Student Satisfaction Survey 2023

THEORISE

2023 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(s) 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.

1734 students were asked for feedback and 281 of these were returned completed yielding a response rate of 16.2%.

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How efficient were we?

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

Good
1%

Very Good
7%
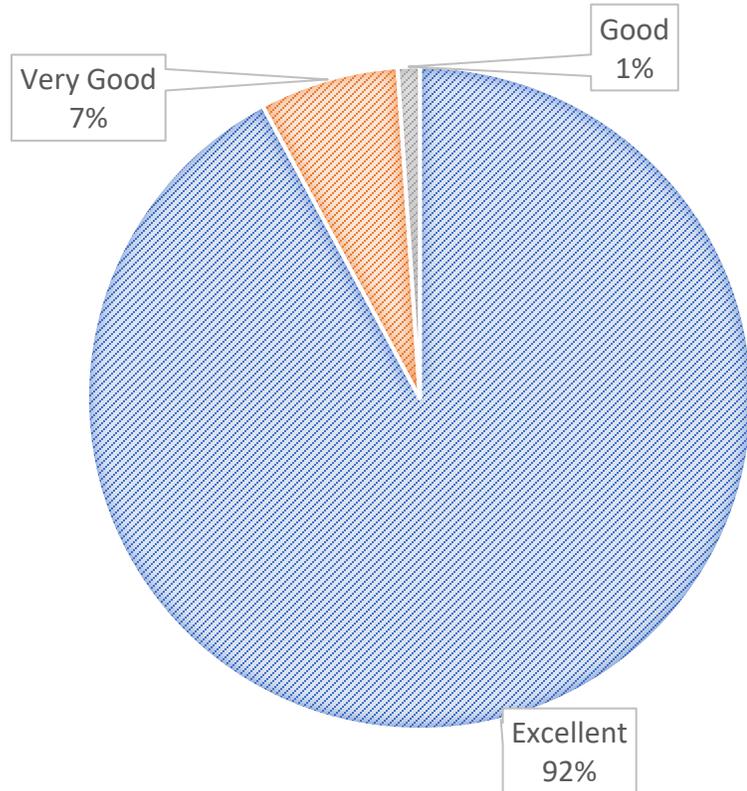
Excellent
92%

- **Excellent – 92%**

- Very Good – 7%

- Good – 1%

- Average – 0%

- Poor – 0%

- Very Poor – 0%

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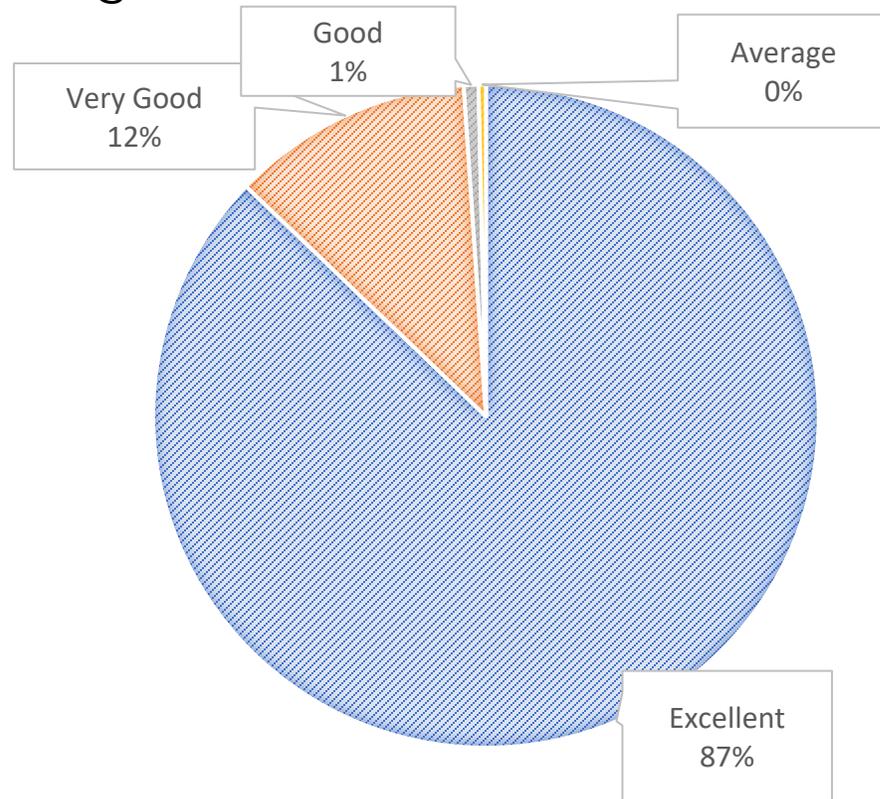
How would you rate the support worker's eagerness to help, and time taken to understand any problems or difficulties you were facing?

