



THEORISE

# Client Satisfaction Survey 2021



# 2021 Client Satisfaction Survey

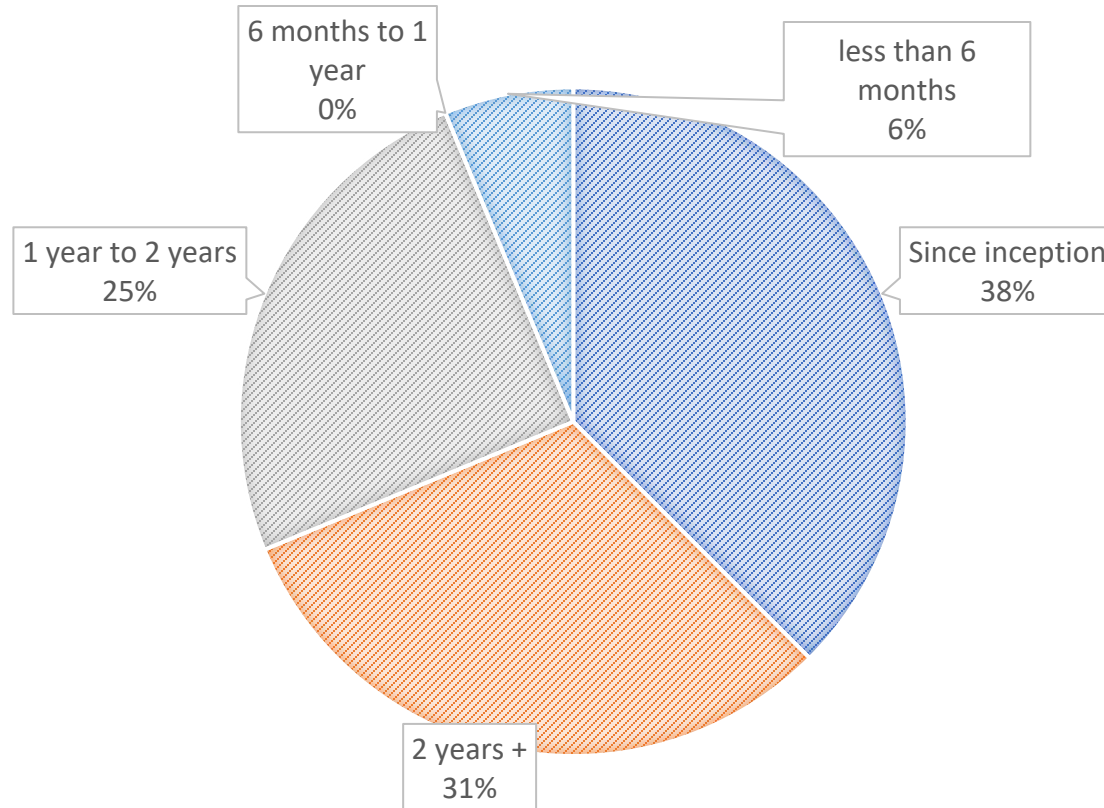
We asked our College and University Clients for feedback on the quality of our service and the calibre of our support staff during 2020-21, specifically rating:

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

All Theorise clients were asked for feedback and we were delighted to receive 89% of these returned.

