THEORISE

Student Satisfaction Survey 2024

2024 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.

2238 students were asked for feedback and 373 of these were returned completed yielding a response rate of 16.6%, which is our largest ever survey to date.
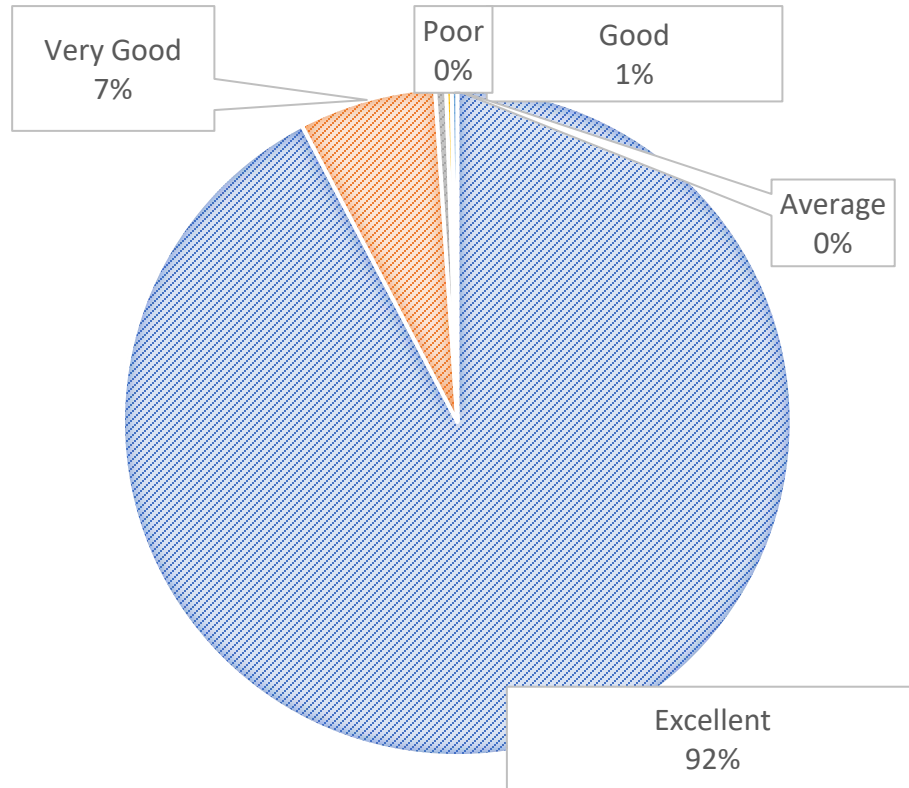
How efficient were we?

How did you rate the support worker's response time to organise a meeting following your initial matching e-mail from Theorise?
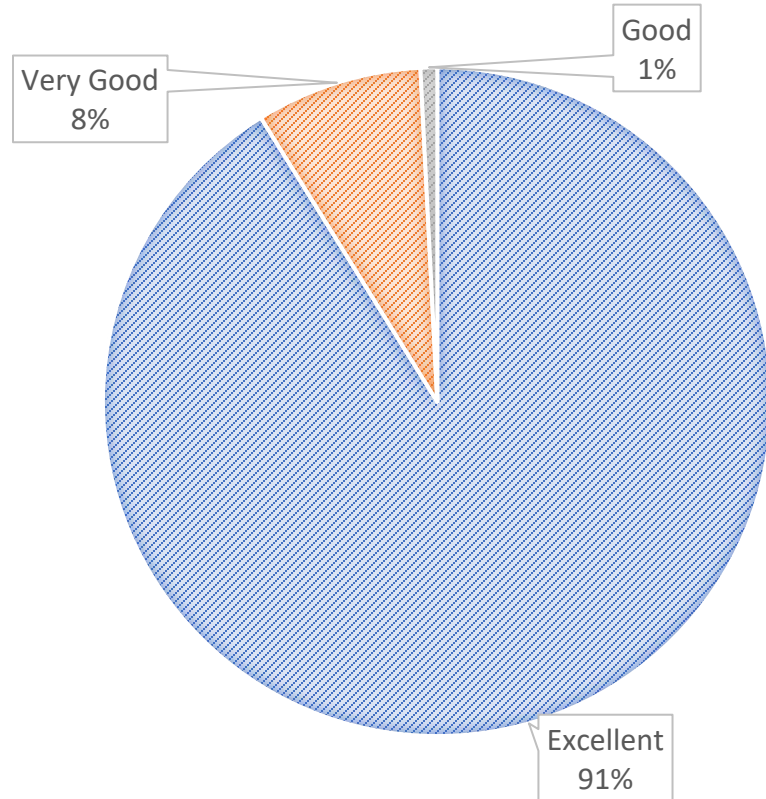
- **Excellent – 91%**

