



THEORISE

Client Satisfaction Survey 2022



2022 Client Satisfaction Survey

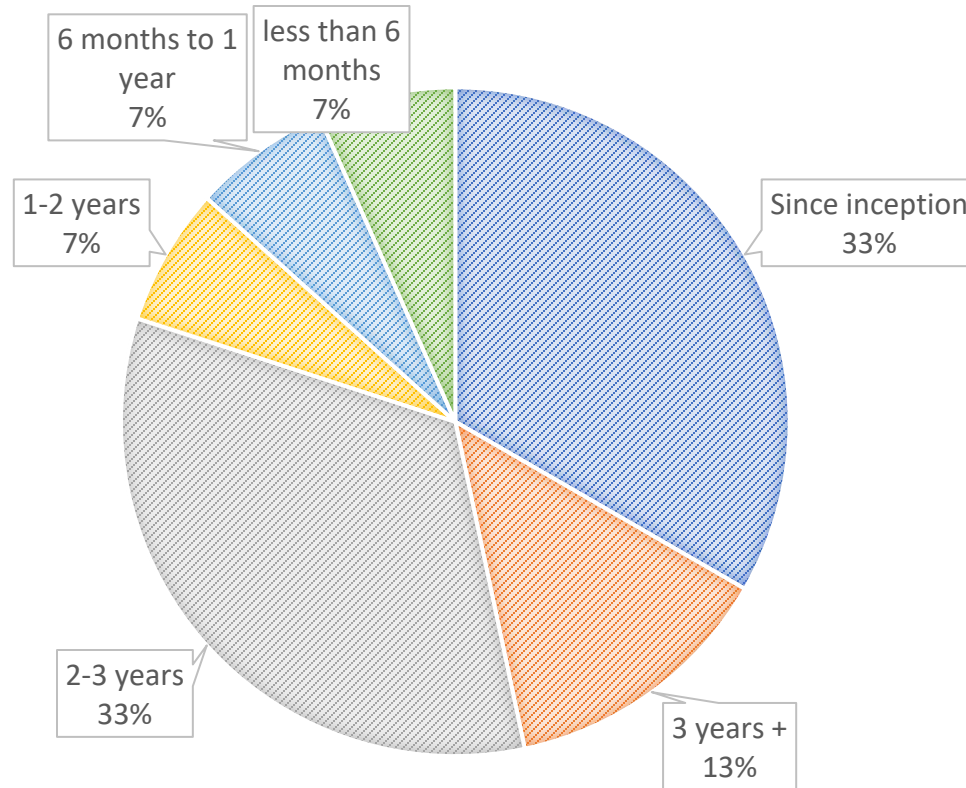
Theorise asked for feedback from our College & University Clients on the quality of the service provided and the calibre of support staff we provided in the 21-22 academic year with the objective of rating:

- The professionalism and calibre of our support staff
- The consistency of our service and open and honest communication
- How we compare with other agencies to identify and facilitate improvement opportunities.

All colleges and universities who deal with Theorise directly were asked for feedback and we were delighted to receive 83% of these returned.

Time with us?

How long have you been a client of Theorise Ltd?

