

# Theorise Satisfaction Survey Results 2022-23



Theorise Ltd (Scotland's Recruitment Company of the Year) are delighted to once again publish our results from our annual Client & Student Satisfaction Surveys for the 2022-23 academic year.

Theorise is recognised for our excellent quality of service to all our stakeholders and we have built this reputation through a tailored approach to meet each of our clients' individual needs; a thorough and detailed recruitment process that brings us the highest quality candidates' who are afforded industry leading pay rates and benefits as well as ensuring the students we are entrusted with supporting are provided the best possible service. We are committed to continuous improvement and have established a Quality Management System which provides a framework for measuring and improving our performance.

Our 2022-23 Satisfaction Survey results yielded positive returns with 63% of our clients (29 colleges / universities) returning their Survey forms (largest ever surveyed) and 281 students (16.20% response rate). The purpose of our surveys was to ascertain the quality of service we provide, the professionalism of our support staff, the impact our support staff have on students and also how we compare to other agencies operating in this field. We were delighted by the results which can be viewed in full on <https://theoriseLtd.com/surveys> but we have highlighted some key findings here.

While we are delighted with the results, we take all feedback very seriously and where rating were less than 'Very Good' we reached out to Clients and Students to see what could be improved and agreed appropriate actions for the new academic year. Support staff feedback was discussed and where necessary appropriate improvement actions agreed.

## Client Survey Results

- 83% were Completely Satisfied by the calibre of Theorise support staff to support students. The other 17% were Very Satisfied.
- 93% felt our response time to match students with Theorise support staff was Excellent. The other 7% rated this Very Good.
- 87% rated our overall service Excellent with the other 13% rating this Very Good.
- Of our clients that use other agencies 92% rated our services as Much Better or Better than other agencies with 8% rating us as About the Same. No clients rated our service as Worse.
- 97% are Extremely Likely to use our services again.

## Student Survey Results

- 92% rated our support staff's response time to get in touch as Excellent.
- 92% rated our support staff's professionalism as Excellent and 90% rating their communication skills as Excellent.
- 91% rated our support staff's patience and time taken to understand problems or difficulties the students were facing as Excellent. 87% rated our support staff's attempts to identify solutions and strategies to these as Excellent.
- 88% of students felt more confident in approaching difficulties personally or with coursework, assignments and exams after working with a support worker. 0% felt worse after doing so.
- 88% rated their overall experience working with a Theorise support worker as Excellent.

*"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 two 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*

*"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*