Ready to help?

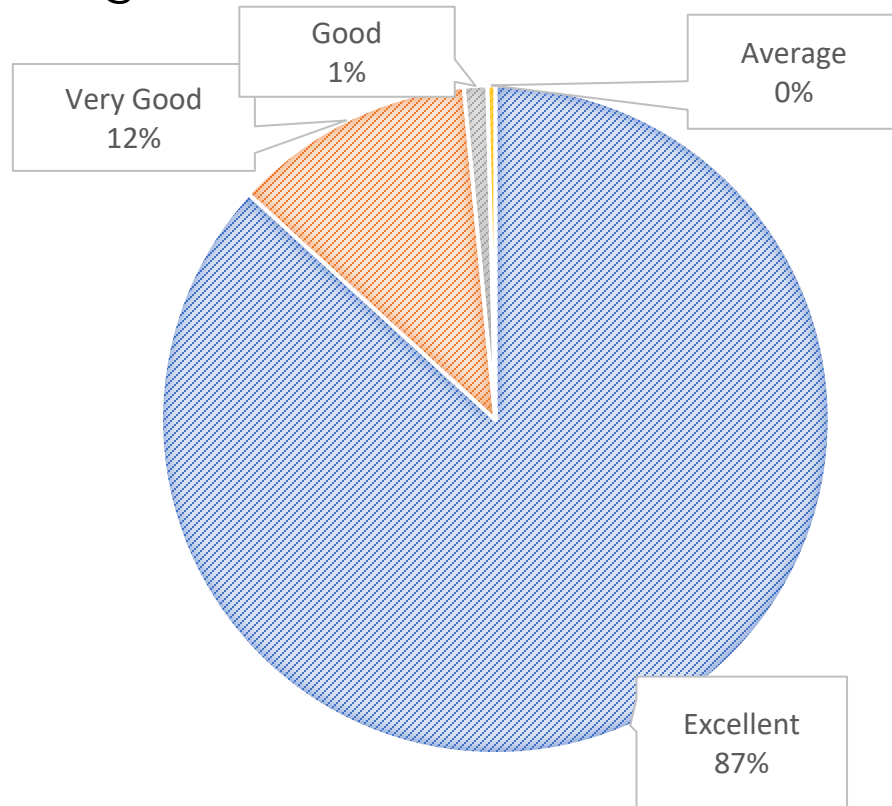
How would you rate the support worker's eagerness to help, and time taken to understand any problems or difficulties you were facing?



- Excellent – 91%
- Very Good – 7%
- Good – 2%
- Average – <1%
- Poor – 0%
- Very Poor – 0%

# Problem solving?

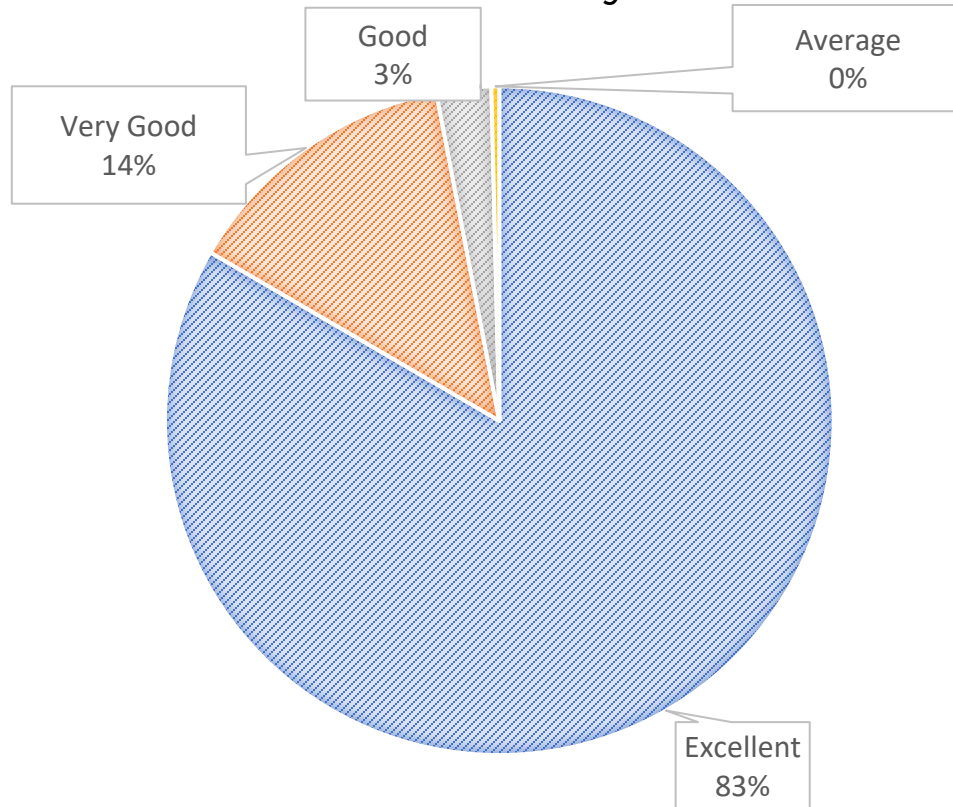
How would you rate the support worker's ability to try to provide solutions or strategies in a clear and concise manner?