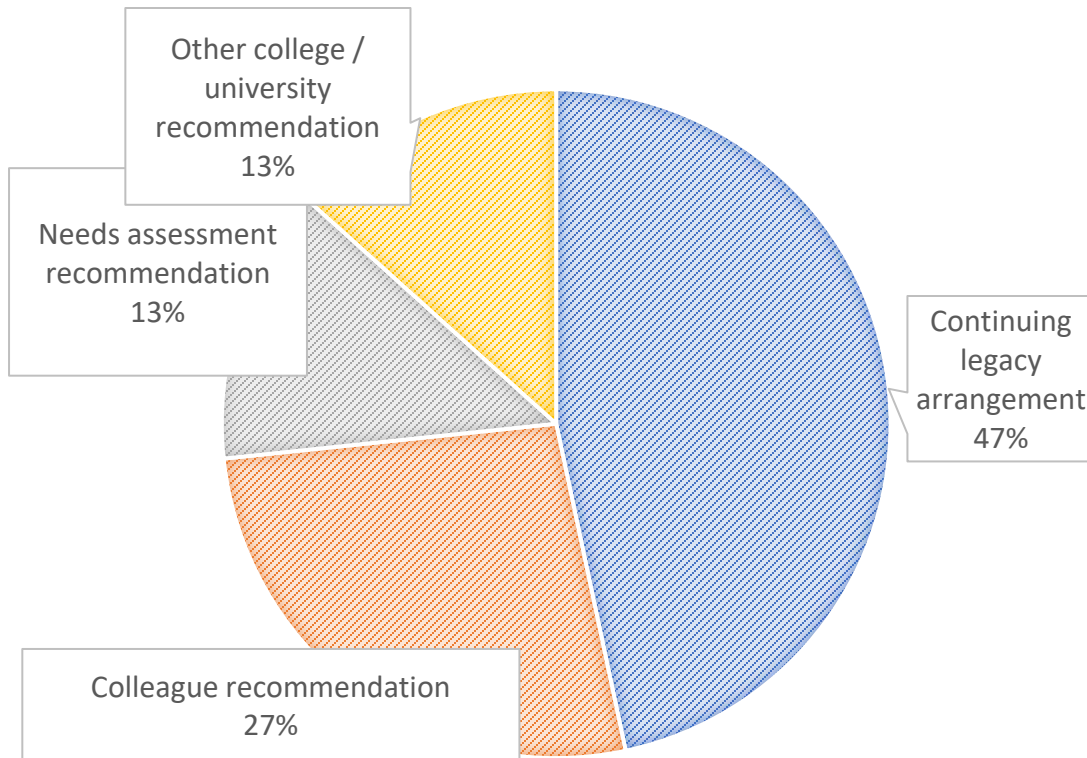


- Since inception – 33%
- 3 years + – 13%
- 2 to 3 years – 33%
- 1 to 2 years – 7%
- 6 months to 1 year – 7%
- Less than 6 months – 7%



How did you hear about us?

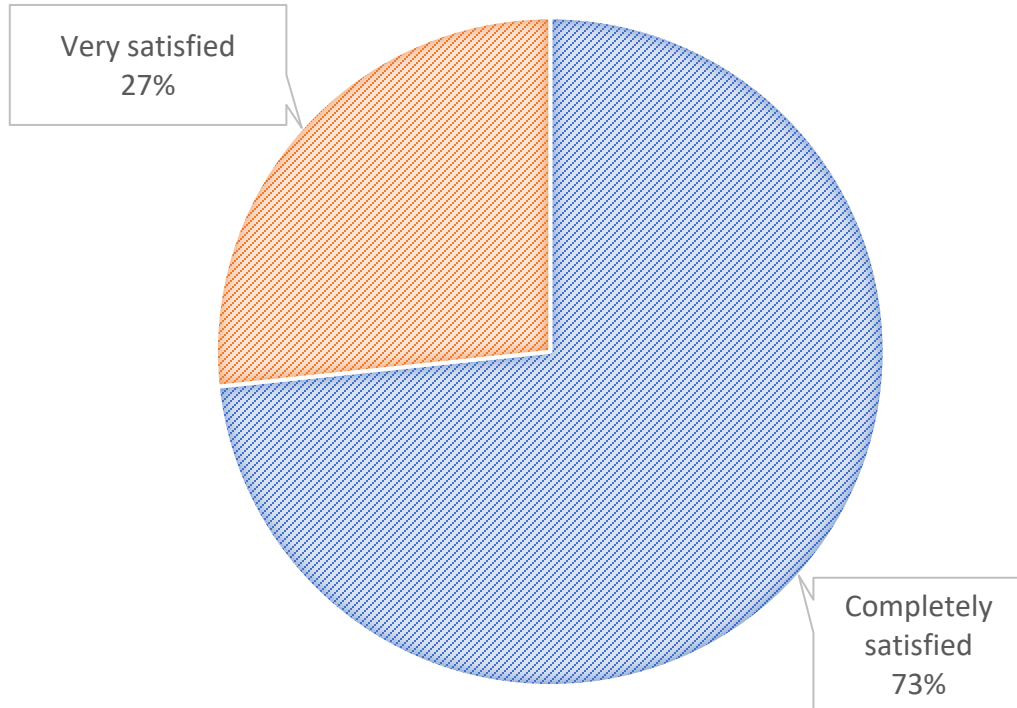
How did you first hear about Theorise Ltd?



