



Student Satisfaction Survey 2025-26



2025-26 Student Student Survey

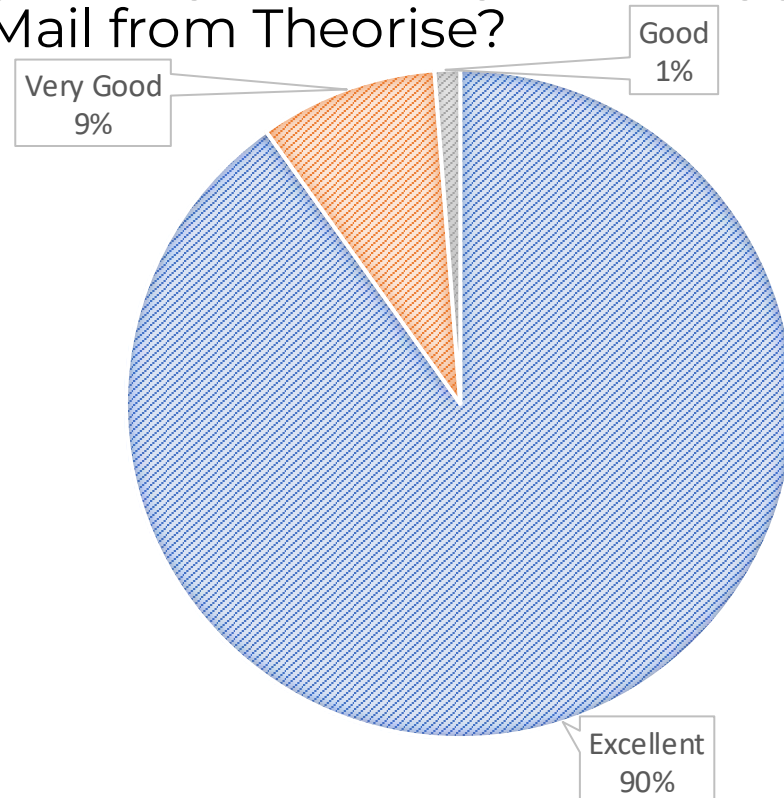
We asked the students of our college and university clients to provide feedback on the quality of support they received from their assigned Theorise support worker(s). The survey sought to evaluate:

- The professionalism, knowledge and calibre of our support staff.
- The quality of support provided to help students overcome academic, personal and disability-related barriers to their studies.
- The impact our support staff had on students' academic progress, confidence, wellbeing and overall student experience.
- Students' overall experience of working with Theorise and their assigned support worker(s).

Theorise surveyed 3,387 students across colleges and universities throughout Scotland. Feedback requests were issued to all students, and 574 completed responses were received, representing a response rate of approximately 17.0%. This is the largest student feedback exercise undertaken by Theorise to date.

How efficient were we?

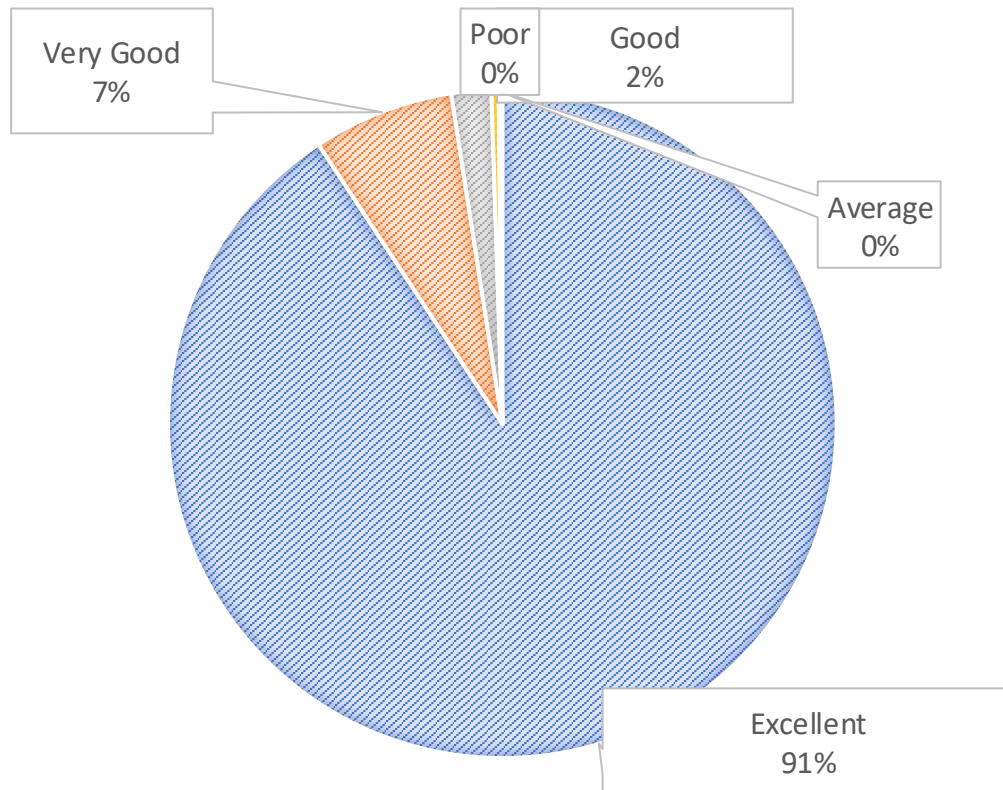
How would you rate the allocated support staff's response time to organising a meeting following your Academic Support Confirmed E-Mail from Theorise?