- **Excellent – 87%**
- Very Good – 12%
- Good – 1%
- Average – <1%
- Poor – 0%
- Very Poor – 0%

# Problem solving?

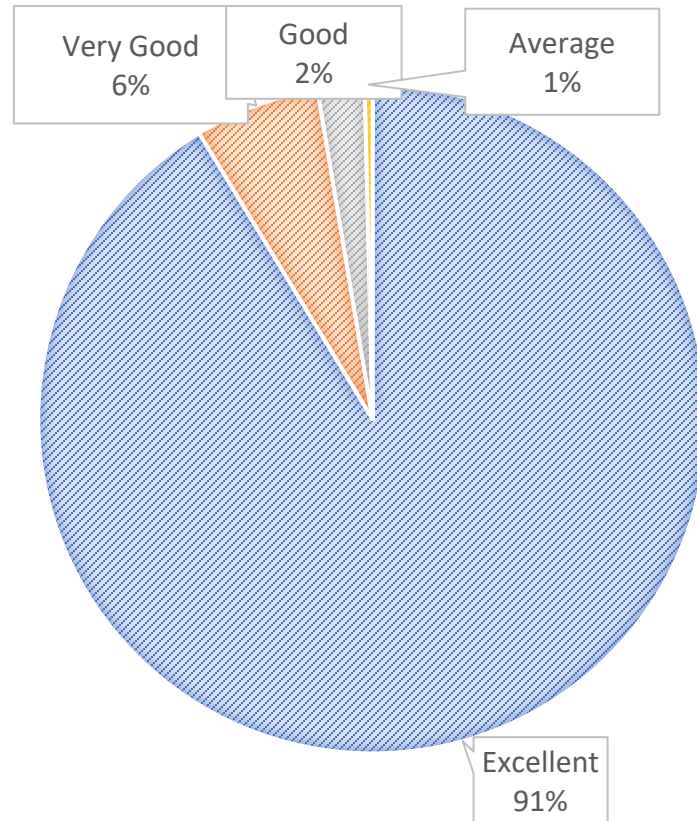
How would you rate the support worker's ability to try to help you to solve any problems or difficulties for yourself?



- **Excellent – 83%**
- Very Good – 14%
- Good – 3%
- Average – <1%
- Poor – 0%
- Very Poor – 0%

# How did we communicate?

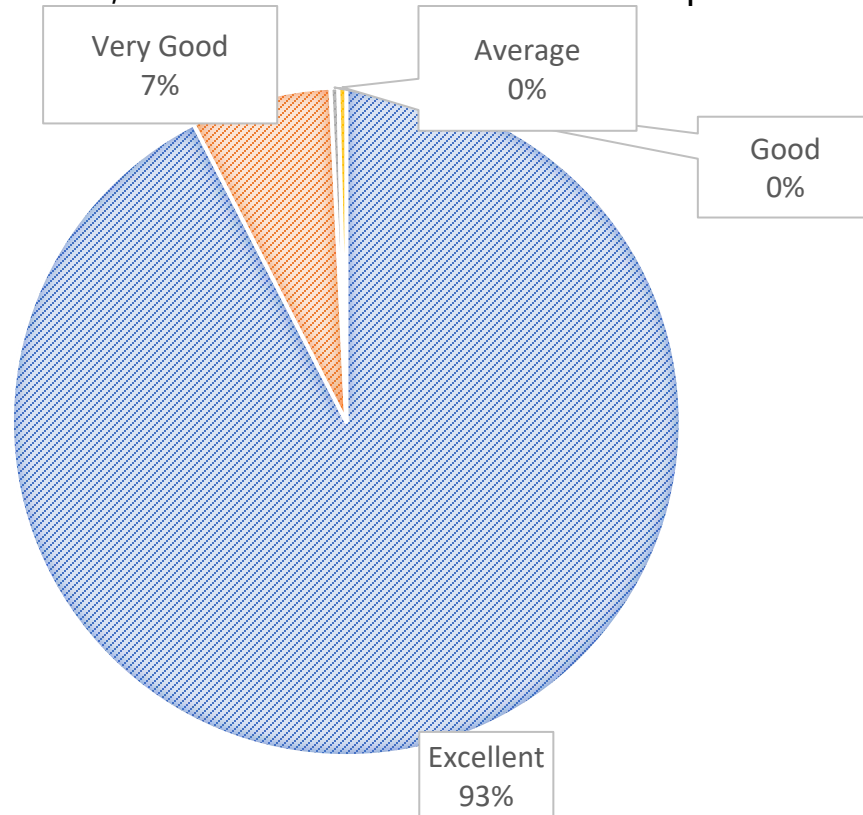
How did you rate the support worker's communication skills?