- Very Good – 8%

- Good – 1%

- Average – 0%
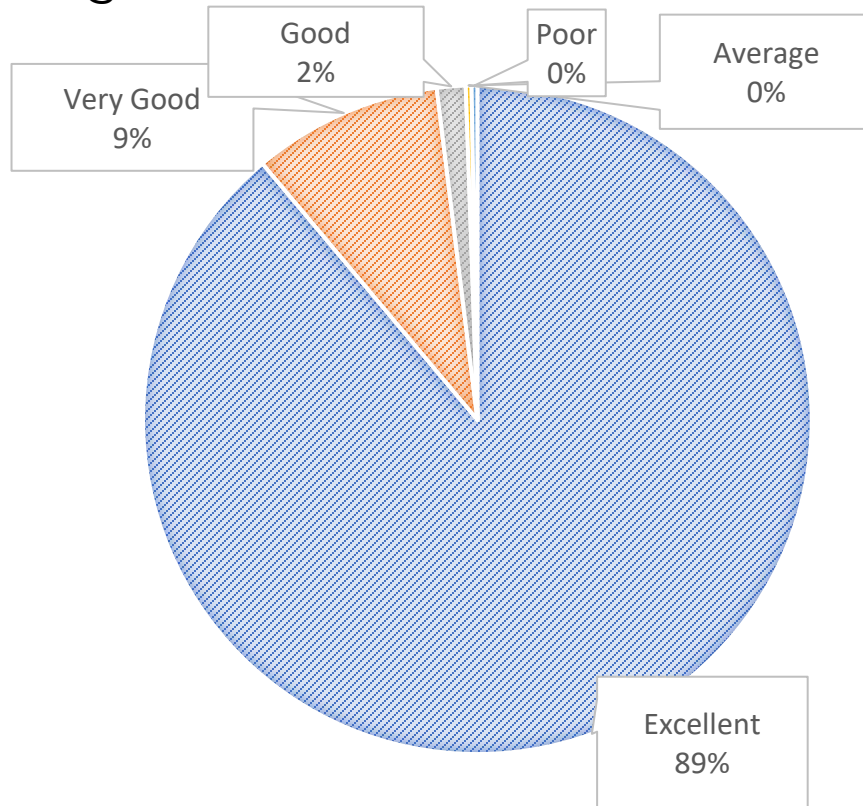
- Poor – 0%

- 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
7%

Poor
0%

Good
1%

Average
0%

Excellent
92%

- **Excellent – 92%**

- Very Good – 7%

- Good – 1%

- Average – <1%

- Poor – <1%

- Very Poor – 0%

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Problem solving?