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

Ready to help?

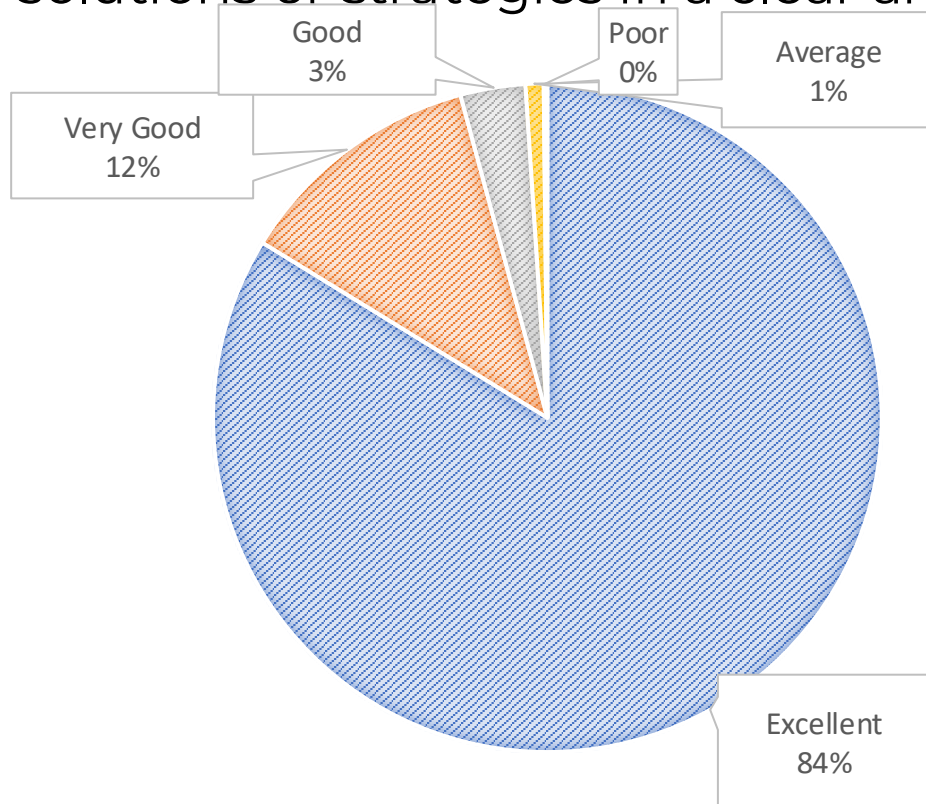
How would you rate the support staff's eagerness to help to understand any problems or difficulties you were facing?



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

Problem solving?