- **Excellent – 91%**
- Very Good – 6%
- Good – 2%
- Average – 1%
- Poor – 0%
- Very Poor – 0%

# Professionalism

How did you rate the support worker's overall professionalism in terms of organisation, attention to detail and planning of sessions?

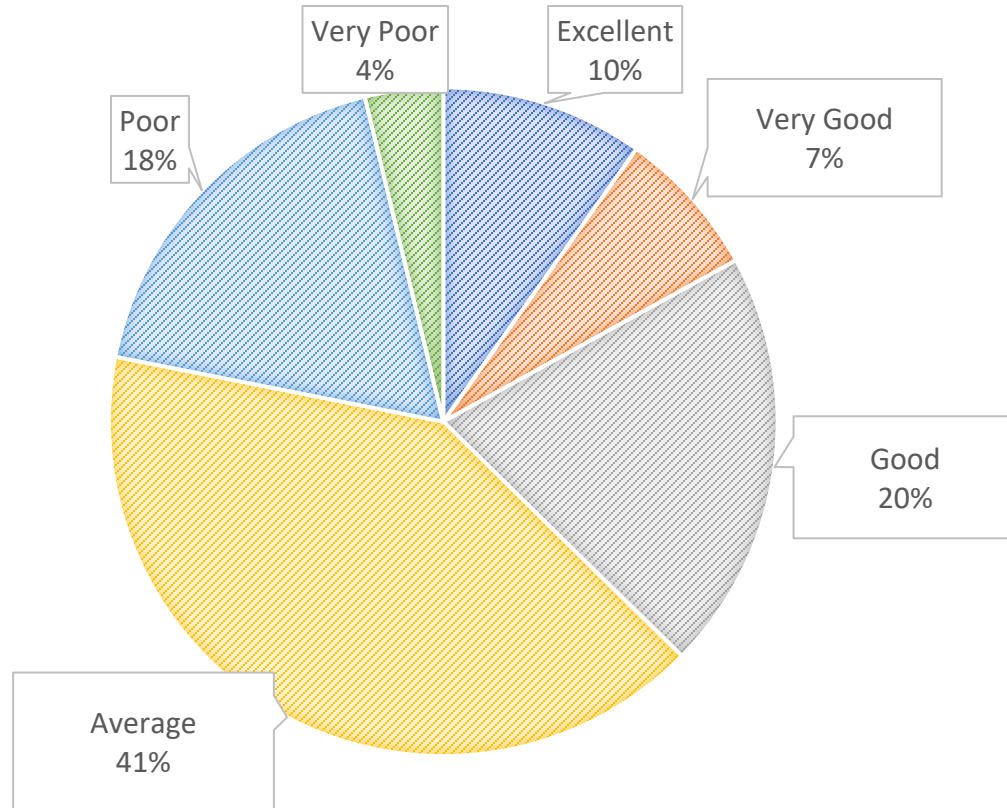


- **Excellent – 93%**
- Very Good – 7%
- Good – <1%
- Average – <1%
- Poor – 0%
- Very Poor – 0%



