

Theorise Satisfaction Survey Results 2021-22



Theorise Ltd are delighted to once again publish our results from our annual Client & Student Satisfaction Surveys for the 2021-22 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 2021-22 Satisfaction Survey results yielded positive returns with 83% of our clients returning their Survey forms and 265 students (16.17% 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.

"Over the course of the past 4 years, Theorise has provided exemplary support, to both me, as a needs assessor, and my students. The support workers provided are of the highest calibre, and very well matched to suit the needs of each student. I look forward to continuing to access the services provided by Theorise and cannot offer any suggestions for improvement – it is already a 5-star service." - Inverness College UHI D&I Adviser

"This has been a really positive experience this year. I am extremely happy working with my Tutor and feel I am gaining in confidence and improving on my skills – which is showing through my results. I would be very keen to continue working with the same Tutor next year." Napier University UG Student

Client Survey Results

- 73% were Completely Satisfied by the calibre of Theorise support staff to support students. The other 27% were Very Satisfied.
- 93% felt our response time to match students with Theorise support staff was Excellent. The other 7% rated this Good.
- 73% rated our overall service Excellent with the other 27% rating this Very Good.
- Of our clients that use other agencies 80% rated our services as Much Better or Better than other agencies with 20% rating us as About the Same. No clients rated our service as Worse.
- 100% are Extremely Likely to use our services again.

Student Survey Results

- 91% rated our support staff's response time to get in touch as Excellent.
- 93% rated our support staff's professionalism as Excellent and 91% 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.
- 86% 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.
- 89% rated their overall experience working with a Theorise support worker as Excellent.