



THEORISE

Student Satisfaction Survey 2021



2021 Student Satisfaction Survey

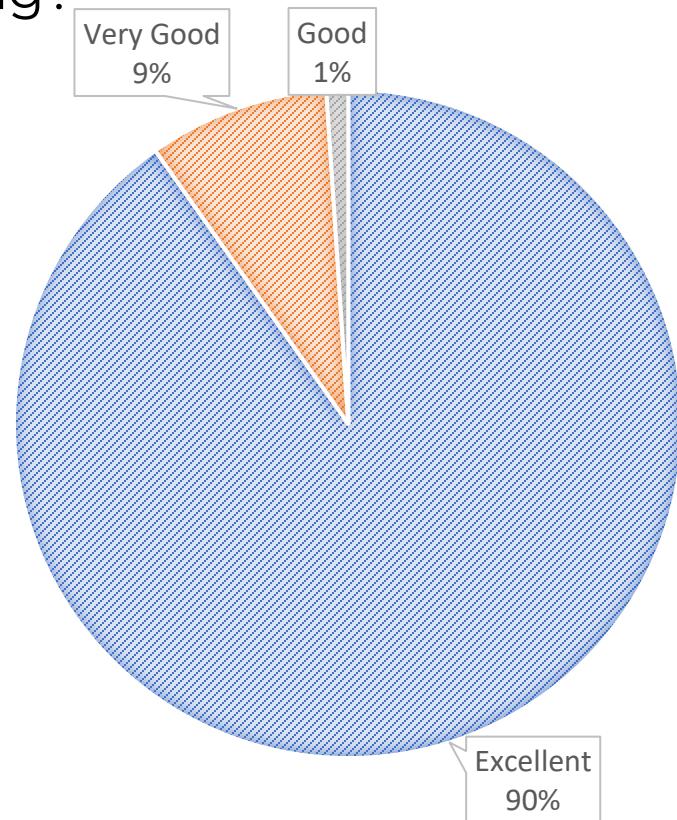
We asked the students of our College and University Clients to provide feedback on the quality of support provided by their assigned Theorise support worker and to rate:

- The professionalism and calibre of our support staff
- The support in sessions to help students with personal or academic problems or difficulties, including support prior to Covid-19 and during when we adapted to online support
- The impact made on the student studies and their overall experience of working with a Theorise support worker
- Their experience of remote working with support staff

1100 students were asked for feedback and we were delighted to receive 26% of these returned.

How efficient were we?

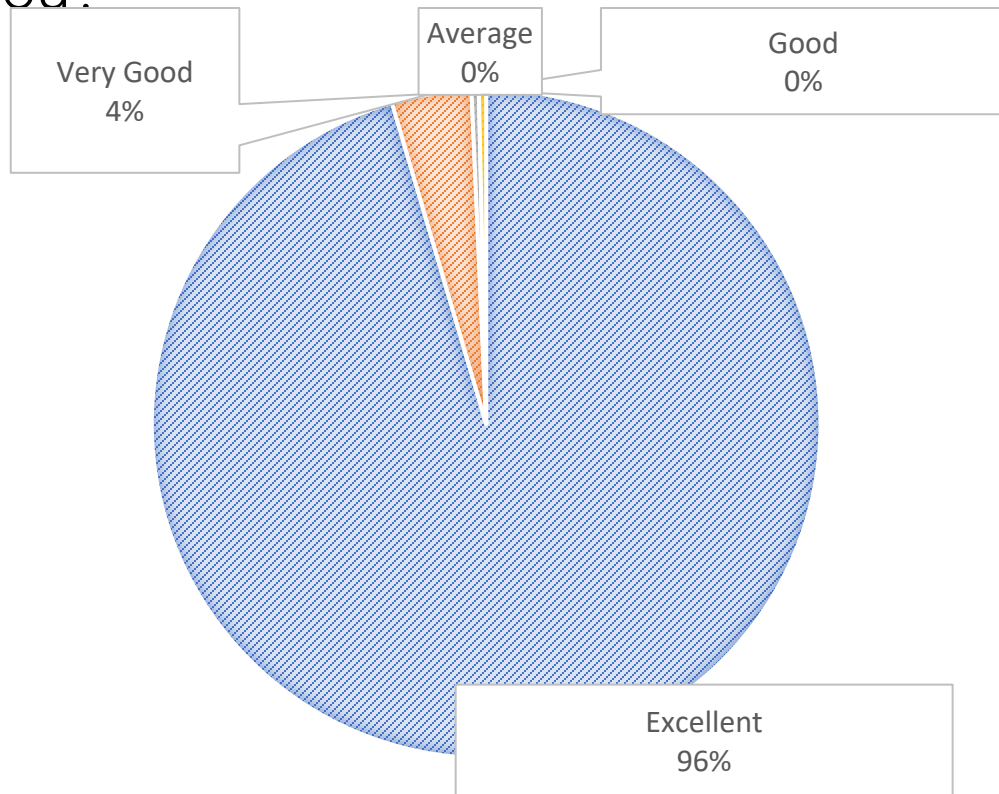
How did you rate the support worker's response time to organise a meeting?