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

Good 2%

Poor 0%

Average 0%

Very Good 9%

Excellent 89%

- **Excellent – 89%**

- Very Good – 9%

- Good – 2%

- Average – <1%

- Poor – <1%
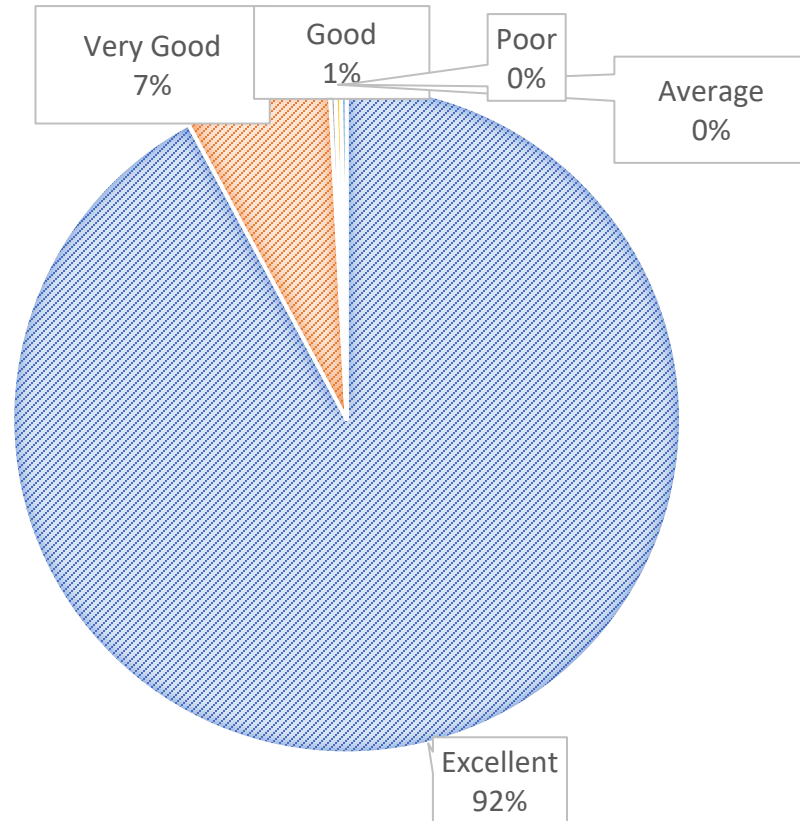
- Very Poor – 0%

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Problem solving?

How would you rate the support worker's ability to try to help you to solve any problems or difficulties for yourself?
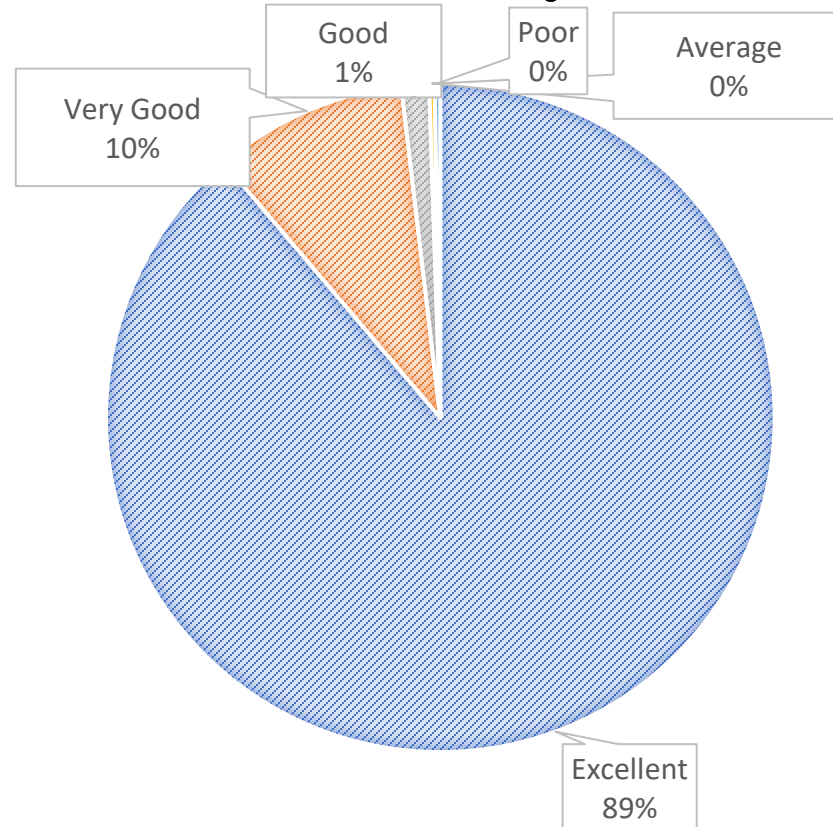
- **Excellent – 89%**