Very Good
9%

Average
0%
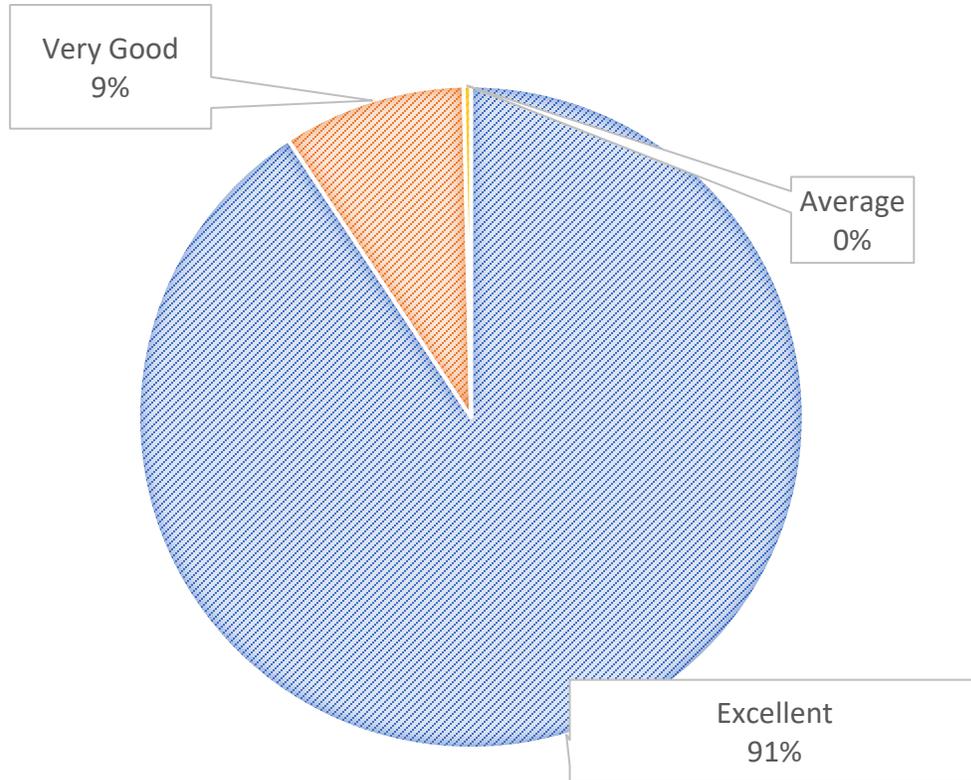
Excellent
91%

- **Excellent – 91%**

- Very Good – 9%

- Good – 0%

- Average – <1%

- Poor – 0%

- Very Poor – 0%
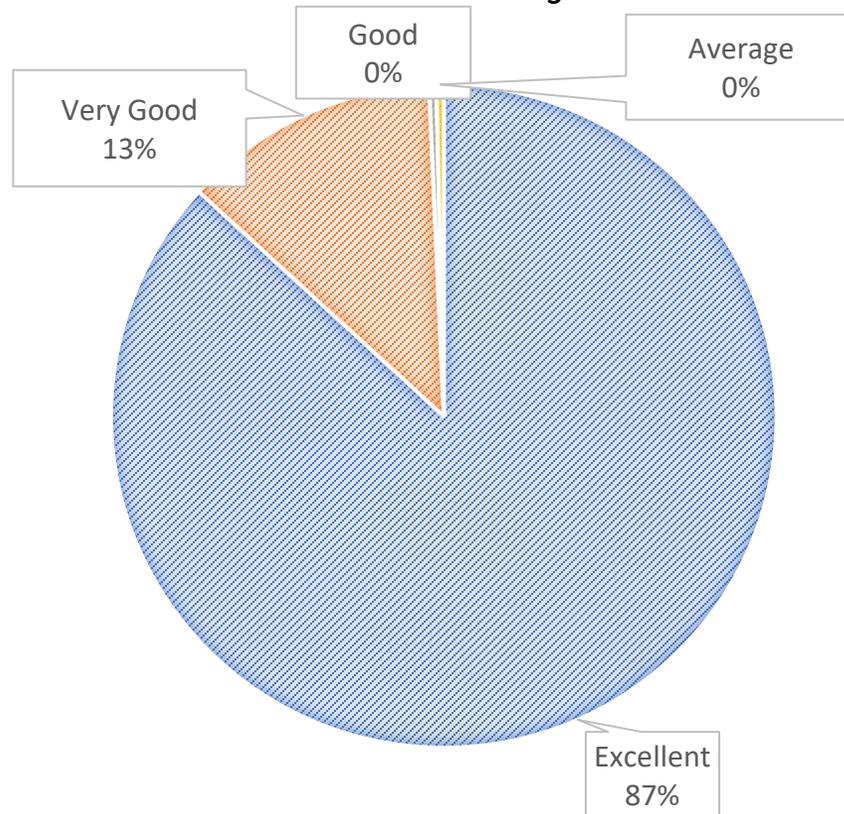
Problem solving?

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%