- Excellent – 90%
- Very Good – 9%
- Good – 1%
- Average – 0%
- Poor – 0%
- Very Poor – 0%

Ready to help?

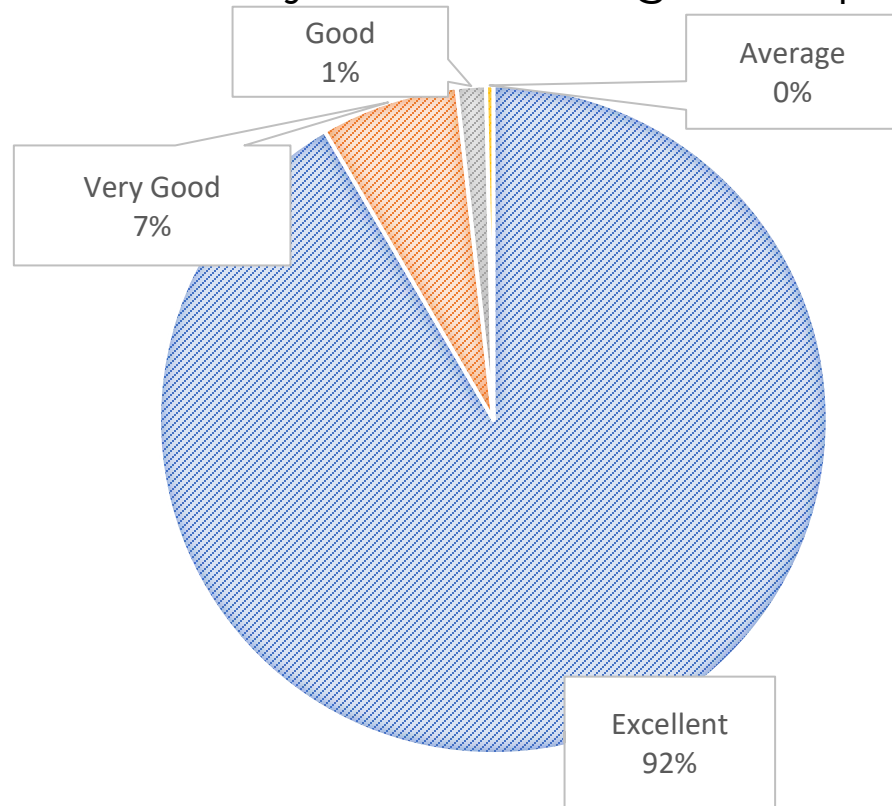
How did you rate the support worker's friendliness and eagerness to assist you?



- **Excellent – 96%**
- Very Good – 4%
- Good – <1%
- Average – <1%
- Poor – 0%
- Very Poor – 0%

Did we understand?

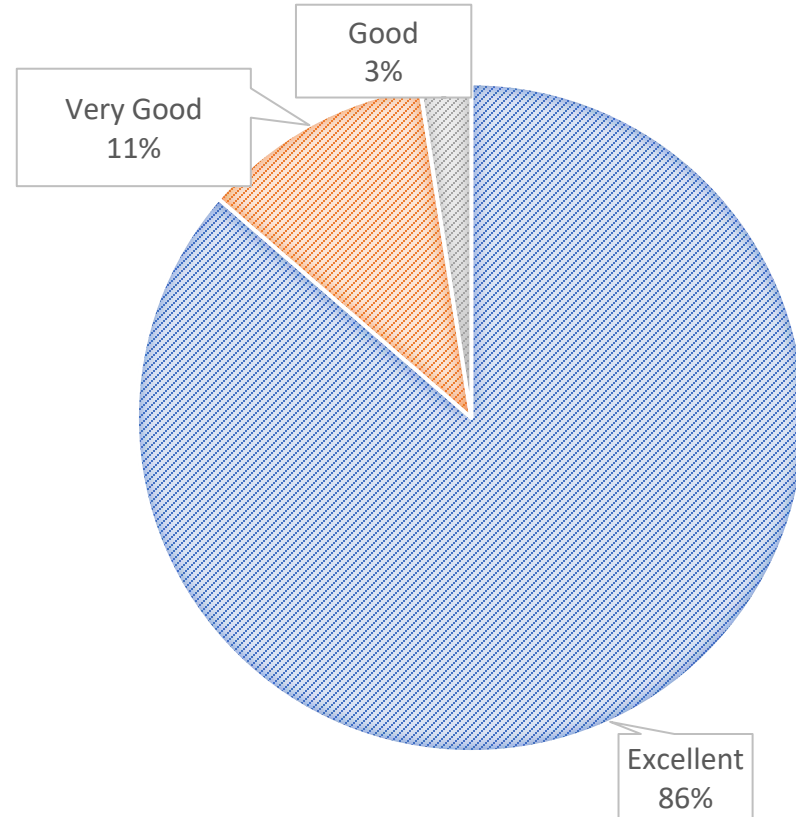
How did you rate the support worker in taking the time to understand any problems or difficulties you were facing either personally or academically?



