



THEORISE

Client Satisfaction Survey 2023



2023 Client Satisfaction Survey

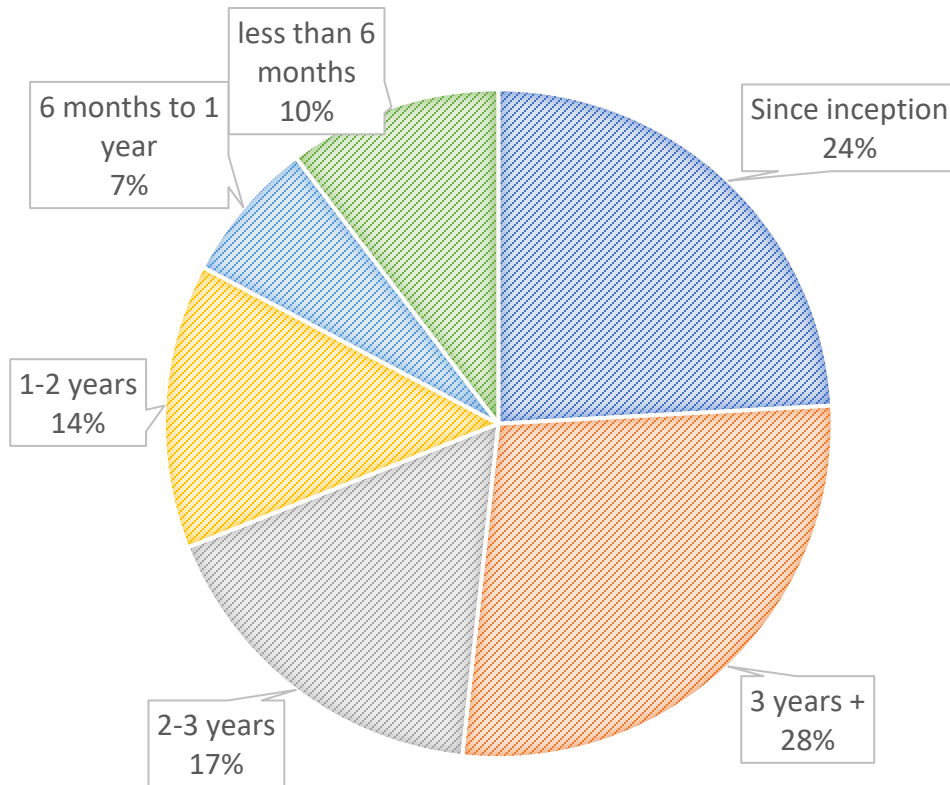
Theorise asked for objective feedback from our College & University Clients on the quality of the service provided and the calibre of support staff we provided in the 22-23 academic year with the objective of rating:

- 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 engaged with Theorise directly in this academic year were asked for feedback and we were pleased to receive 63% of these returned.

Time with us?