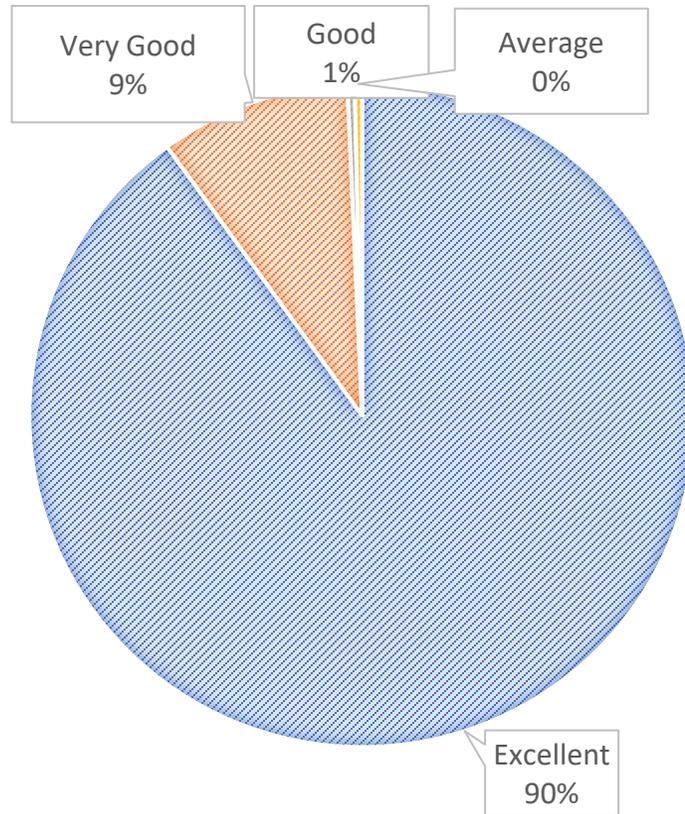- Average – <1%

- 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?

Good
0%

Average
0%

Very Good
13%

Excellent
87%

- **Excellent – 87%**

- Very Good – 13%

- Good – <1%

- Average – <1%

- Poor – 0%

- Very Poor – 0%

How did we communicate?