# Time with us?

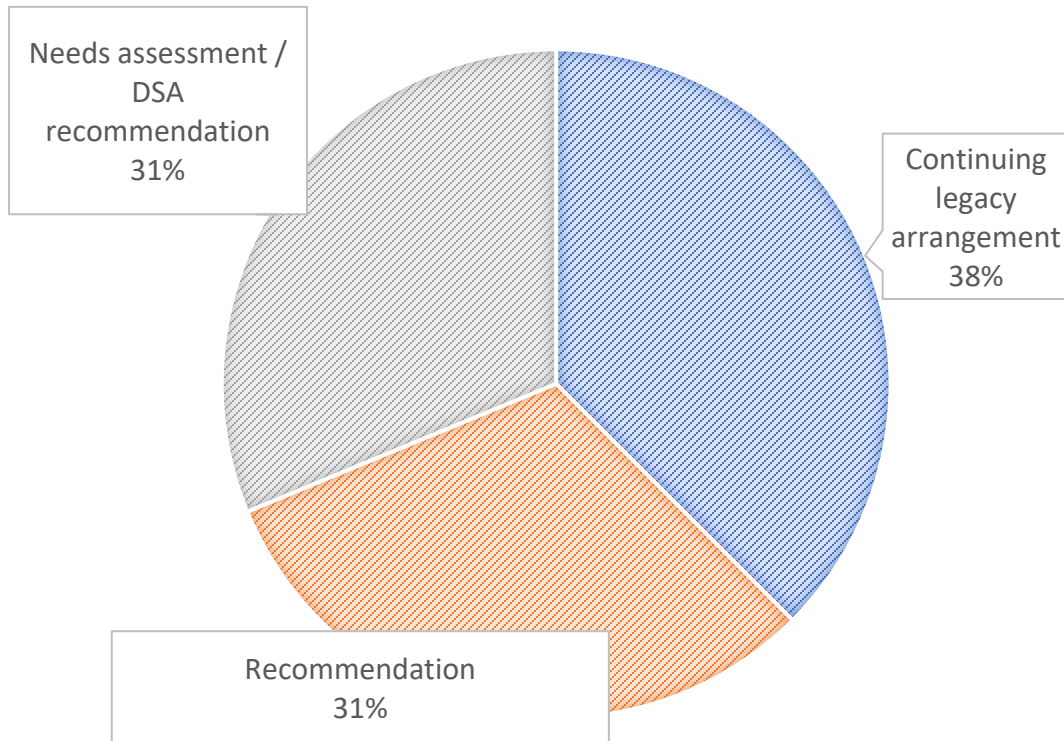
How long have you been a client of Theorise Ltd?



- Since inception – 38%
- 2 years+ – 31%
- 1 year to 2 years – 25%
- 6 months to 1 year – 0%
- Less than 6 months – 6%

# How did you hear about us?

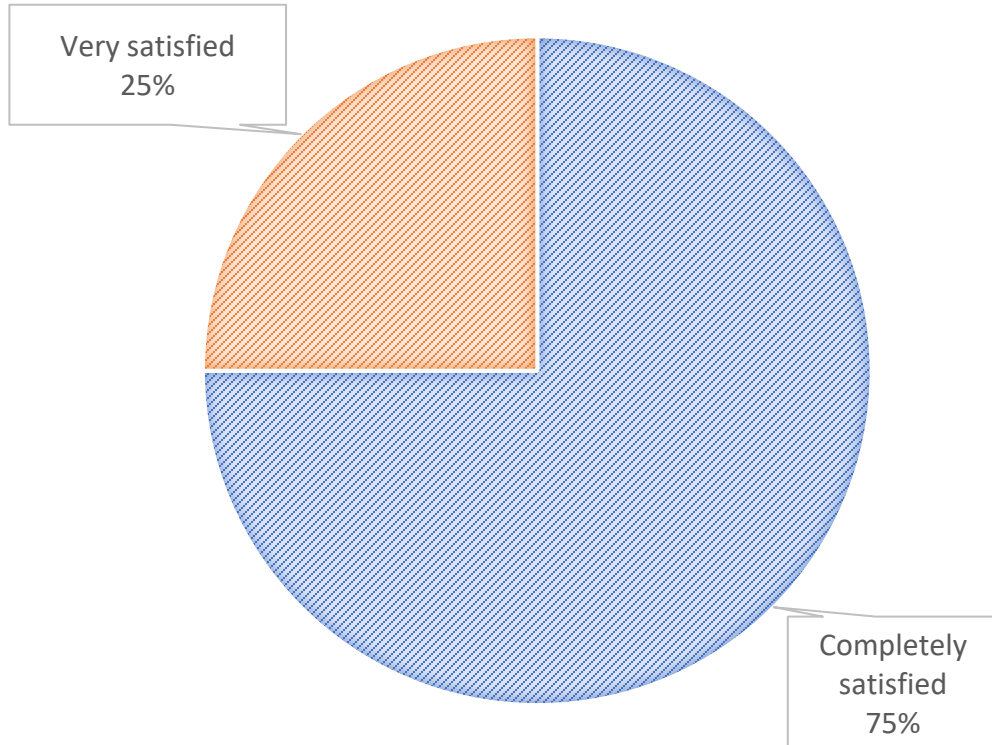
How did you first hear about Theorise Ltd?