# Our service standards

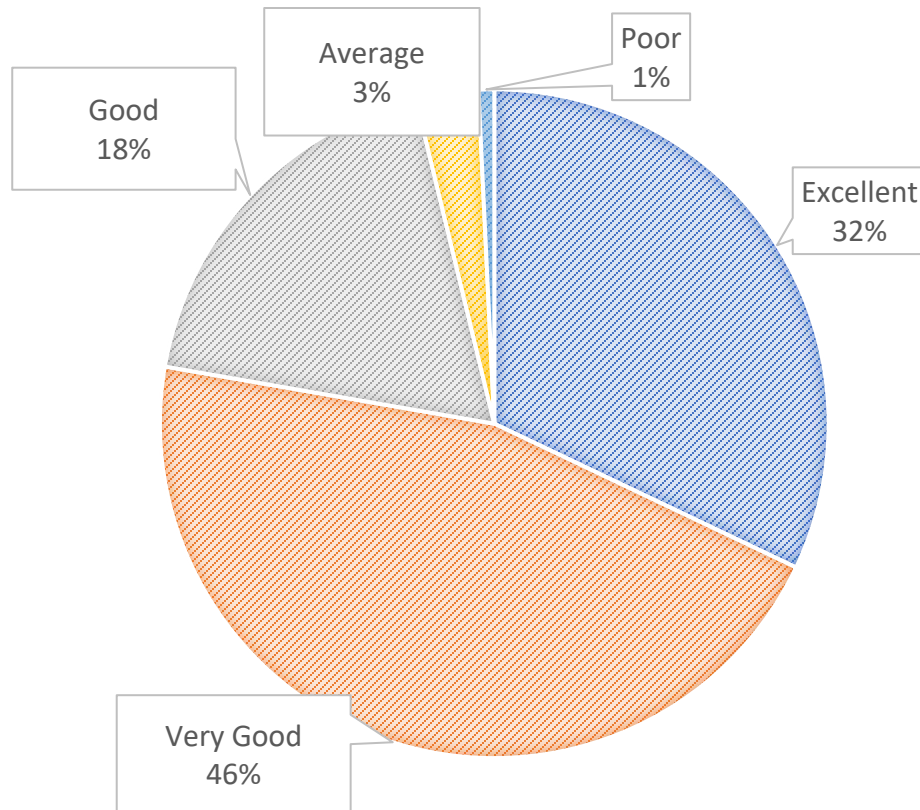
How would you rate your confidence levels in approaching difficulties personally, in course work or with assignments and examinations **before** working with one of our support team?



- Excellent – 10%
- Very Good – 7%
- Good – 20%
- **Average – 41%**
- Poor – 18%
- Very Poor – 4%

# Our service standards

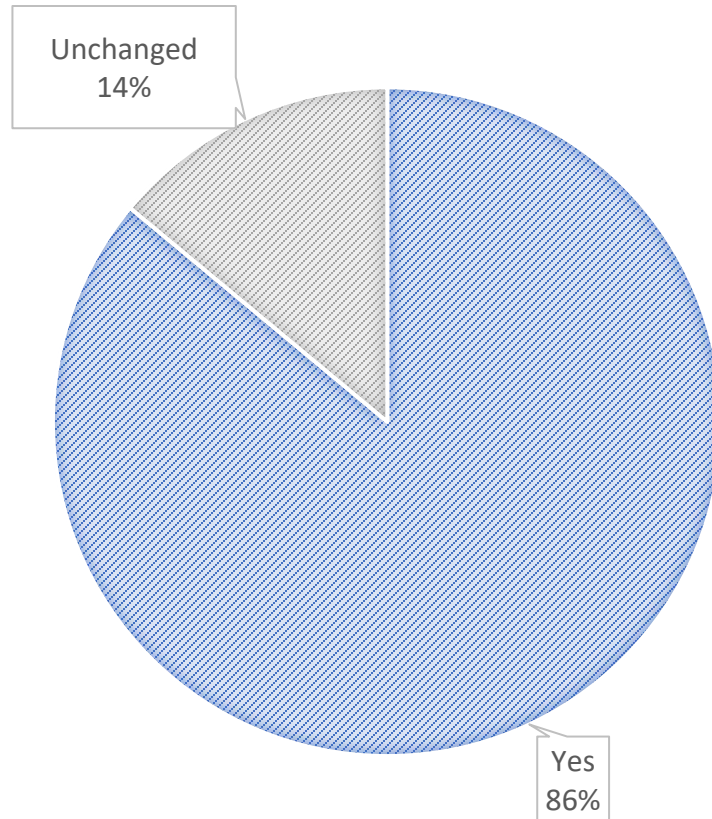
How would you rate your confidence levels in approaching difficulties personally, in course work or with assignments **and** examinations **after** working with one of our support team?