- **Excellent – 92%**
- **Very Good – 7%**
- **Good – 1%**
- **Average – <1%**
- **Poor – 0%**
- **Very Poor – 0%**

Problem solving?

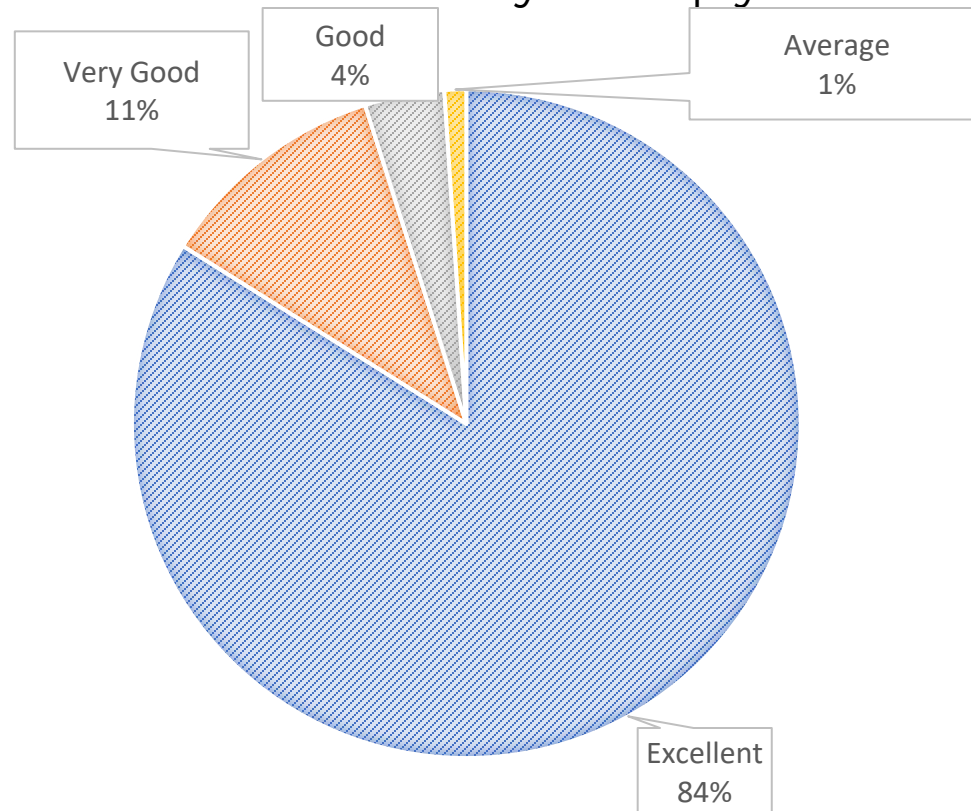
How did you rate the support worker's attempts to identify solutions or strategies in a clear and concise manner?



- **Excellent – 86%**
- Very Good – 11%
- Good – 3%
- Average – 0%
- Poor – 0%
- Very Poor – 0%

Problem solving?