- Continuing legacy arrangement – 38%
- Recommendation from colleague or other institution – 31%
- Needs assessment / DSA recommendation – 31%

# How did we do?

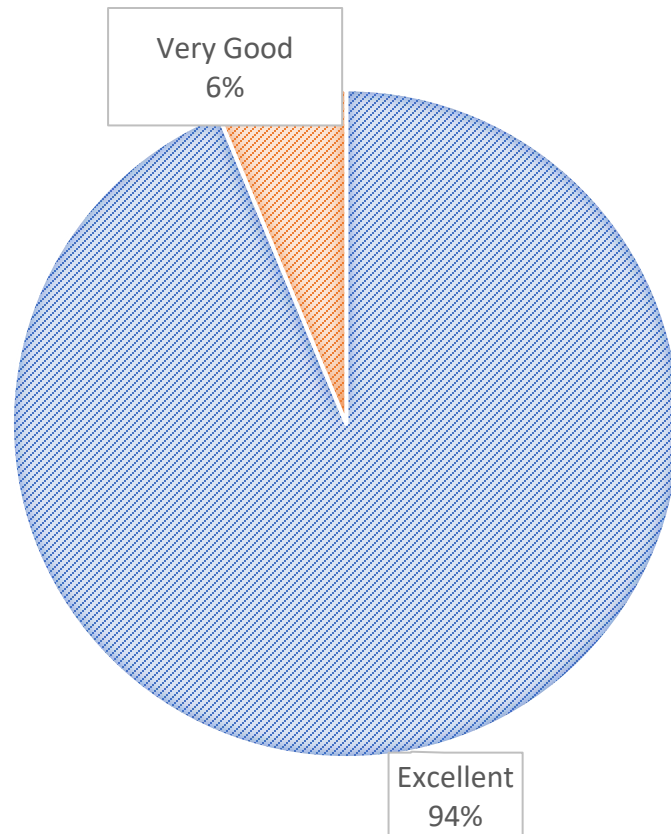
How satisfied were you with the calibre of support staff provided by Theorise Ltd to support your students?



- **Completely satisfied – 75%**
- Very satisfied – 25%
- Moderately satisfied – 0%
- Not at all satisfied – 0%
- Unable to answer thus far – 0%

# How efficient were we?

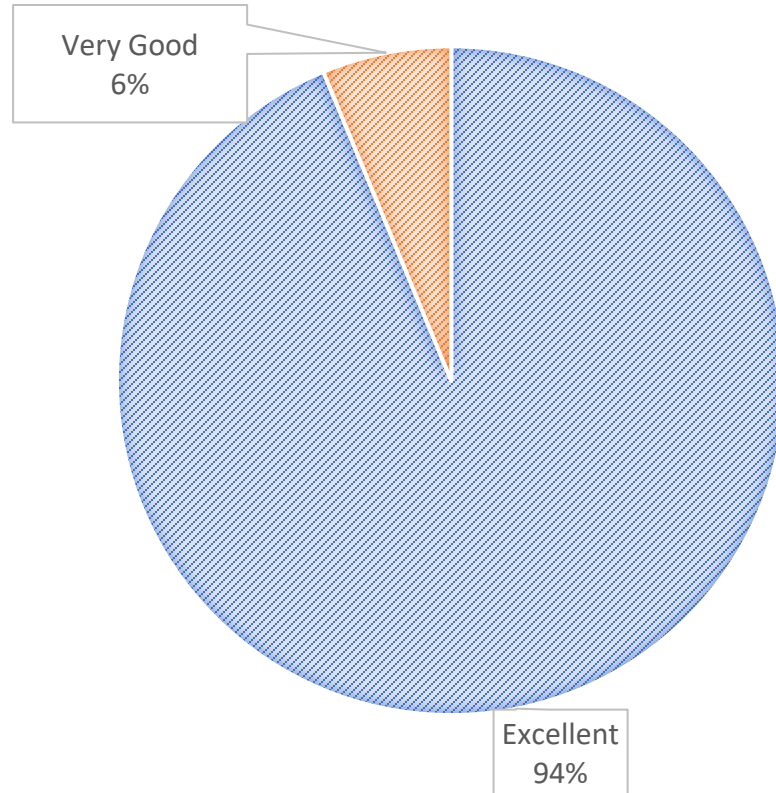
How would you rate Theorise response time to match our support staff with students?