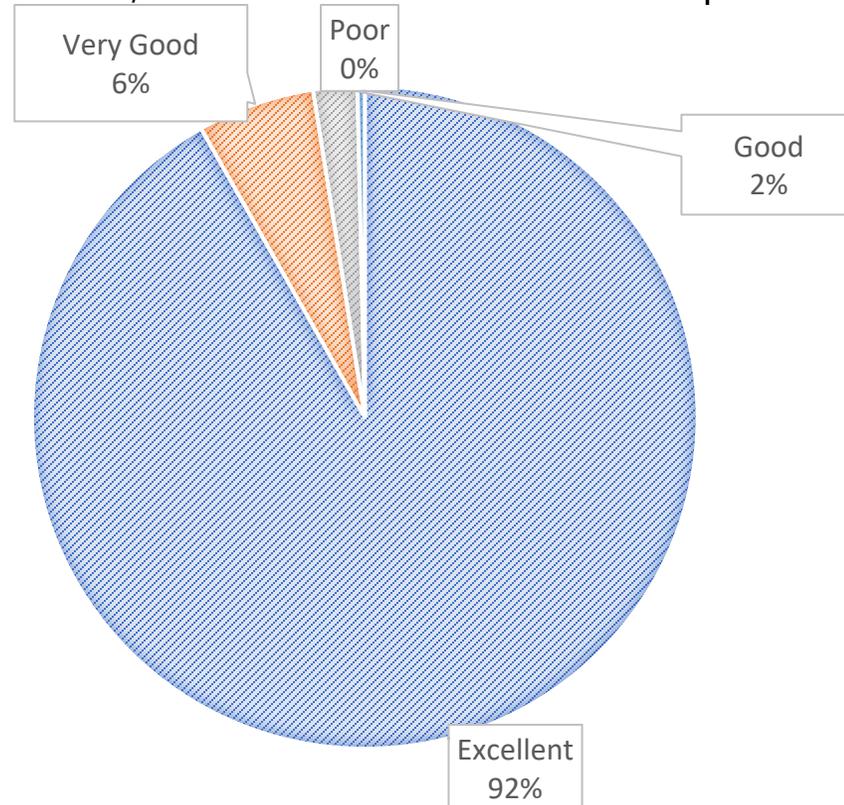How did you rate the support worker's communication skills?