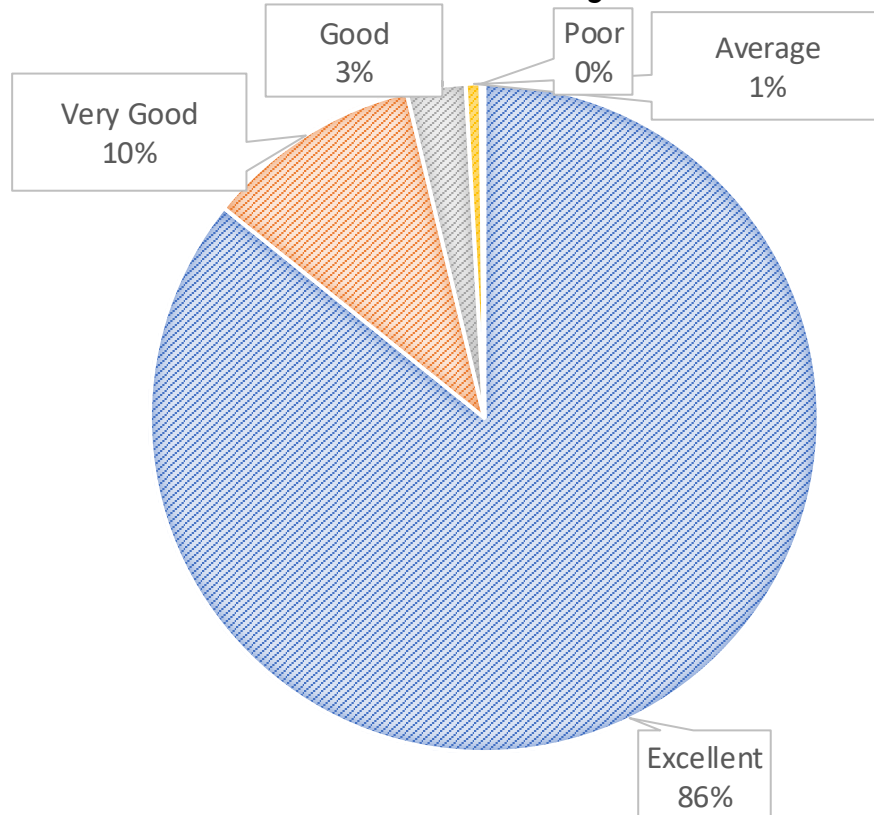
How would you rate the support worker's ability to try to provide solutions or strategies in a clear and concise manner?



- **Excellent – 84%**
- Very Good – 12%
- Good – 3%
- Average – 1%
- Poor – <1%
- Very Poor – 0%

Problem solving?

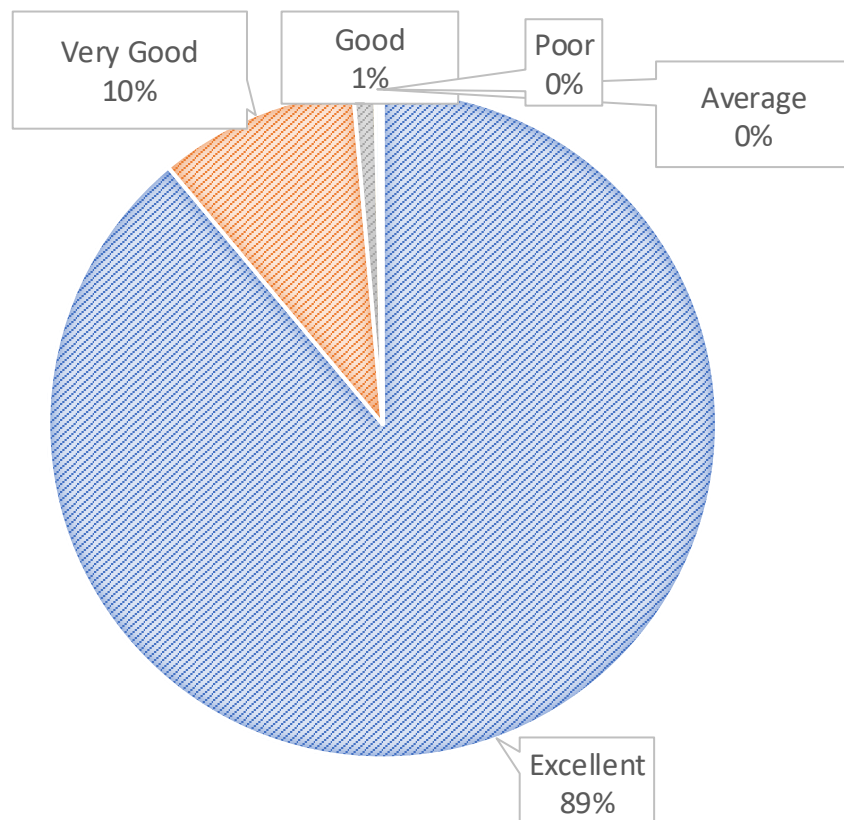
How would you rate the support worker's ability to try to help you to solve any problems or difficulties for yourself?