- Very Good – 10%

- Good – 1%

- Average – <1%

- Poor – <1%

- Very Poor – 0%

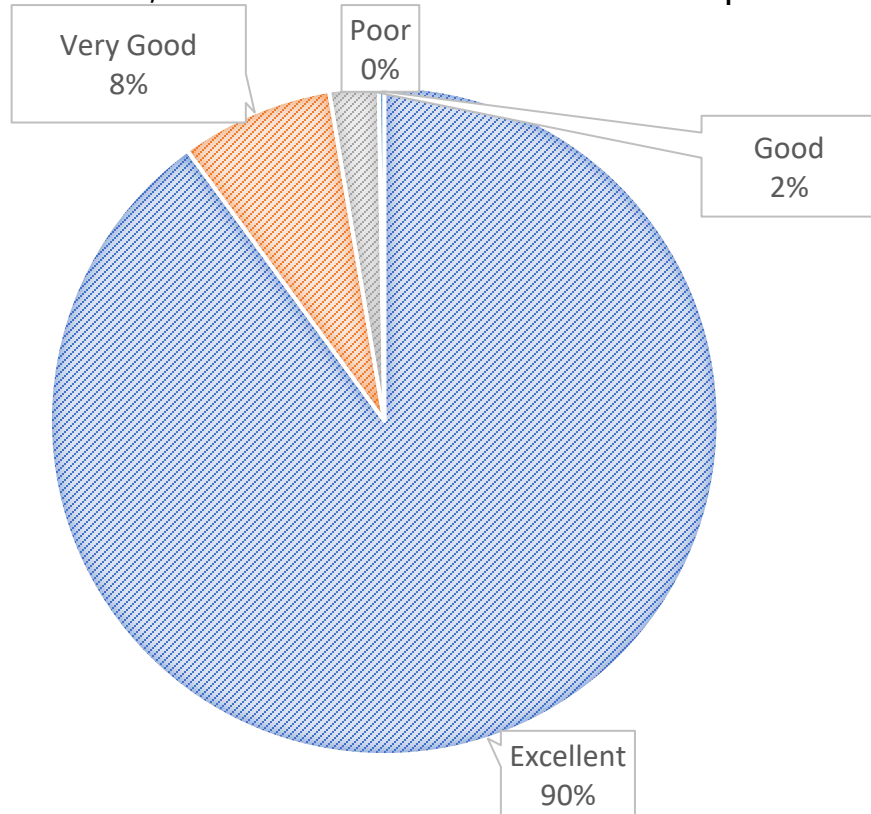# How did we communicate?

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

| Very Good 7% | Good 1% | Poor 0% | Average 0% |

Excellent 92%

- **Excellent – 92%**

- Very Good – 7%

- Good – 1%

- Average – <1%

- Poor – <1%

- 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 – 90%**

- Very Good – 8%

- 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?