Very Good
9%

Good
1%

Average
0%

Excellent
90%

- **Excellent – 90%**

- Very Good – 9%

- Good – 1%

- Average – <1%

- Poor – 0%

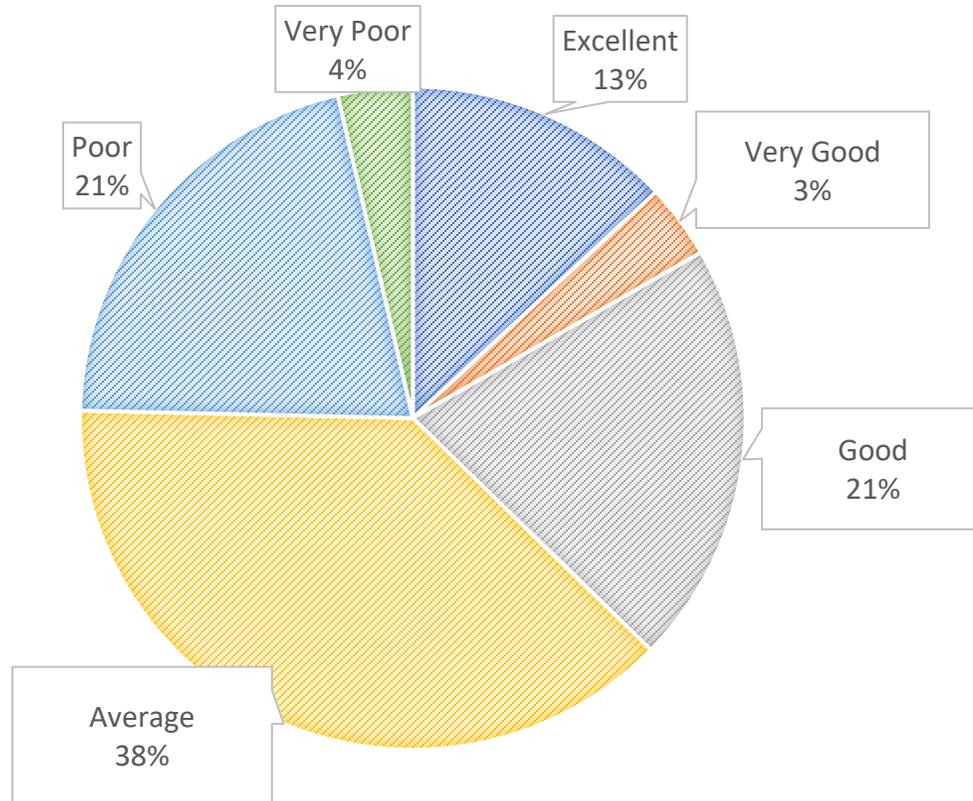- Very Poor – 0%

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Professionalism

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

- **Excellent – 92%**

- Very Good – 6%

- Good – 2%

- Average – 0%

- Poor – <1%
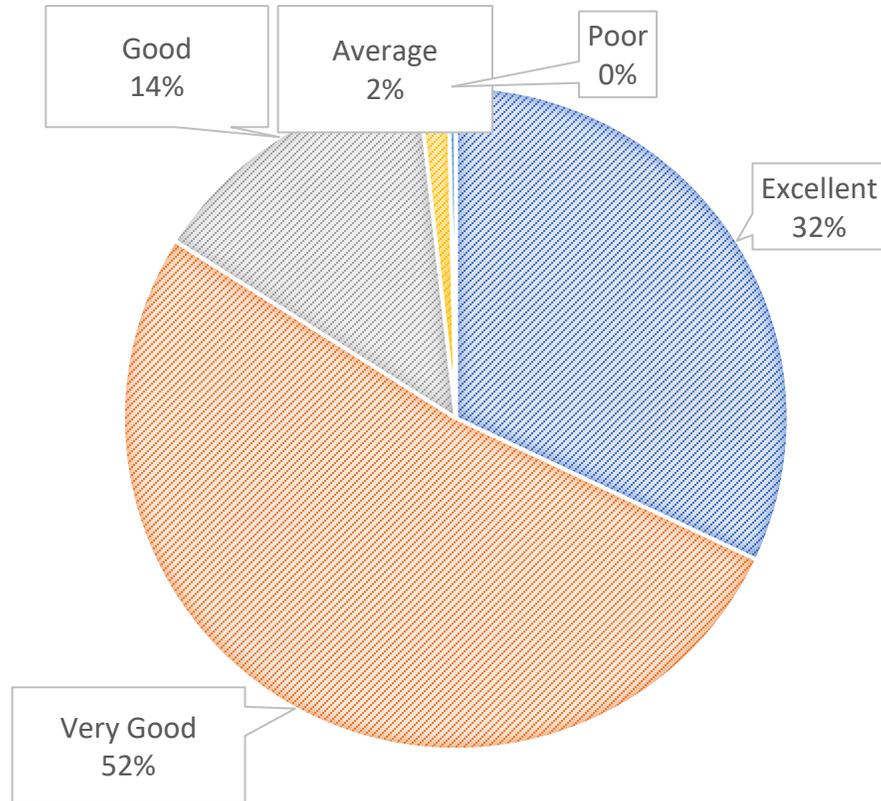
- Very Poor – 0%

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 – 13%

- Very Good – 3%

- Good – 21%

- **Average – 38%**

- Poor – 21%

- 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?