- **Excellent – 86%**
- Very Good – 10%
- Good – 3%
- Average – 1%
- Poor – <1%
- Very Poor – 0%

How did we communicate?

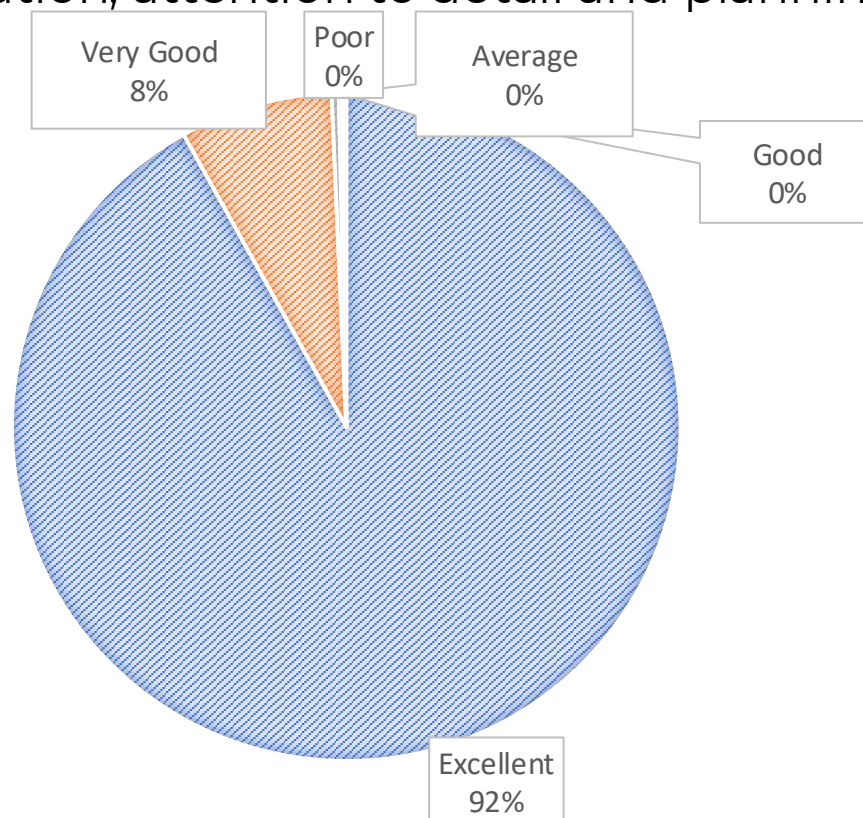
How did you rate the support worker's communication skills?



- **Excellent – 89%**
- Very Good – 10%
- Good – 1%
- Average – <1%
- Poor – <1%
- Very Poor – 0%

Professionalism

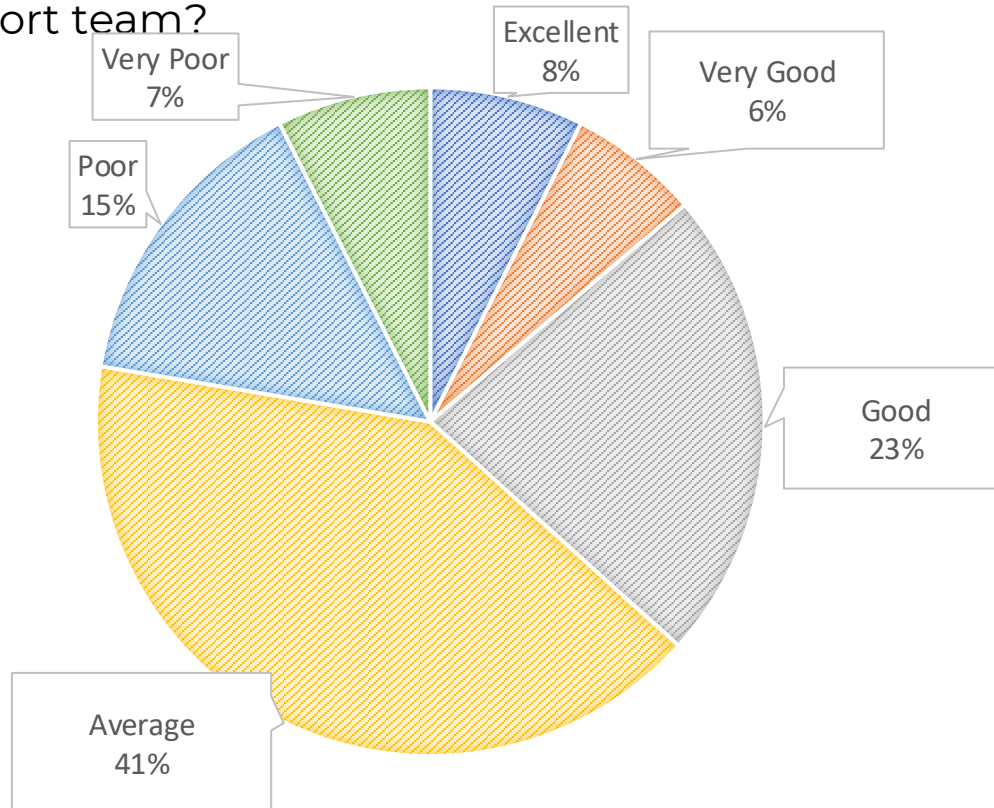
How did you rate the support worker's overall professionalism in terms of organisation, attention to detail and planning of sessions?