Very Poor
16%

Excellent
11%

Very Good
5%

Good
13%
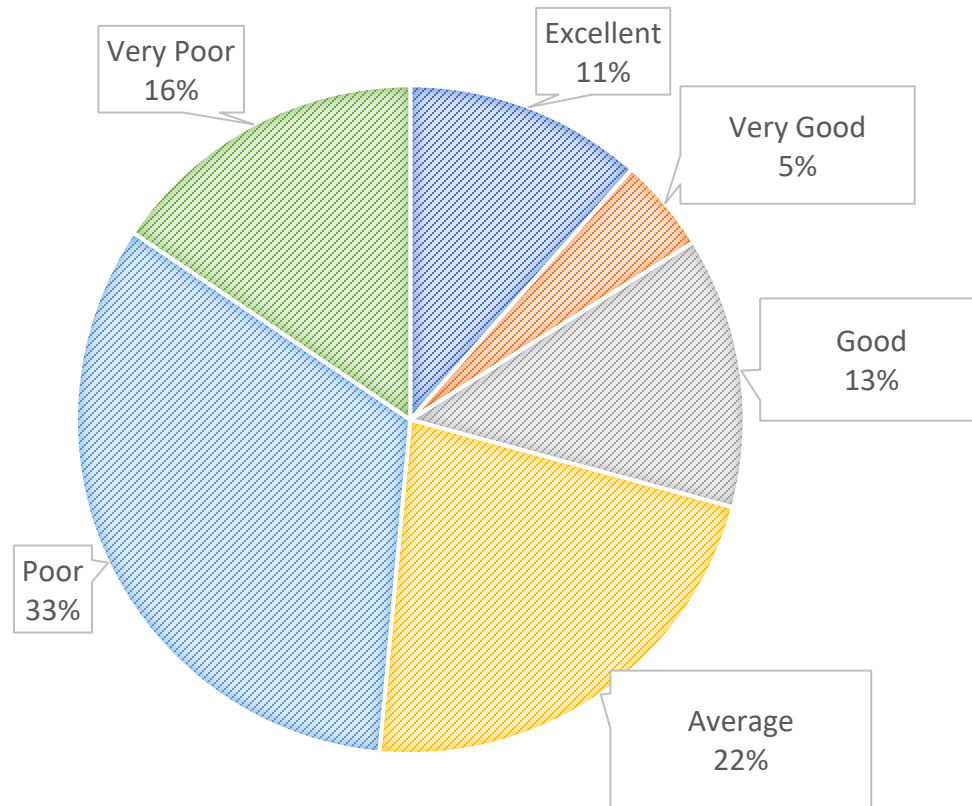
Poor
33%

Average
22%

- Excellent – 11%

- Very Good – 5%
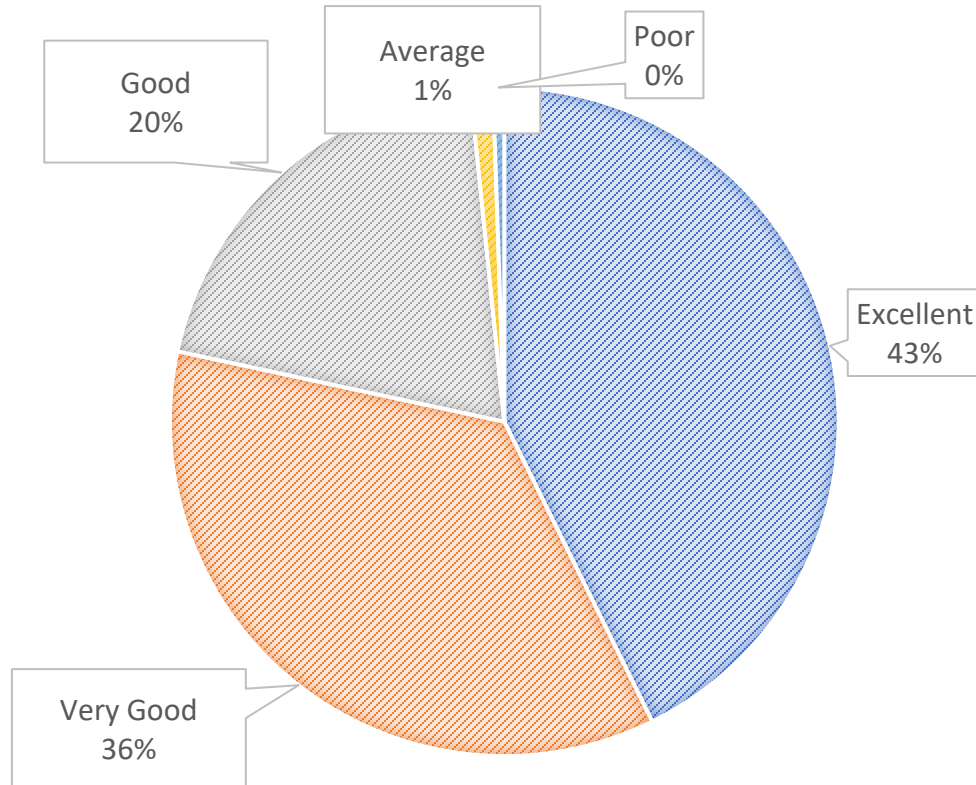
- Good – 13%

- Average – 22%

- **Poor – 33%**

- Very Poor – 16%

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
20%

Average
1%

Poor
0%

Excellent
43%

Very Good
36%