Good
14%

Average
2%

Poor
0%

Excellent
32%

Very Good
52%

- Excellent – 32%

- **Very Good – 52%**

- Good – 14%

- Average – 2%

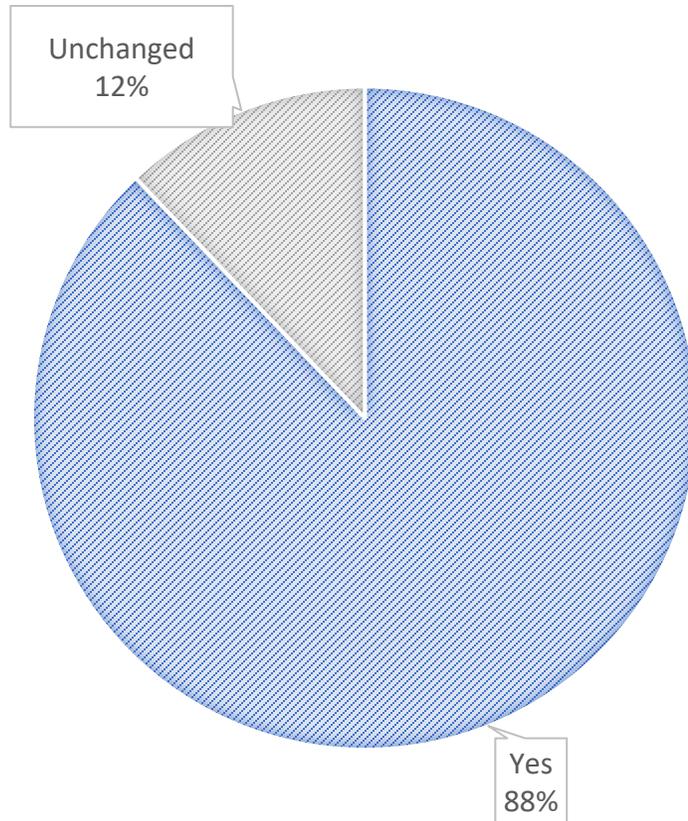- Poor – <1%

- Very Poor – 0%

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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?

Unchanged
12%

Yes
88%

- **Yes – 88%**

- No – 0%

- Unchanged – 12%

Our service standards

How did you rate your overall experience in working with Theorise and your assigned support worker in this academic year?