- Continuing legacy arrangement – 47%
- Other college / university recommendation – 13%
- Needs assessment recommendation – 13%
- Colleague recommendation – 27%

How did we do?

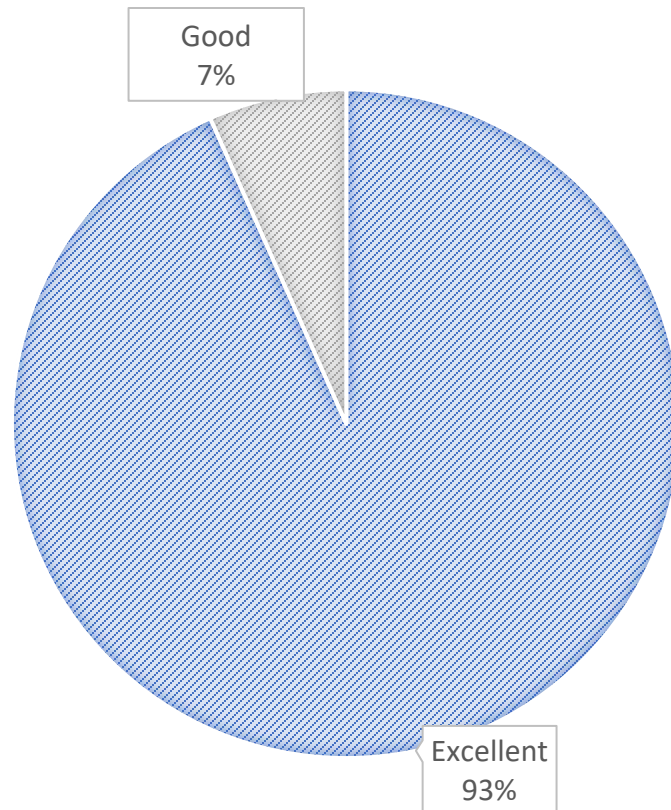
How satisfied were you with the calibre of support staff provided by Theorise Ltd to support your students?



- **Completely satisfied – 73%**
- Very satisfied – 27%
- Moderately satisfied – 0%
- Not at all satisfied – 0%
- Unable to answer thus far – 0%

How efficient were we?

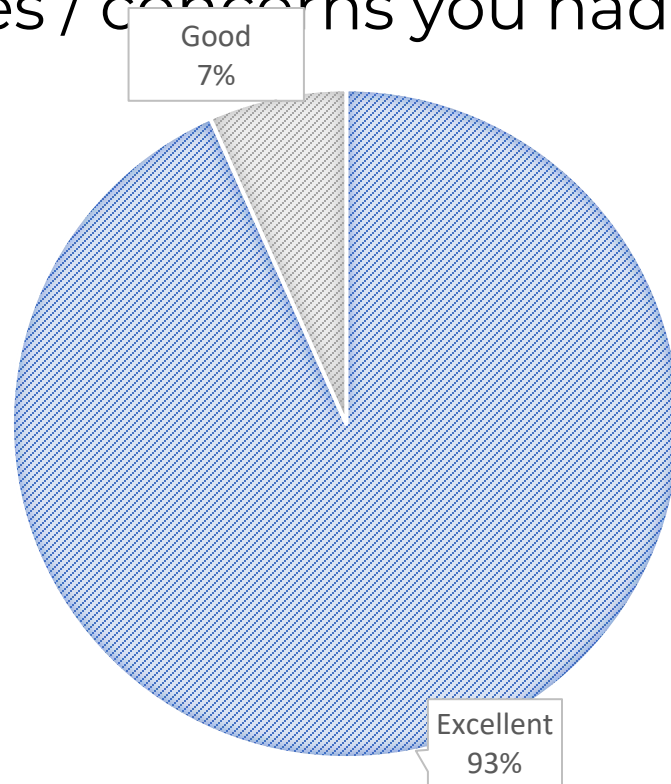
How would you rate Theorise response time to match our support staff with students?