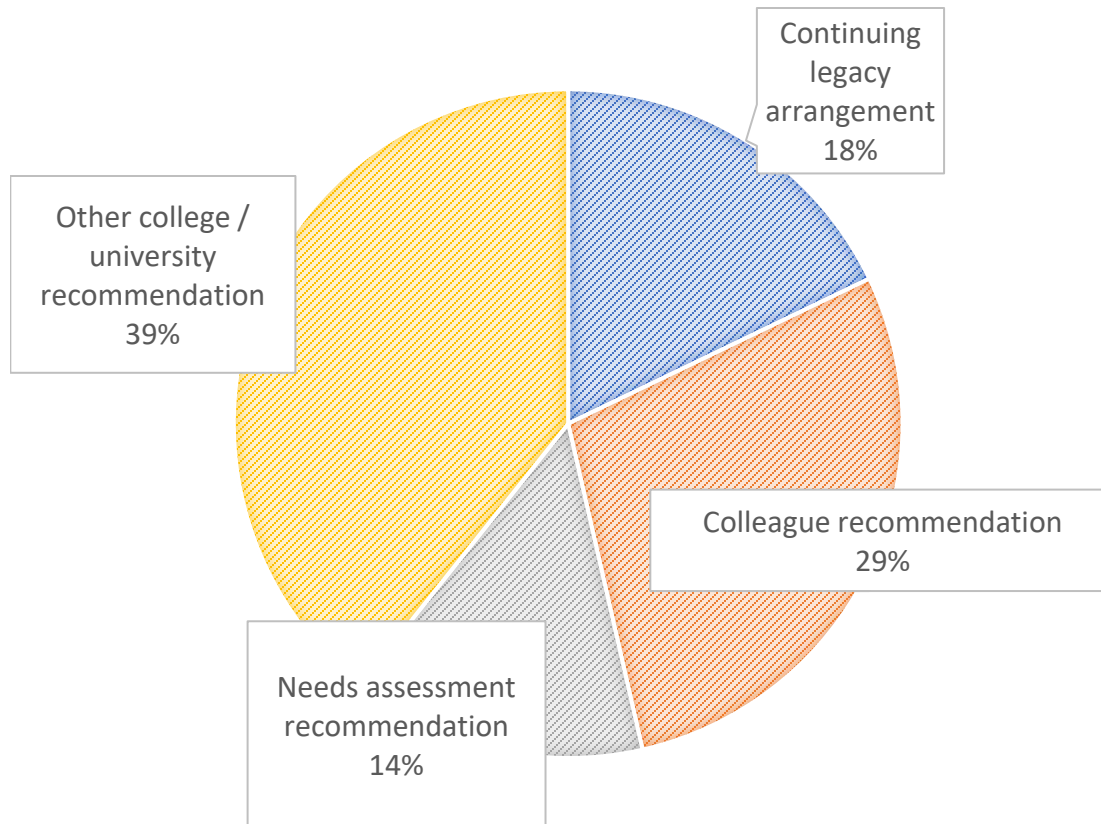
How long have you been a client of Theorise Ltd?



- Since inception – 24%
- **3 years + – 28%**
- 2 to 3 years – 17%
- 1 to 2 years – 14%
- 6 months to 1 year – 7%
- Less than 6 months – 10%

How did you hear about us?

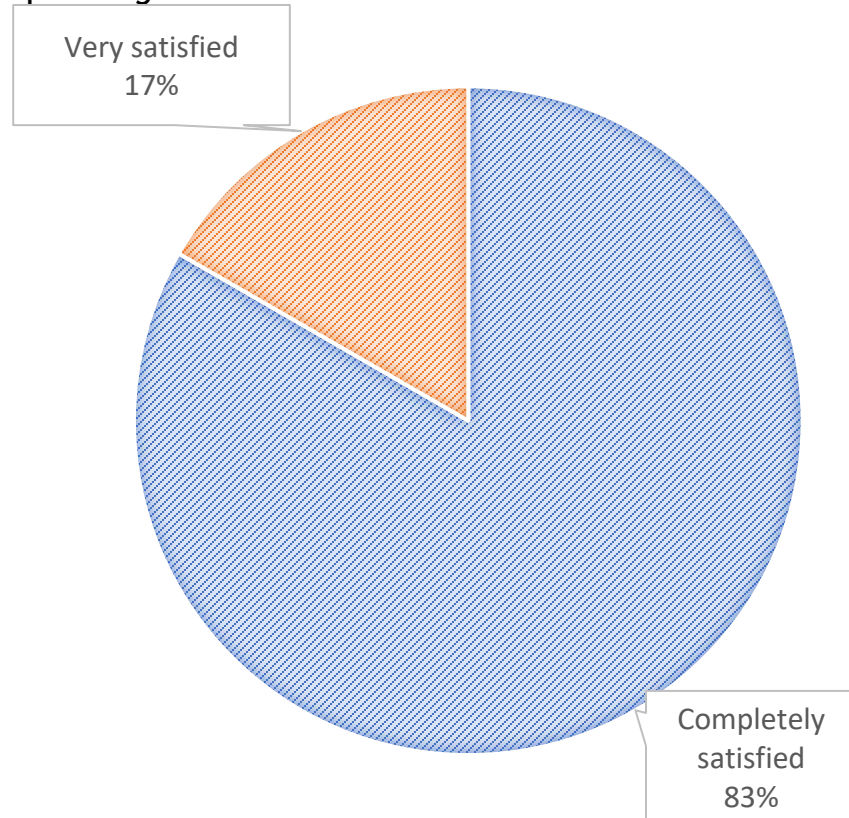
How did you first hear about Theorise Ltd?