- **Excellent – 94%**
- Very good – 6%
- Good – 0%
- Average – 0%
- Poor – 0%

# How efficient were we?

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

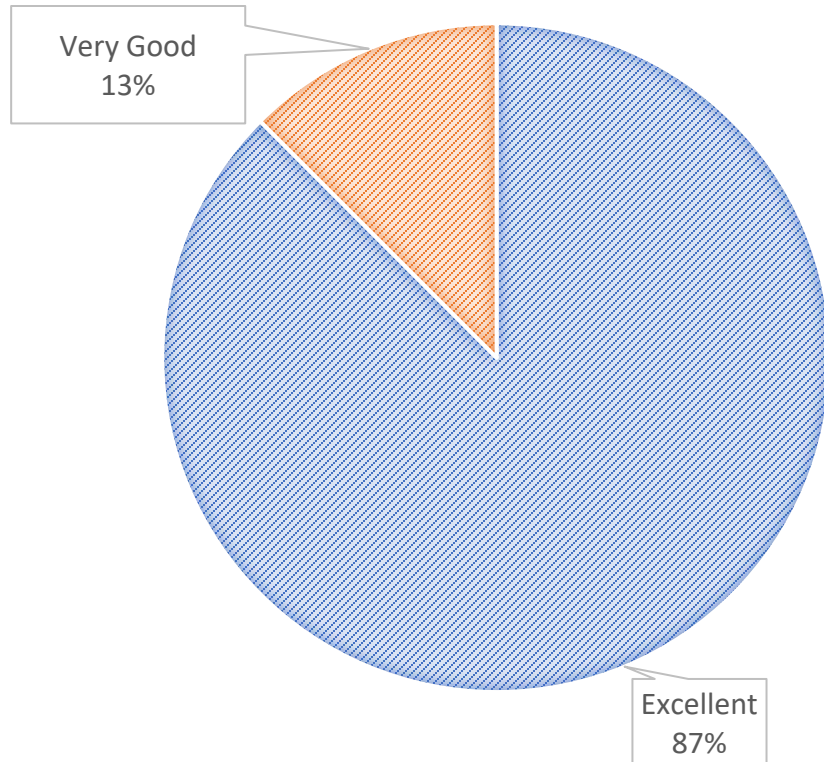


- Excellent – 94%
- Very good – 6%
- Good – 0%
- Average – 0%
- Poor – 0%
- N/A – 0%