- Excellent – 93%
- Very good – 0%
- Good – 7%
- Average – 0%
- Poor – 0%

How efficient were we?

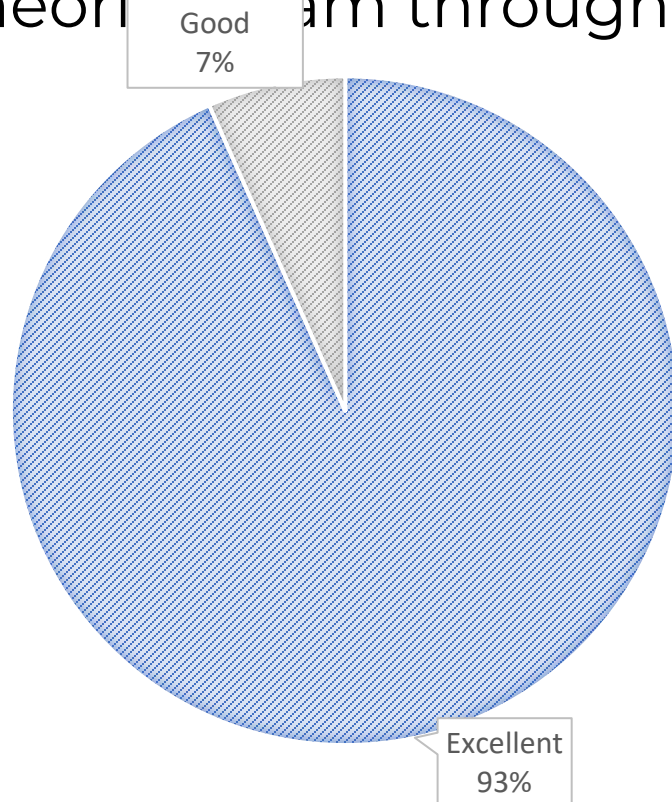
How would you rate Theorise response time to answering any queries / concerns you had?



- Excellent – 93%
- Very good – 0%
- Good – 7%
- Average – 0%
- Poor – 0%
- N/A – 0%

How did we engage with you?

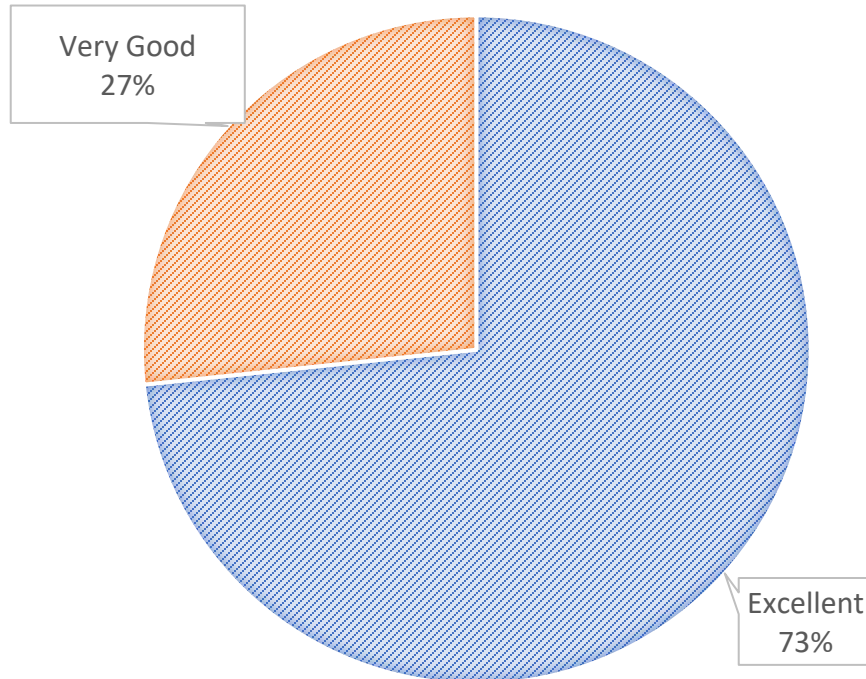
How would you rate the level of communication you had with the Theorise team throughout this academic year?