- **Excellent – 92%**
- Very Good – 8%
- Good – 0%
- Average – 0%
- Poor – 0%
- Very Poor – 0%

Our service standards

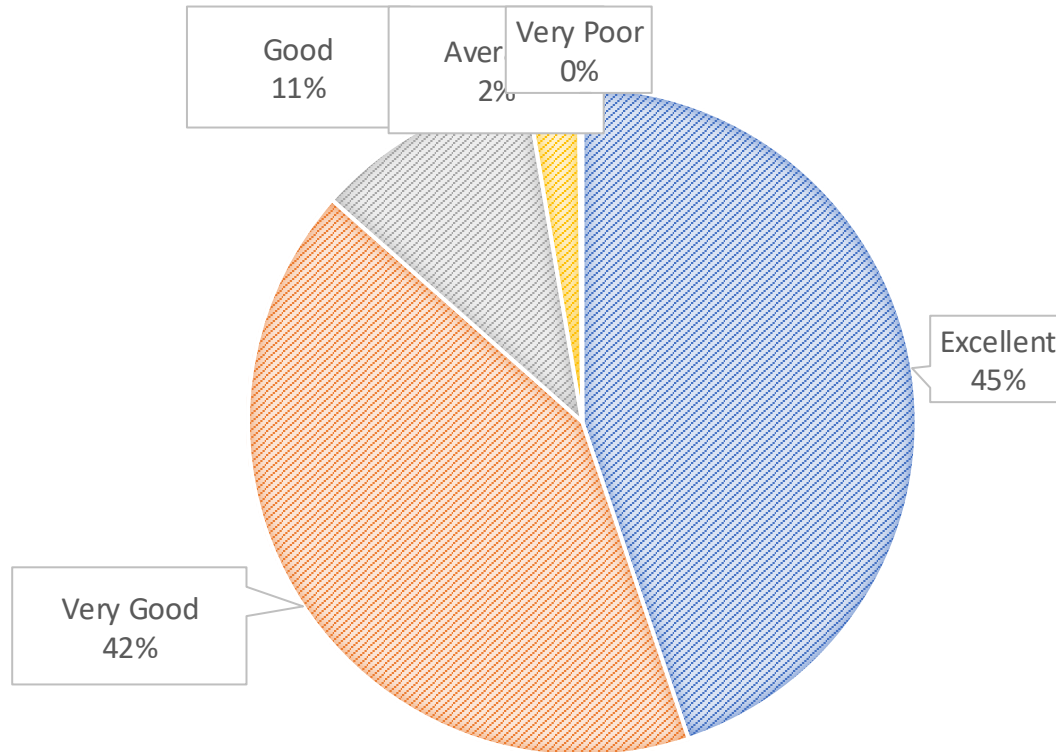
How would you rate your confidence levels in approaching difficulties personally, in course work or with assignments and examinations **before** working with one of our support team?