Very Good
9%

Good
3%

Average
0%
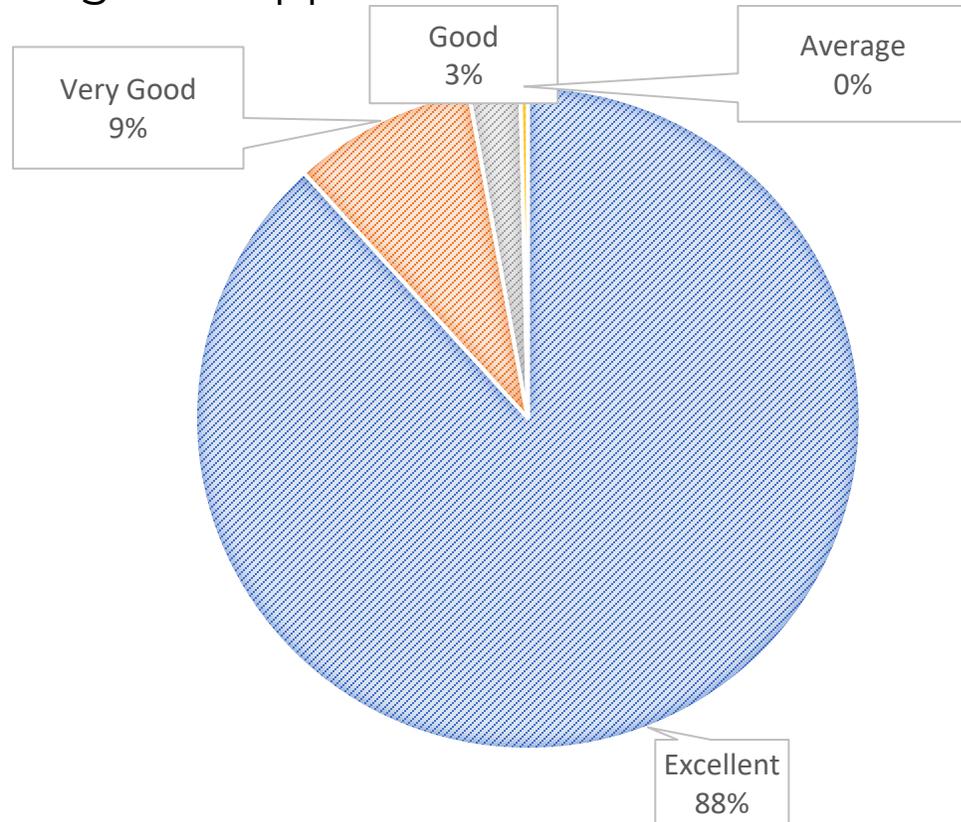
Excellent
88%

- **Excellent – 88%**

- Very Good – 9%

- Good – 3%

- Average – <1%

- Poor – 0%

- Very Poor – 0%

Feedback

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Theorise take all feedback extremely 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 including reassignment to a new tutor. In some cases, they felt there was no real problems.

- 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 including training opportunities.

Feedback

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

- "I would like to add that if it wasn't for Theorise, I would not be where I am today in my student journey. My tutor supported me in every way possible and brought on my knowledge in a very productive proactive way… As a disabled student it has been a long road and journey so far and there is still 2 years to go and will be back for further support… Your support is priceless and an asset to any student who is referred to or part of Theorise student support network." Moray College UHI Postgraduate Student

- "My tutor has been amazing, he's the first person who 'gets it' with the kind of support I need, previously non-Theorise tutors have seen my academic scores and said 'You're fine' or 'There isn't much to teach you', which honestly led to a bit of a disaster last year. My tutor also never shied away from meeting the challenges I present to him, always coming back with new ideas and solutions. I always look forward to our meetings and he has been a great source of motivation to keep plugging away at coursework." Open University Undergraduate Student

- "My Study Skills Tutor has been with me since my first year of university, and thanks to her, I have learned how to write exceptionally well. She has read my dreadful essay in first year and my amazing one in third year. I genuinely think that her unwavering support and guidance have been so useful in my academic journey, I would not be here all this time without her. Reminding me about planning, getting things done in time. Checking these references! My tutor has always had a personalized approach, and she has adapted her example of academic example to my understanding, which has helped me develop my writing skills significantly. She has also helped me with the pronunciation of some words that In English do not make sense for me. Luckily enough my tutor used to speak Italian, therefore she knows where my mistake came from. My tutor and Theorise has definitely had a positive impact on my learning experience and I'm grateful I had them." Queen Margaret University Undergraduate Student

- "I cannot praise my tutor enough. She has been an utter life saver for me. She perfectly balanced professionalism and compassion. I received an adult ADHD diagnosis late in my studies and my tutor was extremely professional in not 'armchair diagnosing' or unduly pushing me in a certain direction before my diagnosis. She perfectly understands how to work with ADHD and how to encourage and support. I would highly recommend her and Theorise to others, especially women with adult ADHD diagnoses. Towards the end of my degree my tutor had to occupy an almost dissertation supervisor role due to strike action making my supervisor unavailable. My tutor was always very careful to emphasise the limits of her professional knowledge in this capacity but was always available and ready to support me. I truly believe that without their support I would have not completed my degree this year (or possibly at all)." Queen Margaret University Undergraduate student

- All I can say is that if it wasn't for the support from my Mentor I would have given up on my studies. I've had a difficult year and desperately needed some help as I really needed to complete my degree. After being referred by the OU to Theorise I have been surprised at the range of support I have received. My mentor has provided me with moral and constructive support that has helped me stay focused on the required tasks. Her emotional support has helped me deal with some difficult situations. The sessions always leave me with 'food for thought' and have found lots of relevant information as recommended. My mentor definitely knows her stuff. I feel more confident in my abilities to finish my degree whereas at the beginning of the year I thought it a near impossible task. I am truly grateful for the help I have received from my mentor. Having the ability to give emotional and academic support is a unique set of skills. THANK YOU VERY MUCH!" Open University Undergraduate Student

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

Recruitment Agency of the Year

Theorise Ltd were delighted to have been named as Scotland's Recruitment Agency of the Year for 2023 by the Prestige Awards Group. We found ourselves nominated unexpectedly and were proud to be named winners by the judging panel.

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."

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SCOTLAND
PRESTIGE AWARDS 2023/24
WINNER

THEORISE

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