- **Excellent – 43%**

- Very Good – 36%

- Good – 20%

- Average – 1%

- Poor – <1%

- Very Poor – 0%

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Our service standards

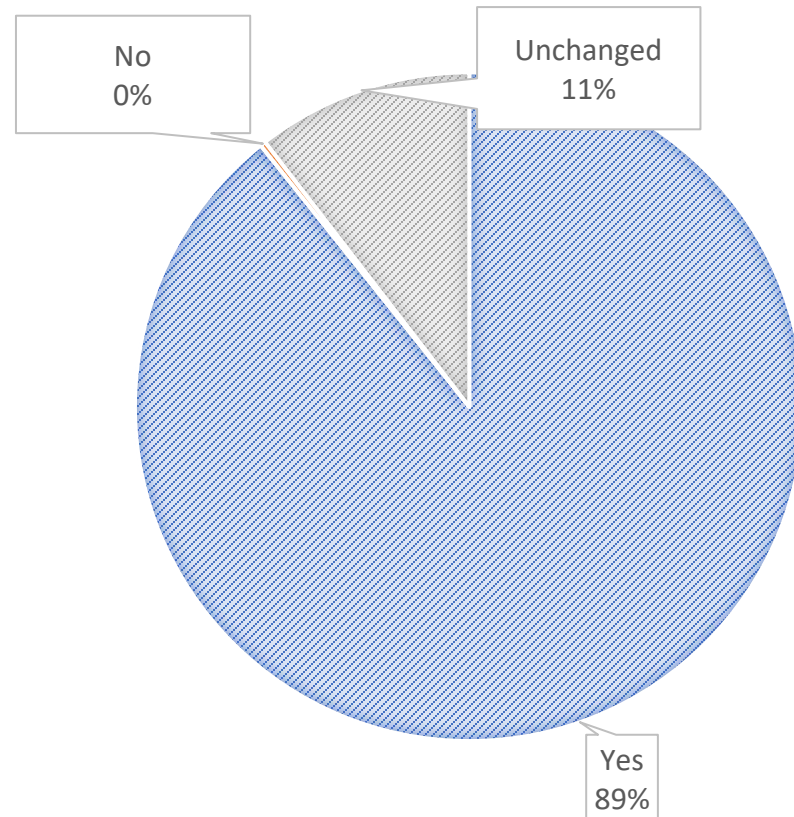Do you feel your confidence levels in approaching difficulties personally, in course work or with assignments and examinations improved after working with a support worker?