# How did we engage with you?

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

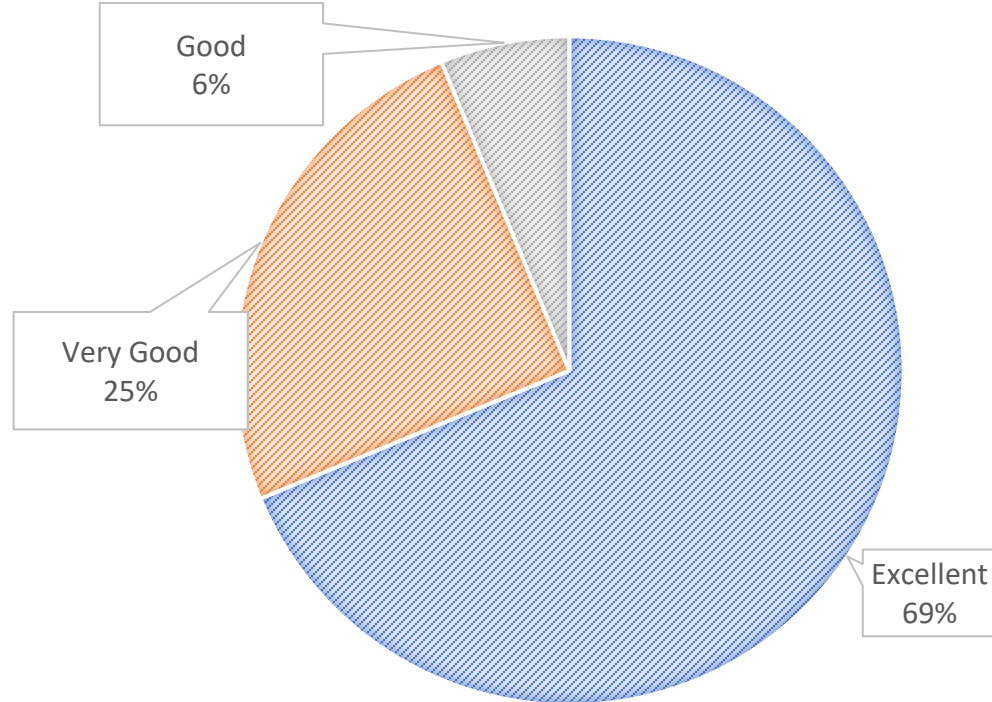


- Excellent - 87%
- Very good – 13%
- Good – 0%
- Average – 0%
- Poor – 0%
- N/A – 0%



# Our service standards

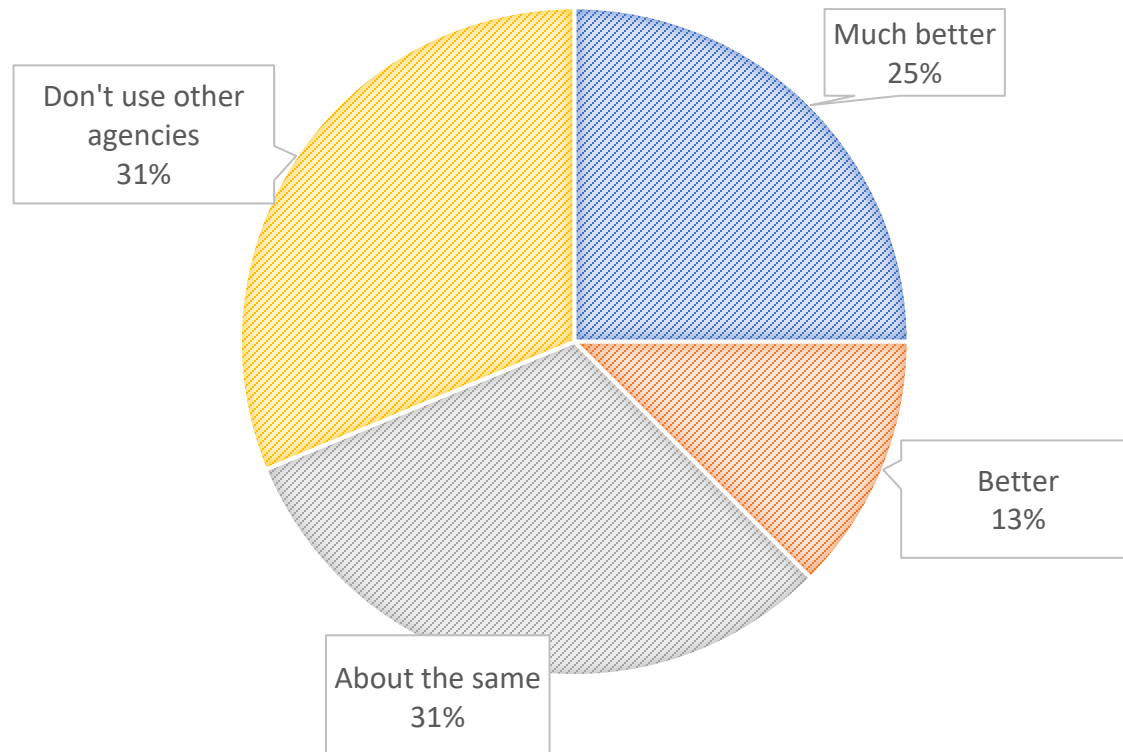
How would you rate the overall service you received from Theorise in this academic year?



