Theorise Satisfaction Survey Results 2023-24

Theorise Ltd (Scotland's Recruitment Company of the Year and Scotland's Student NMPH Support Agency of the Year for 2024) are delighted to once again publish our results from our annual Client & Student Satisfaction Surveys for the 2023-24 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 2023-24 Satisfaction Survey results yielded positive returns with 60% of our clients returning their Survey forms and 373 students (16.6% response rate), our two largest surveys to date. The purpose of our surveys was to as always 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 if necessary agreed appropriate actions for the new academic year.
Support staff feedback was discussed and where necessary appropriate improvement actions agreed.

Client Survey Key Results
- 91% were Completely Satisfied by the calibre of Theorise support staff to support students. The other 9% were Very Satisfied.
- 95% felt our response time to match students with Theorise support staff was Excellent. The other 5% rated this Very Good.
- 95% rated our overall service Excellent with the other 5% rating this Very Good.
- Of our clients that use other agencies 95% rated our services as Much Better or Better than other agencies with 5% rating us as About the Same. No clients rated our service as Worse.
- 95% are Extremely Likely to use our services again.

Student Survey Key Results
- 91% rated our support staff's response time to get in touch as Excellent.
- 90% rated our support staff's professionalism as Excellent and 89% rating their communication skills as Excellent.
- 89% rated our support staff's patience and time taken to understand problems or difficulties the students were facing as Excellent. 89% rated our support staff's attempts to identify solutions and strategies to these as Excellent.
- 89% of students felt more confident in approaching difficulties personally or with coursework, assignments and exams after working with a support worker. 71% of these students rated their confidence as Average, Poor or Very Poor prior to working with a Theorise support staff member.
- 91% rated their overall experience working with a Theorise support worker as Excellent.

"Theorise continued to offer a first-class service in 2023/24. The response time for referrals is amazing and the student feedback is excellent. Theorise employees are very pro-active when it comes to communicating important information to relevant university staff, particularly regards student concerns that arise. This ensures timely support is implemented. Thank you for another great year of support." - Inverness College UHI Disability Adviser

"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