



2025-26 STUDENT SATISFACTION SURVEY



Each year we ask students across our college and university clients to share feedback on the support they received from their Theorise support worker(s). The survey evaluated the **professionalism** and **calibre** of our staff, the **quality of support** provided, the **impact** on students and their **overall experience**.



3,387
STUDENTS INVITED
across colleges and
universities in Scotland



574
RESPONSES RECEIVED
the largest feedback exercise
undertaken by Theorise to date

STUDENT FEEDBACK HIGHLIGHTS



90%

EXCELLENT

Response time to
organising a meeting



91%

EXCELLENT

Eagerness to understand
problems or difficulties



84%

EXCELLENT

Ability to provide solutions
or strategies clearly



86%

EXCELLENT

Ability to help students
solve problems for
themselves



89%

EXCELLENT

Communication
skills



92%

EXCELLENT

Overall professionalism
(organisation, attention
to detail & planning)



90%

of students said their
confidence improved after
working with a Theorise
support worker.



91%

EXCELLENT

Overall experience working with
Theorise and their support worker

WHAT STUDENTS TOLD US

“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 I have faced.”

“My support worker was absolutely invaluable this year. They helped me build my confidence, manage my workload and achieve the highest mark in my class.”

“The support I received has been life changing. I now understand my strengths, how to learn effectively and believe in myself again.”

“My mentor has been an absolute lifeline throughout the academic year. Always kind, patient and understanding. I can't thank them enough.”

“The strategies and techniques I've learned have made such a big difference to my studies and exams. I feel so much more in control now.”

“The difference this support has made cannot be overstated. It helped me stay on track, reduce stress and achieve results I never thought possible.”



At Theorise, we are committed to **continuous improvement** and delivering the **highest quality support** to every student. We listen to feedback, act on it and invest in our people so we can continue to **make a real difference**.



TRUSTED

Award-winning NMPH
provider supporting
students across
Scotland.



HIGH CALIBRE STAFF

Carefully recruited, highly
skilled support staff who
make a real difference.



MEANINGFUL IMPACT

Empowering students to
overcome barriers, achieve
their goals and thrive.



CONTINUOUSLY IMPROVING

We listen to feedback and
take action to deliver the
highest quality support.



THEORISE



theoriseltd.com



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