- Excellent – 69%
- Very Good – 25%
- Good – 6%
- Average – 0%
- Poor – 0%

# Our service standards

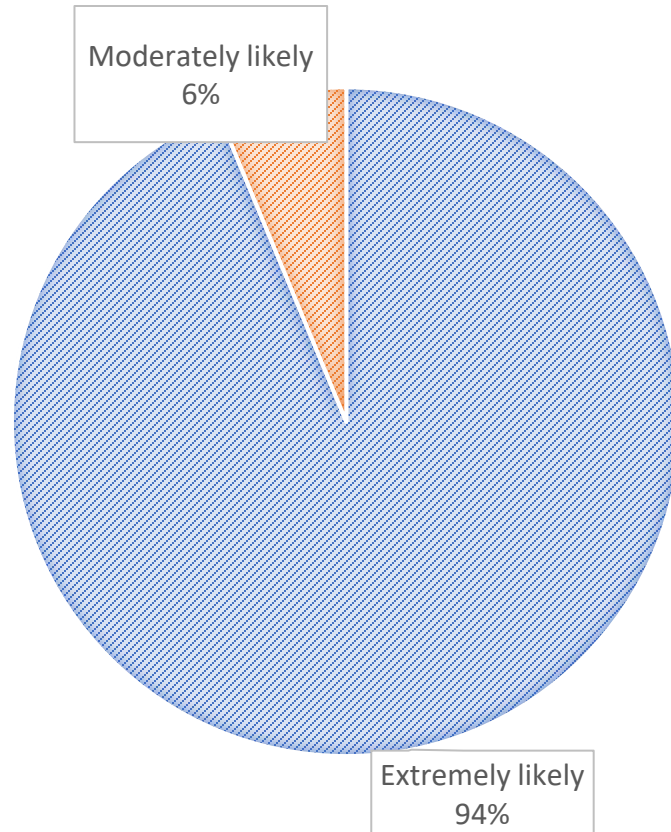
How would you compare the service you received from Theorise against other agencies with whom you engage?



- Much better – 25%
- Better – 15%
- About the same – 31%
- Worse – 0%
- Much worse – 0%
- Don't use other agencies – 31%

# Did we impress?

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



- **Extremely likely – 94%**
- Moderately likely – 6%
- Unlikely – 0%
- Never – 0%



# Feedback

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

“I speak on behalf of our team in saying that we look forward to continuing to progress our working relationship with Theorise in the new academic year as the service received has been exemplary.” - Inverness College UHI

“I have been very impressed with the service that Theorise has offers in terms of my own personal contact and the experience of the students. I look forward to working with you again in the next academic year 2021/22. Thank you.”

- Lews Castle College UHI

Clients can be assured that Theorise observes total compliance with all legal requirements and applies the highest moral standards in everything we do.

We have earned our reputation and credibility for excellence in a competitive industry sector and ensure Continuous Professional Development by being regularly compliance tested by our professional watchdog the Recruitment and Employment Confederation (REC).

We welcome client scrutiny in any part of our service.



Our reputation as a professional and high-quality recruitment business matters to us and to compromise would be to do so at the expense of our clients.

We will always strive to be the best so please trust us and we will not let you or your students down.

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



Not a client of Theorise but would like to know if we can help you?

Contact us today to get the service you and your students deserve. Visit [www.theorise ltd.com](http://www.theorise ltd.com) or e-mail [dany@theorise ltd.com](mailto:dany@theorise ltd.com).