- Excellent – 8%
- Very Good – 6%
- Good – 23%
- **Average – 41%**
- Poor – 15%
- Very Poor – 7%

Our service standards

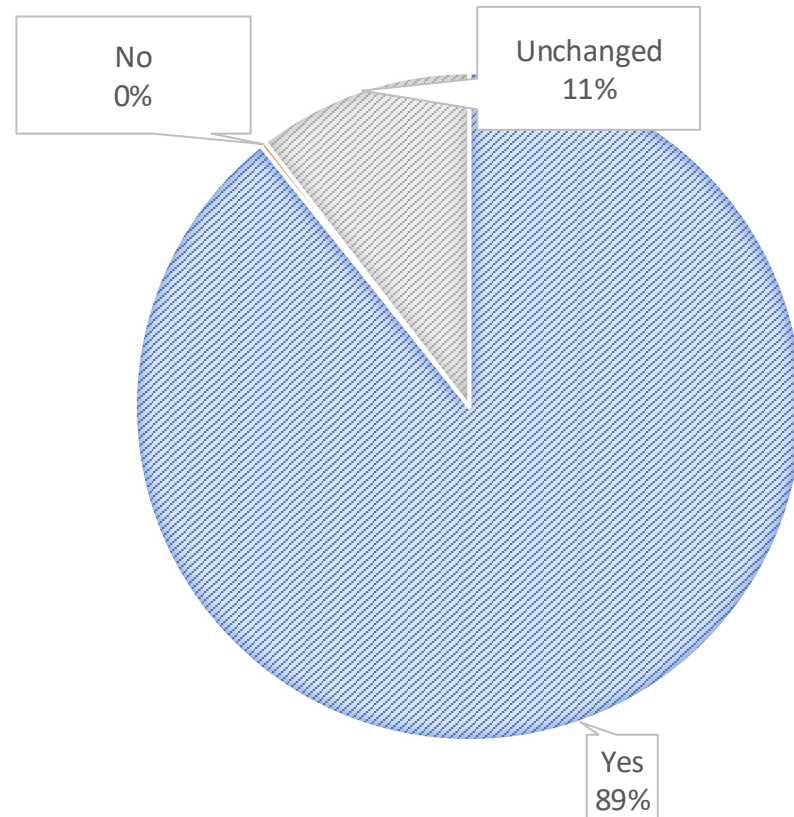
How would you rate your confidence levels in approaching difficulties personally, in course work or with assignments **and** examinations **after** working with one of our support team?



- **Excellent – 45%**
- Very Good – 42%
- Good – 11%
- Average – 2%
- Poor – 0%
- Very Poor – <1%

Our service standards

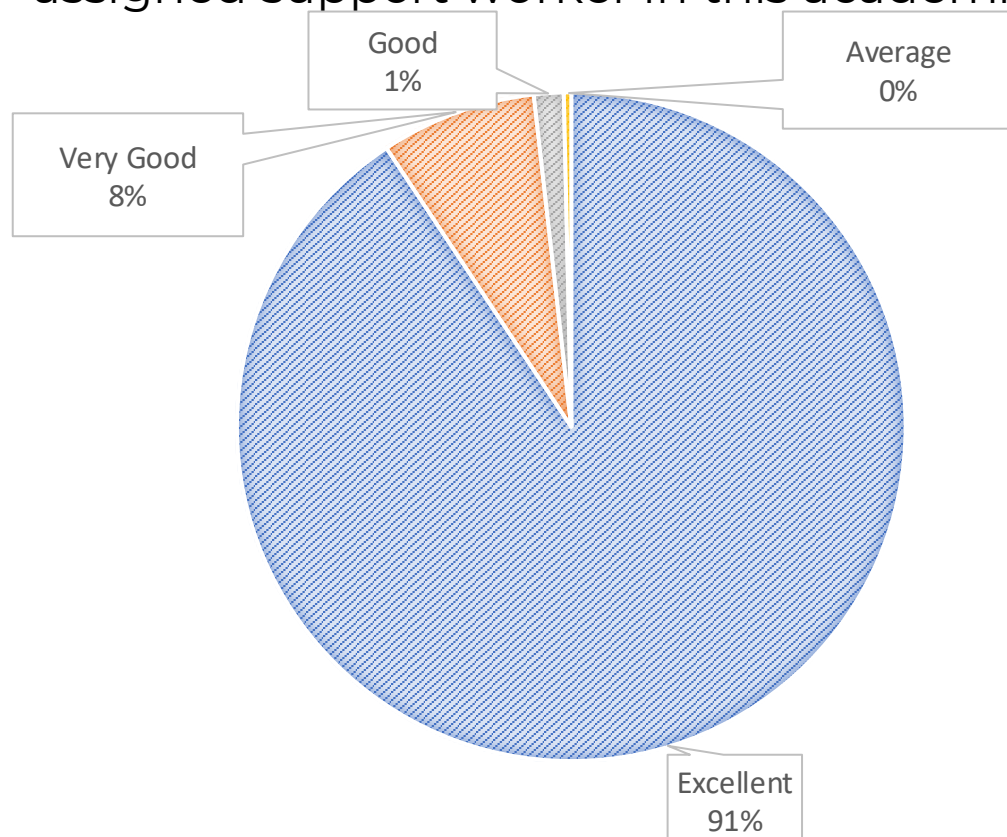
Do you feel your confidence levels in approaching difficulties personally, in course work or with assignments and examinations improved after working with a support worker?