- Excellent - 93%
- Very good – 0%
- Good – 7%
- Average – 0%
- Poor – 0%
- N/A – 0%

Our service standards

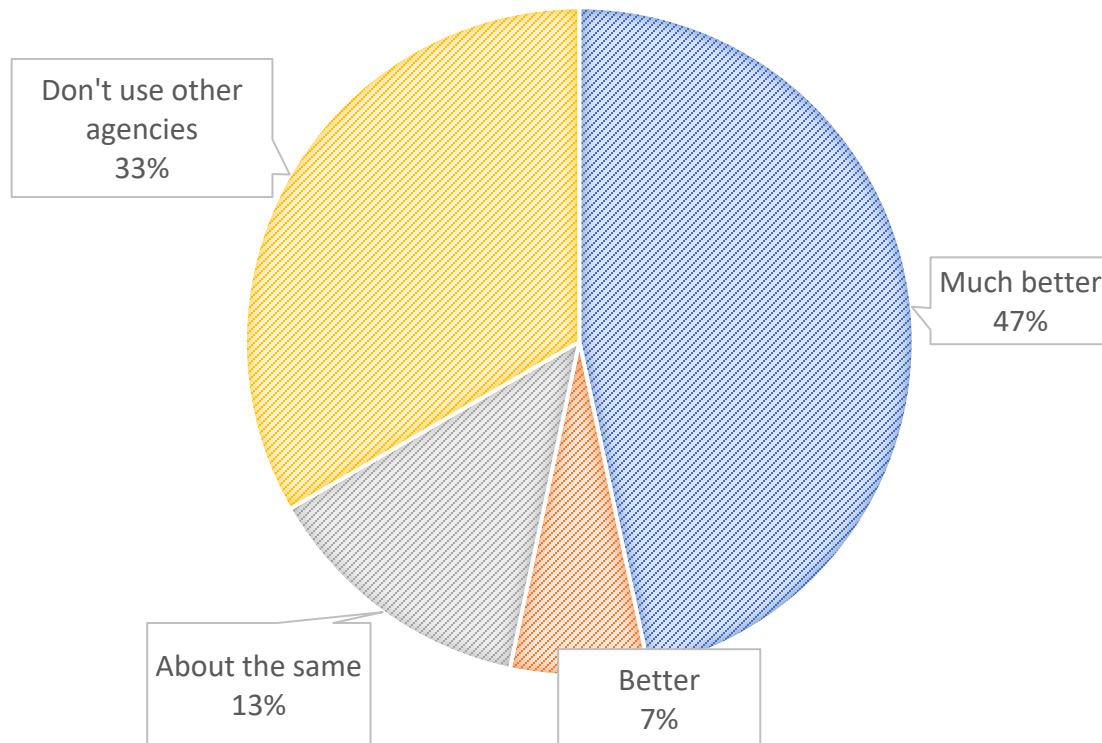
How would you rate the overall service you received from Theorise in this academic year?