- Excellent – 32%
- Very Good – 46%
- Good – 18%
- Average – 3%
- Poor – 1%
- Very Poor – 0%

# Our service standards

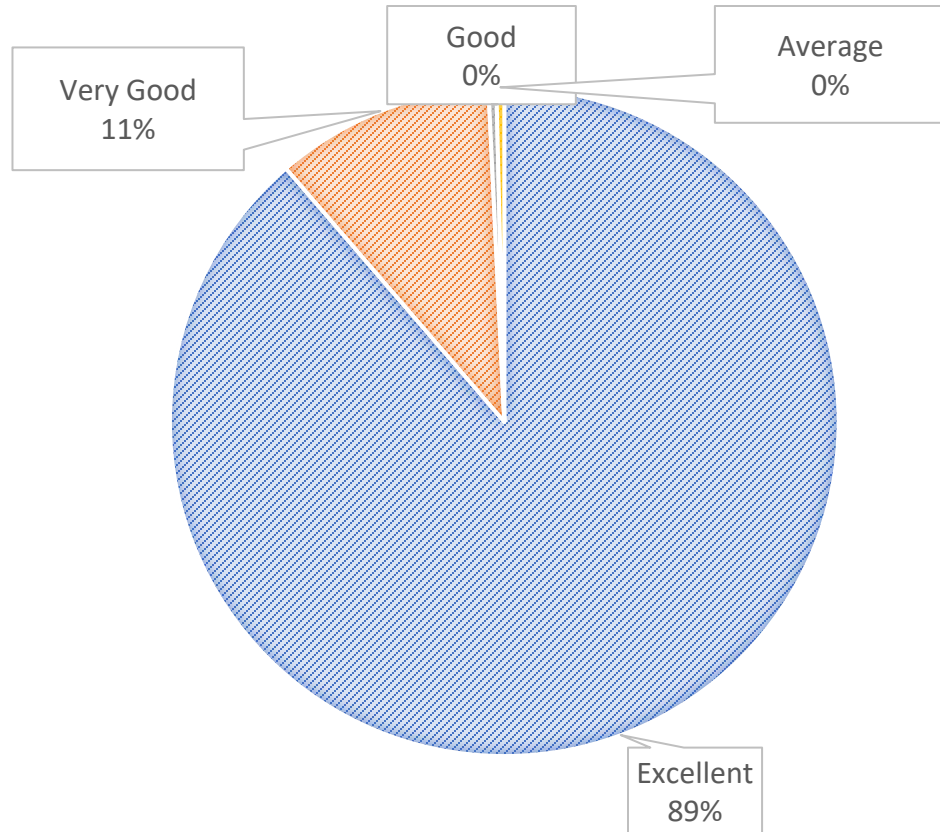
Do you feel your confidence levels in approaching difficulties personally, in course work or with assignments and examinations improved after working with a support worker?



- Yes – 86%
- No – 0%
- Unchanged – 14%

# Our service standards

How did you rate your overall experience in working with your assigned support worker so far?



- **Excellent – 89%**
- Very Good – 11%
- Good – <1%
- Average – <1%
- Poor – 0%
- Very Poor – 0%

# Feedback

Theorise take all feedback seriously and where support staff were rated “Good (3)” or below the following actions were taken:

- Students were contacted for further background information regarding any issues or concerns raised and agreed appropriate actions for the forthcoming academic year to improve their experience.
- Support staff were given all feedback and where there were any negative or concerning comments raised these were discussed fully and actions taken to rectify any issues.



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# Feedback

Here are a small sample of some open comments we received in the survey:

- “As a mature student I had found my first year extremely difficult, being given my diagnosis and support has allowed me to complete second year with no re-sits. I felt more confident in my work, and able to ask for support where I felt I needed it. This has been a hugely beneficial part of my success in second year.” Queen Margaret University PG Student
- “My Mentor is very skilled in understanding students’ mental health difficulties such as ADHD, neurodiversity and anxiety. She is a great listener and she always suggested solutions or techniques to approach and simplify each problem I was facing. It felt really helpful for me to have someone so compassionate to talk to without judgement and get useful advice that I could actually apply. I was really happy with the help I received, so all I have to say is to keep up the great work in helping students through their difficulties!” University of Edinburgh UG Student
- “This has been a really positive experience this year. I am extremely happy working with my Tutor and feel I am gaining in confidence and improving on my skills – which is showing through my results. I would be very keen to continue working with the same Tutor next year.” Napier University UG Student
- “It would be excellent having support in the new academic year. My support worker has been fantastic she is just an inspiration and really great to work with. She is great 5/5 top class.” - Edinburgh College Student



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# 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 again been a challenge with Covid issues ongoing at the beginning of term. It has also been our busiest by far in terms of student support with just under 1700 students supported across 31 different colleges and universities 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 with 104 our support staff receiving at least one feedback form completed from an assigned student with the results demonstrating what a positive impact our support staff can have on the student's confidence both personally and academically.

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, which we believe makes us stand out from other providers. 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



Get in touch with us:  
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