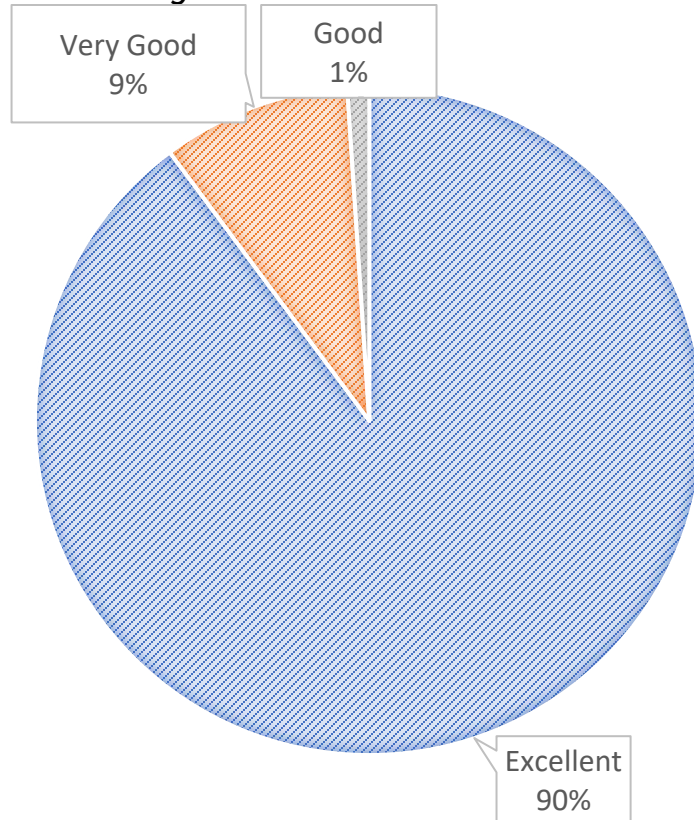
How did you rate the support worker's attempts to help you try to problem solve on your own and their ability to help you understand key concepts and strategies?



- **Excellent – 84%**
- Very Good – 11%
- Good – 4%
- Average – <1%
- Poor – 0%
- Very Poor – 0%

How did we communicate?

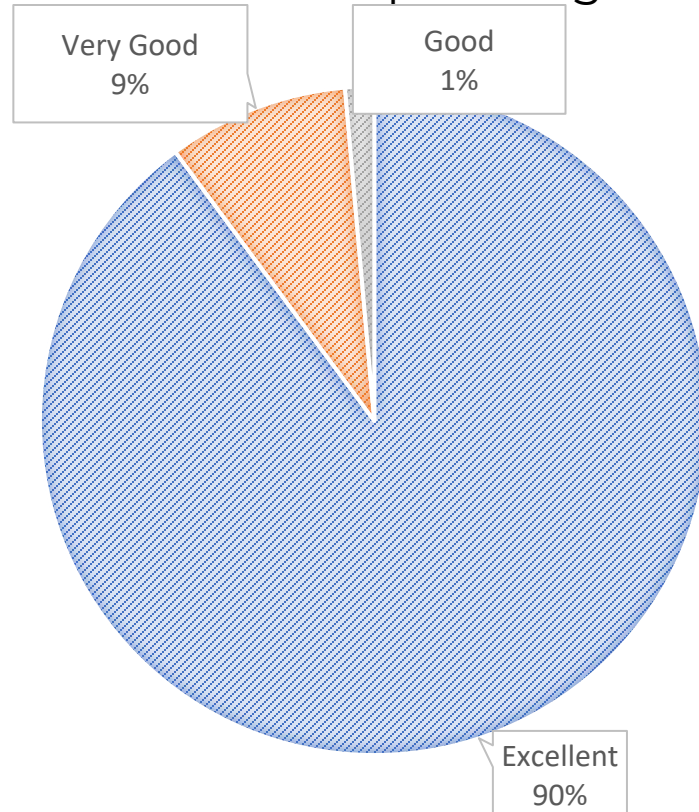
How did you rate the support worker's communication skills with you throughout the academic year?



- **Excellent – 90%**
- Very Good – 9%
- Good – 1%
- Average – 0%
- Poor – 0%
- Very Poor – 0%