- Excellent – 73%
- Very Good – 27%
- Good – 0%
- Average – 0%
- Poor – 0%

Our service standards

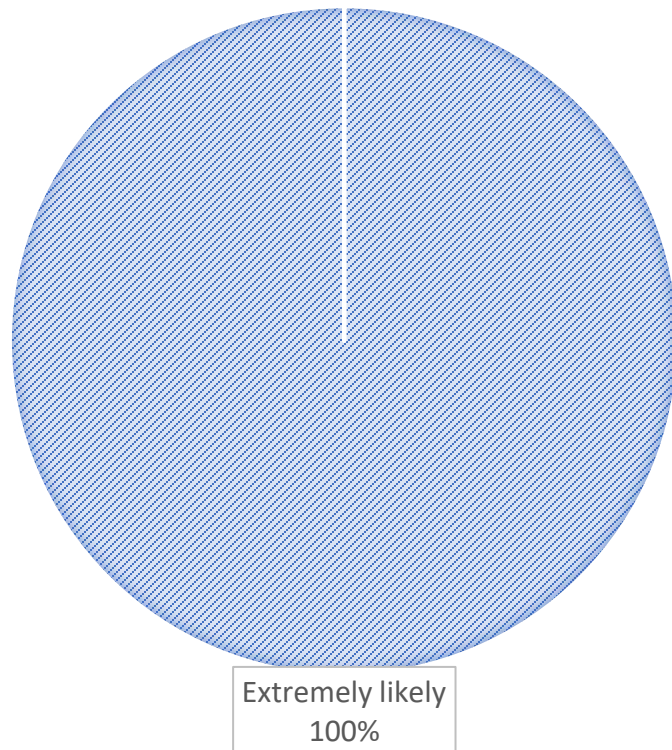
How would you compare the service you received from Theorise against other agencies with whom you engage?



- Much better – 47%
- Better – 7%
- About the same – 13%
- Worse – 0%
- Much worse – 0%
- Don't use other agencies – 33%

Did we impress?

How likely are you to use Theorise Ltd's services in future?



- Extremely likely – 100%
- Moderately likely – 0%
- Unlikely – 0%
- Never – 0%

Feedback

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

“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

“I have been very impressed again this year with the service offered by Theorise. The response to emails is excellent and Dany is always very supportive and helpful in sorting out any issues. The students have been very positive about the support that they have received. I will be recommending the services of Theorise to future students for 2022/23. Thank you very much.” - Lews Castle UHI D&I Adviser

“Thank you for all of the help and support this year, and all years. Both Dany and Monika are really good at responding to any queries quickly and the students here all are satisfied with the service. If there ever are any issues, these are always rectified quickly. I really enjoy working alongside you both and am looking forward to the new academic year.” – Perth College UHI D&I Adviser



Summary

Theorise Ltd are dedicated to the principle of never-ending improvements in quality, reliability and service excellence to our clients, candidates, and students. Our principal aim is to always supply first class quality, and reliable support to students across further and higher education through the recruitment of the highest quality NMPH support staff.

This academic year has again been a challenge with Covid issues ongoing at the beginning of term. It has also been our busiest by far in terms of student support with just under 1700 students supported across 31 different colleges and universities and with this expansion we have brought in a number of new support staff who have delivered support on both a remote and face-to-face basis.

The survey results have also been highly encouraging from our perspective and our aim this year was to have all students matched with a member of our support team in a maximum of two working days. Our communication with colleges and universities is always open, honest and transparent and we believe this has been reflected in the excellent results from this survey.

Theorise do and will continue to do our utmost to give all clients, support staff and students who engage with us the best possible experience and we are always open to improvements or suggestions.

We believe we do have credibility and accountability in the field of recruitment, which we believe makes us stand out from other providers. We continuously strive to improve and uphold our reputation as a professional and high-quality recruitment business through our status as a:

- Corporate Member of the Recruitment and Employment Confederation (REC)
- Member of the Federation of Small Businesses (FSB)

This ensures we commit to the highest standards of being a compliant and productive recruitment business and ensures we can be trusted to provide an honest and reliable service. We also are committed to maintaining the highest possible level of knowledge and to be aware of industry specific information and changes and are a member of the:

- National Association of Disability Practitioners
- British Dyslexia Association
- PATOSS



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