No
0%

Unchanged
11%

Yes
89%

- **Yes – 89%**

- No – <1%

- Unchanged – 11%

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
6%

Good
2%

Average
1%
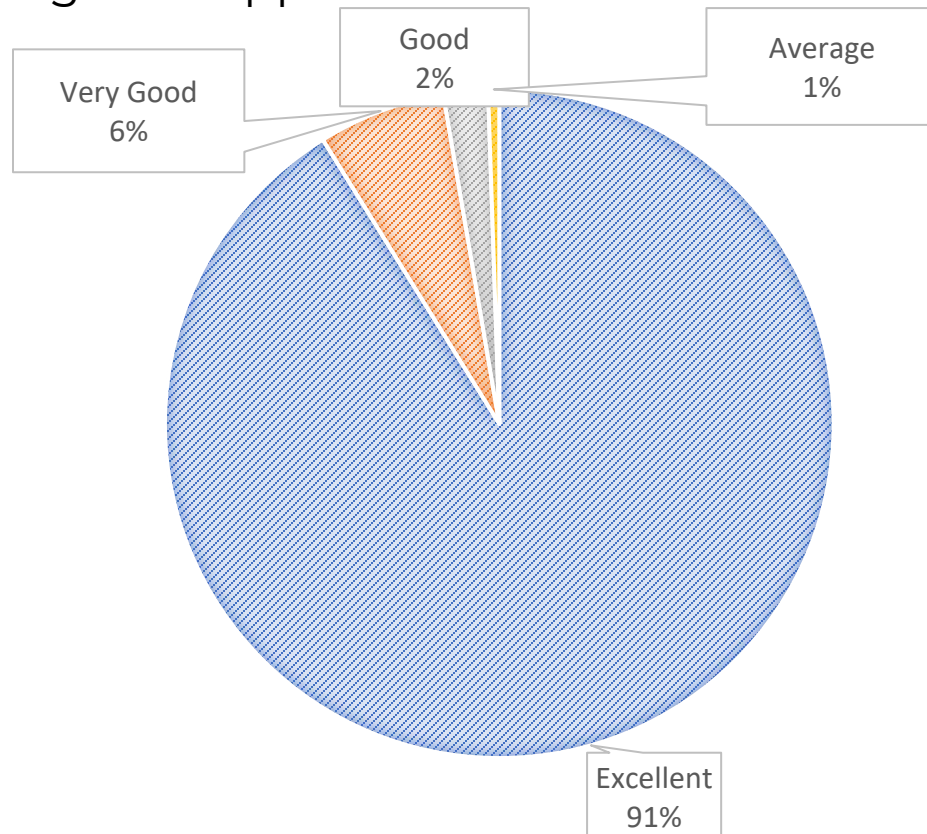
Excellent
91%

- **Excellent – 91%**

- Very Good – 6%

- Good – 2%

- Average – <1%

- Poor – 0%

- Very Poor – 0%

Feedback

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 and recommendations to take on board when working with students.

Feledback

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

- "I have been assigned to Tracey Mercer as my study skills tutor and mental health mentor back in my second year of university when I was just 19 years old. I have now graduated with a 2.1 in Law from the University of Edinburgh and this could not have been possible without the help of Tracey. When I first met Tracey, I had such low self–esteem and confidence both academically and personally due to everything going on in my life. Tracey was instrumental in my growth journey these past 2 years, and I could not thank and recommend her enough. She has gone above and beyond for me and has supported me and given me the best advice ever. Especially with my academic work I had went from getting Cs to getting B's and an A which is a huge achievement for me. I will highly miss having Tracey as my mentor and I know whoever will work with her in the future will be extremely lucky to have her as a Mentor." – University of Edinburgh Graduating Final Year Student

- "I just want to thank Theorise and all the amazing tutors I have had during my 4 years at university, especially Valentina in my first year and Mairi in my second and fourth year. All of them have had different approaches but all have been incredibly amazing. Mairi has been incredible, very supportive and encouraging. Always helping out and helping me find different approaches when I was stuck, especially during my dissertation, when I was doubting everything. I would have really struggled without her positivity and encouragement. Her experience and knowledge have been invaluable. I will truly miss working with her. "Queen Margaret University Graduating Final Year Student

- "I cannot find the words to fully expressed my gratitude for the support from Avril and Theorise . It has made a significant difference to various aspects of my student experience – in better managing coursework, preparing for assessments, exploring ways to lessen my anxieties and generally enhancing my confidence. Avril has been an absolute angel, and I would not have completed the academic journey without her support. I want to also thank Theorise for pairing me up with Avril, so quickly and efficiently after hearing my prior pairing wasn't a good match. That was such a seamless and stress-free swap and I'm very grateful for accommodating this and not giving up on me. " University of Edinburgh Undergraduate Student

- "Lisa has been the most kind, supportive and patient person to guide me through my university education-based experience. Not only has she aided in my grades becoming worth a first-class degree, but she aided in my personal and professional development. She has listened to my every academic worry, guiding me through every stressful moment by encouraging me to work harder and be more diligent with my work. Without her support I may not be in the amazing position I am today, so I wanted to thank Theorise and Lisa for being hugely helpful towards my academic experience and launching me into my professional career!" – Queen Margaret University Graduating Final Year Student

- "I would like to say that my support worker has been excellent. They have helped me immensely in my approach to my studies. They have given me the confidence to approach my work in a way that I have never had before. They have made not only an impact in my studies but also in my wider world as well. They have been amazing; I can only imagine where I would have been If I had Joseph in my corner earlier in my life. I can not speak highly enough of Joseph; I look forward every week to our study sessions. He is a great ambassador for Theorise, and I tell all my friends and family how much of an impact your service has made on my life." – 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 2400 students supported across over 50 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 170 of 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

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's leading NMPH Agency can be found in full at:

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

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