Professionalism

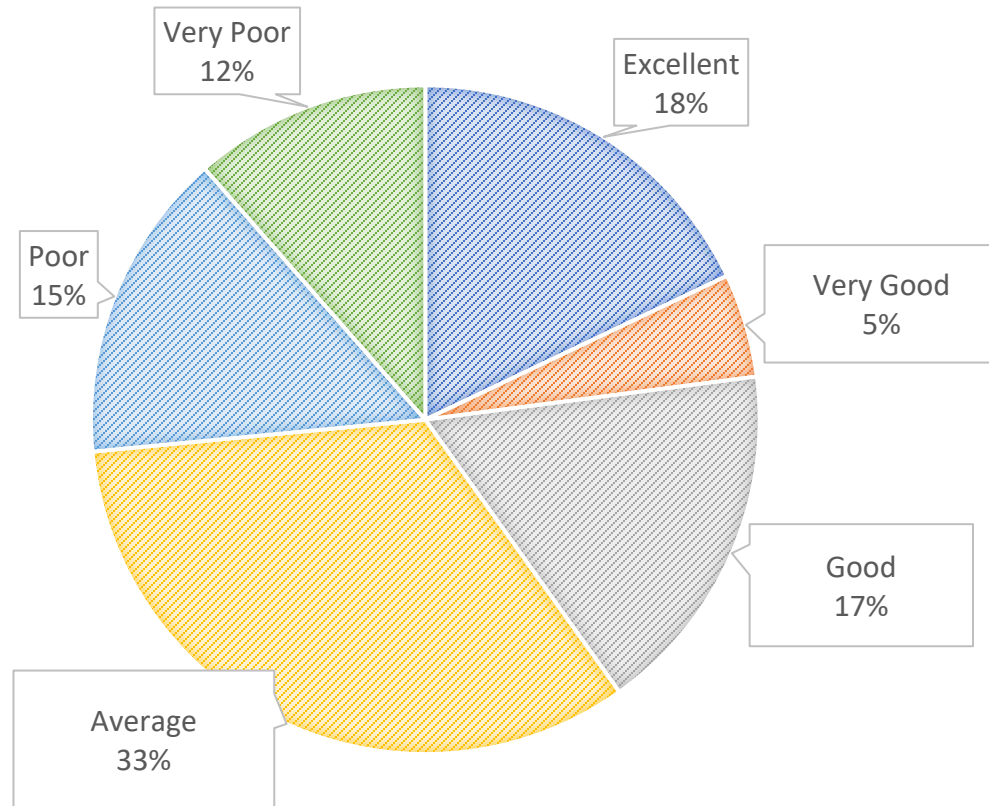
How did you rate the support worker's overall behaviour in terms of organisation, attention to detail and planning of sessions?



- **Excellent – 90%**
- Very Good – 9%
- Good – 1%
- Average – 0%
- Poor – 0%
- Very Poor – 0%

Our service standards

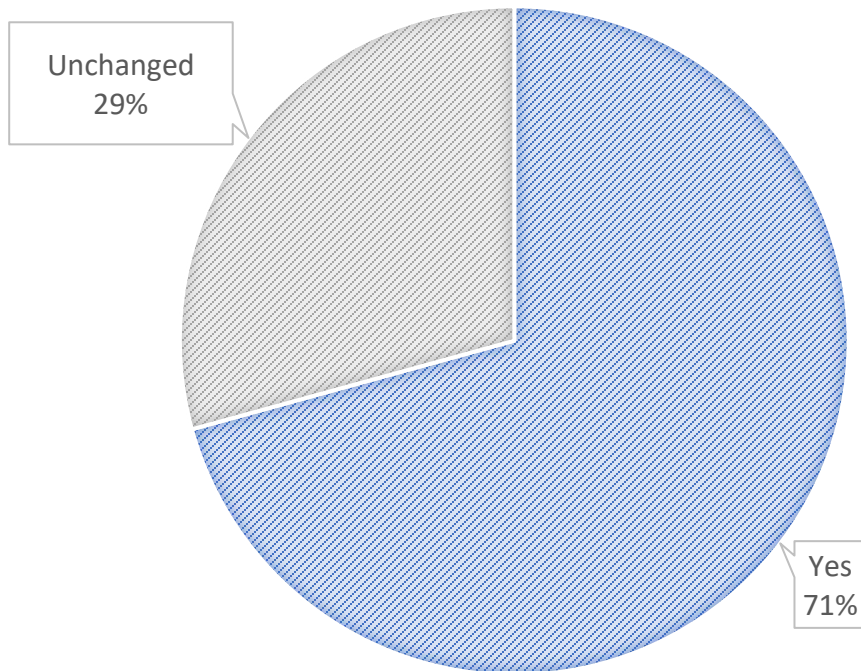
How would you rate your confidence levels in approaching difficulties personally, in course work or with assignments and examinations before working with one of our support team?