- **Yes – 90%**
- No – <1%
- Unchanged – 10%

Our service standards

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



- **Excellent – 91%**
- Very Good – 9%
- Good – 1%
- Average – <1%
- Poor – 0%
- Very Poor – 0%

Feedback

Theorise takes all student feedback extremely seriously and reviews every evaluation received. Particular attention is given to any support worker receiving an overall rating of **3/5 ("Good") or below**.

- Where appropriate, students were contacted to gather additional information regarding any concerns raised and to discuss actions that could improve their experience, including alternative support arrangements where required.
- All support staff received feedback relating to their evaluations. Where negative or concerning comments were identified, these were discussed directly with the support worker and, where appropriate, actions were agreed to support improvement, including additional guidance, training opportunities and recommendations for future practice.
- This process ensures that student feedback directly informs service improvement, staff development and the ongoing delivery of high-quality support.

Feedback

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

- “I genuinely do not think I would still be at university without the support I received. My mentor helped me through some of the most difficult periods of my degree and gave me the confidence to keep going when I felt completely overwhelmed. Their support has had a huge impact on both my studies and my wellbeing, and I will always be grateful for the difference they made.”
- “My support worker has been absolutely invaluable throughout my studies. They helped me develop confidence in my academic ability, improve my organisation and approach assignments in a way that worked for me. Thanks to their support, I achieved the highest mark in my class this year. I genuinely could not have done it without them.”
- “The support I received has been life changing. Before working with my mentor I constantly doubted myself and struggled to manage the demands of university. They listened, encouraged me and helped me develop strategies that I still use every day. I am now approaching my studies with confidence and feel optimistic about my future for the first time in years.”
- “My mentor has been an absolute lifeline throughout the academic year. They always understood what I was trying to achieve and provided exactly the right balance of support and encouragement. They helped me remain focused, complete my coursework and believe that I was capable of succeeding at university.”
- “The difference this support has made cannot be overstated. Not only did it improve my academic performance, it improved my confidence, independence and overall university experience. Every session left me feeling more capable and motivated. I cannot thank Theorise and my support worker enough.”

Summary

Theorise Ltd remains committed to the principle of continuous improvement and to delivering outstanding student support through the recruitment, development and retention of the highest quality Non-Medical Personal Help (NMPH) support staff.

- The 2025/2026 academic year has been our busiest and most successful to date, with Theorise supporting over 3,500 students across more than 60 colleges and universities throughout Scotland. Throughout the year, our support staff delivered thousands of hours of specialist support, helping students overcome academic, personal and disability-related barriers to education.
- The results of this year's student satisfaction survey have been extremely encouraging. We received 574 completed evaluations, making this the largest feedback exercise undertaken by Theorise to date. The findings demonstrate exceptionally high levels of student satisfaction, with 90% of respondents reporting an increase in confidence following support. Many students highlighted the significant impact their support worker had on their academic success, wellbeing, independence and ability to remain engaged with their studies.
- The feedback received reinforces the positive difference our support staff make every day and reflects the professionalism, dedication and expertise of our team. Whilst we are proud of these results, we remain committed to learning from all feedback received and implementing improvements wherever opportunities are identified.
- Our quality statement is simple: we strive to provide reliable, responsive and student-centred support that enables every student to achieve their full potential. We are committed to maintaining the highest standards of safeguarding, compliance, professionalism and service delivery, while continually enhancing the experience of the students, support staff and institutions we work with.
- As Scotland's only Scottish-based NMPH provider, we remain focused on delivering a personalised, high-quality service that places students at the heart of everything we do.



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