- Excellent – 18%
- Very Good – 5%
- Good – 17%
- **Average – 33%**
- Poor – 15%
- Very Poor – 12%

Our service standards

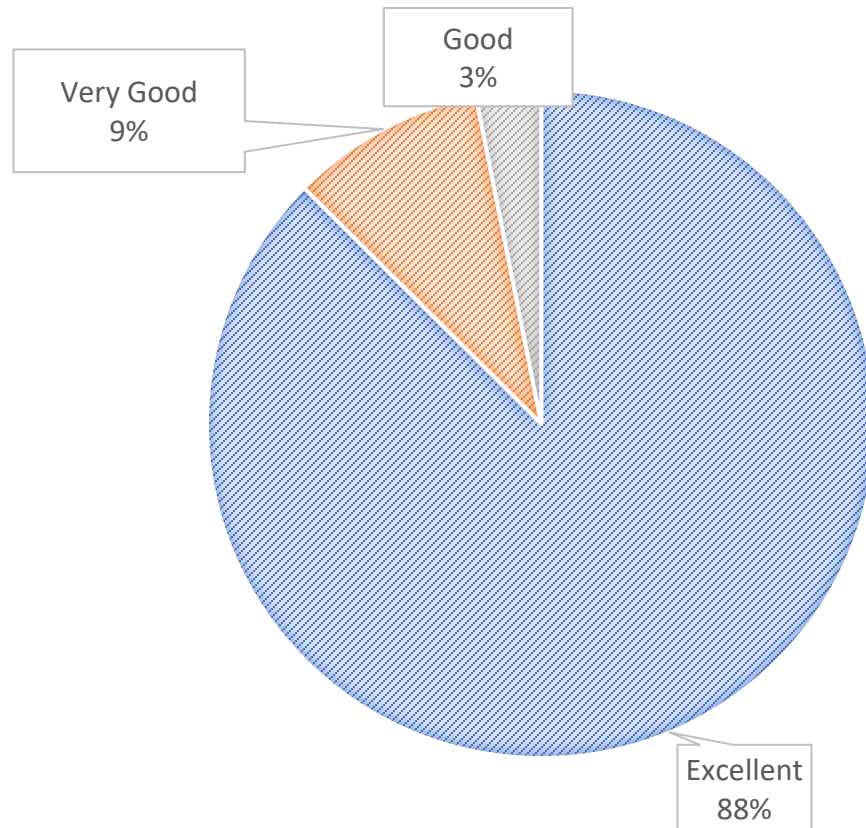
Do you feel your confidence levels in approaching difficulties personally, in course work or with assignments and examinations improved after working with a support worker?



- Yes – 71%
- No – 0%
- Unchanged – 29%

Our service standards

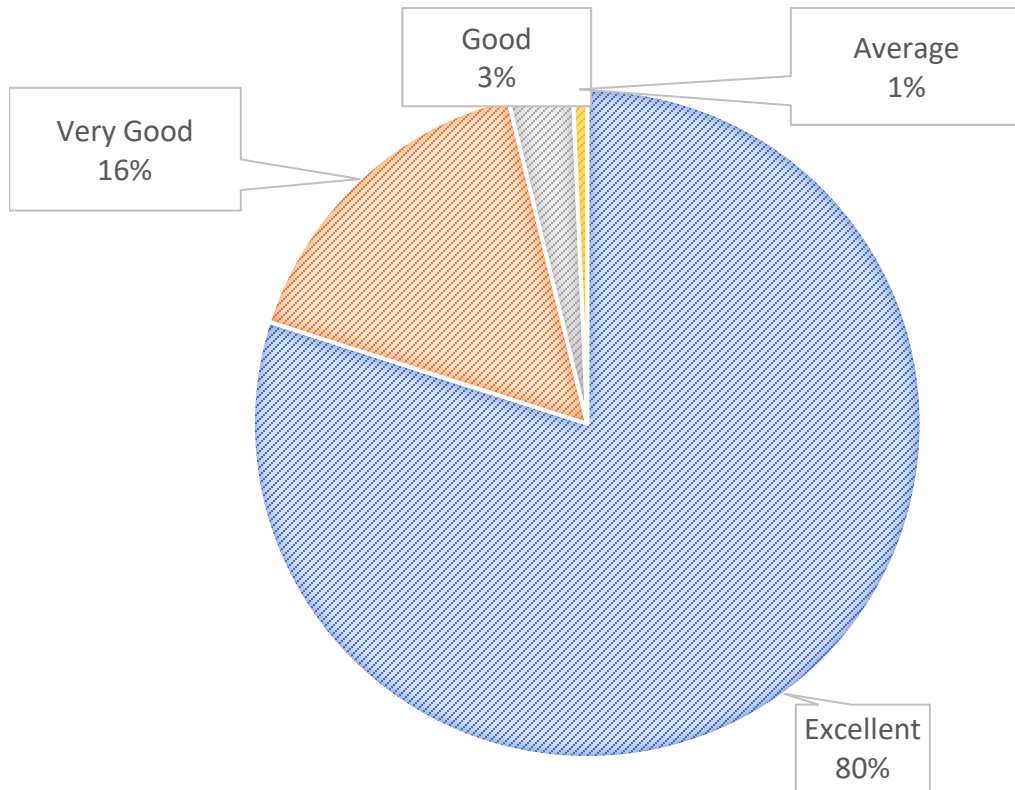
How did you rate your overall experience in working with your assigned support worker?



- **Excellent – 88%**
- Very Good – 9%
- Good – 3%
- Average – 0%
- Poor – 0%
- Very Poor – 0%

Our service standards

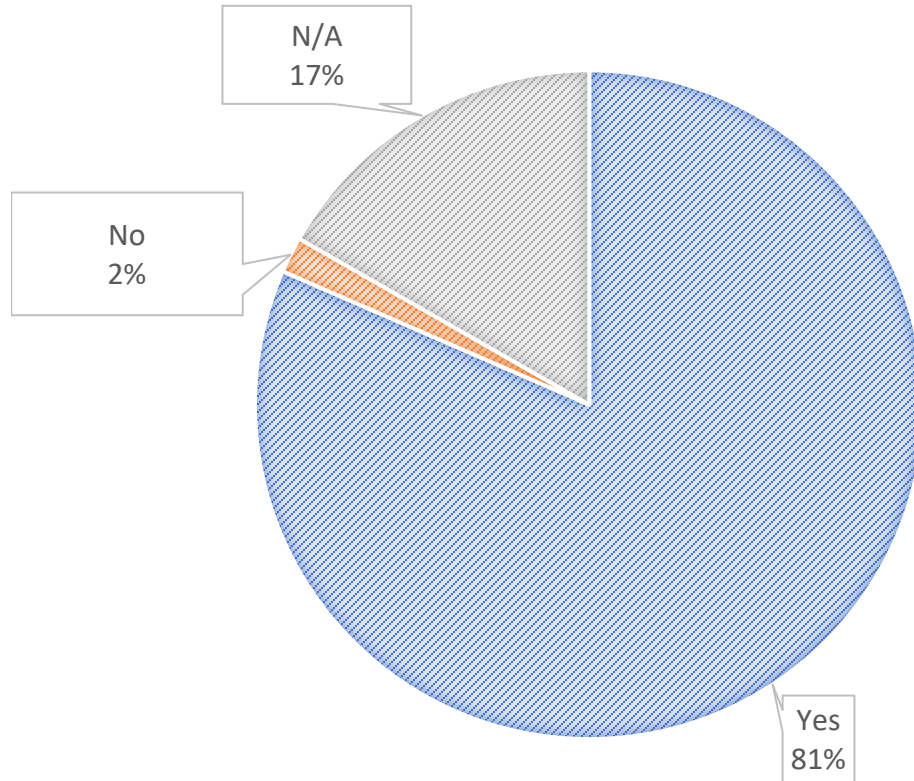
How did you rate the overall service that Theorise Ltd provides Colleges & Universities?



- **Excellent – 80%**
- Very Good – 16%
- Good – 3%
- Average – 1%
- Poor – 0%
- Very Poor – 0%

Did we impress?

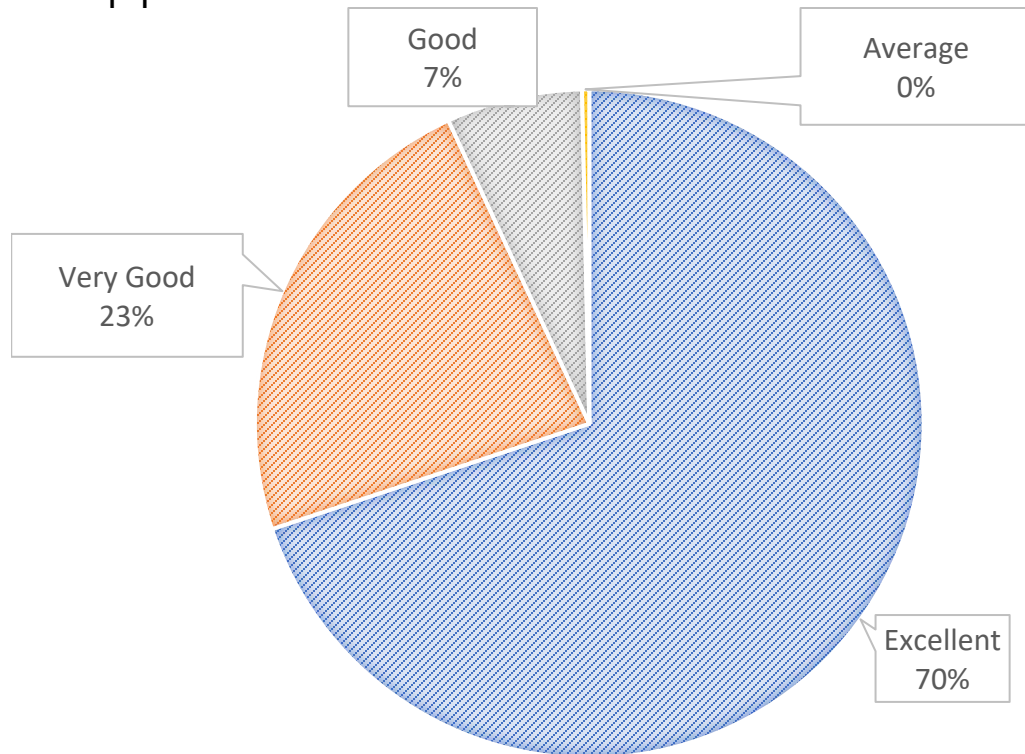
If possible would you want to work with the same support worker in the new academic year?



- Yes – 81%
- No – 2%
- N/A – 17%

Remote working?

What was your overall experience like in being supported remotely by your assigned support worker?



- **Excellent – 70%**
- Very Good – 23%
- Good – 7%
- Average – <1%
- Poor – 0%
- Very Poor – 0%



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Feedback

We take all feedback very seriously and where ratings were less than “very good” we acted as follows:

- All students were contacted for further background information and where possible appropriate actions for the forthcoming academic year were agreed.
- Support staff were given all feedback and where there were negative or concerning comments raised they were fully discussed and appropriate improvement actions agreed.
- Open comments that students made with suggestions have also been taken on board with a new guide being created by Theorise to explain all types of support and the roles that our staff can provide for students who are assigned a support worker.



Feedback

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

“Laura has been absolutely fantastic when working with myself. She is friendly and very easy to talk with. I feel I was able to build trust with Laura very quickly as she is very approachable and non-judgemental.” – **Napier University 1st year student**

“I couldn’t have asked for a better support from Tracey, she is truly amazing, and I honestly wouldn’t have made it through this year without her. I owe her so much for everything she has done. I really hope I can continue with Tracey being my support worker next year as she understands me so well and I feel so comfortable being around her ‘online’ as I was really anxious about it all at the beginning of the year and she made the whole situation like a breeze.” – **Queen Margaret University 1st year student**

“I found my support worker Karen Mitchell more than helpful, very supportive and understood my difficulties. I cannot thank Karen enough for her patience and lovely calm manner.” – **Forth Valley College 2nd year HND student**

“Rachel couldn’t improve in any way; I could not have gotten through my second year without her she is absolutely brilliant and such an amazing help I would love to have her as my study skills support worker for next academic year.” – **Napier University 2nd year student**

“I have had a fantastic experience being supported by Senga. It has been a very positive learning experience, which has been life changing. It was also amazing being supported by a tutor with the ethos of starting from where I was at, which was both empowering and amazing for my development. I also appreciated the safe and comfortable education environment my support tutor created for me. This was especially beneficial for me when looking at my essay feedback and reviewing planning and structuring of assignments. I also greatly appreciated having someone there to off load and understand my challenges. I can’t speak highly enough of Senga’s support for me and she is a credit to your organisation.” – **University of Edinburgh 2nd year PG student**

“I have nothing negative to say, Nathan and theorise have been an incredible help this year in providing me with the support and skills to complete my first year of college successfully. Nathan has gone above and beyond to provide me with different learning techniques and skills as well as building my confidence towards academic learning. Overall, he has been an immense help this year.” – **Perth College UHI 1st year student**

Clients can be assured that Theorise observes total compliance with all legal requirements and applies the highest moral standards in everything we do.

We have earned our reputation and credibility for excellence in a competitive industry sector and ensure Continuous Professional Development by being regularly compliance tested by our professional watchdog the Recruitment and Employment Confederation (REC).

We welcome client scrutiny in any part of our service.



Our reputation as a professional and high-quality recruitment business matters to us and to compromise would be to do so at the expense of our clients.

We will always strive to be the best so please trust us and we will not let you or your students down.

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



Would you like to know more about the help Theorise can offer?

Contact us today to get the service you and your students deserve. Visit www.theorise ltd.com or e-mail dany@theorise ltd.com.