- Continuing legacy arrangement – 18%
- **Other college / university recommendation – 39%**
- Needs assessment recommendation – 14%
- Colleague recommendation – 29%

How did we do?

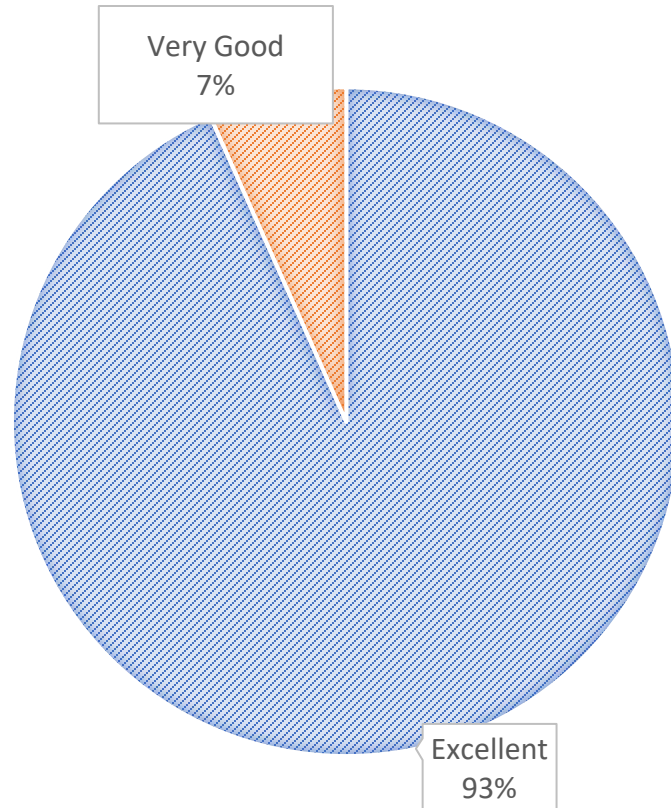
How satisfied were you with the calibre of support staff provided by Theorise Ltd to support your students?



- **Completely satisfied – 83%**
- Very satisfied – 17%
- 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?

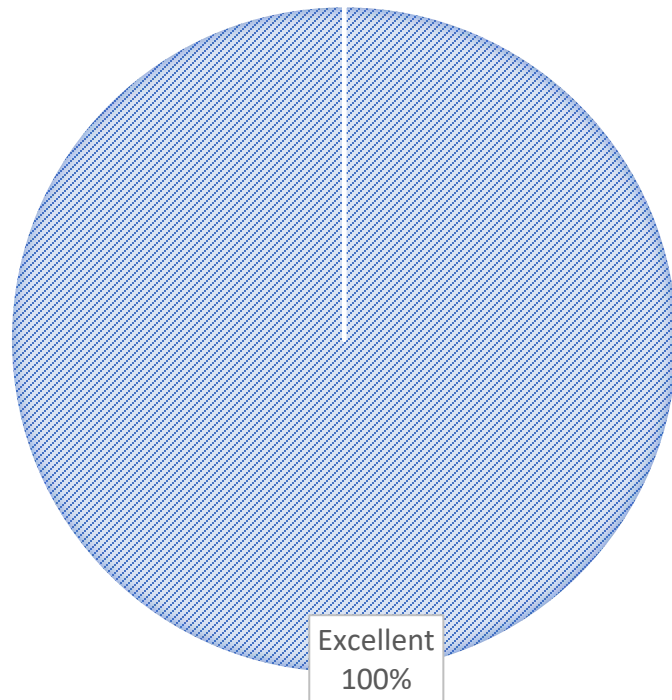


- **Excellent – 93%**
- Very good – 7%
- Good – 0%
- Average – 0%
- Poor – 0%



How efficient were we?

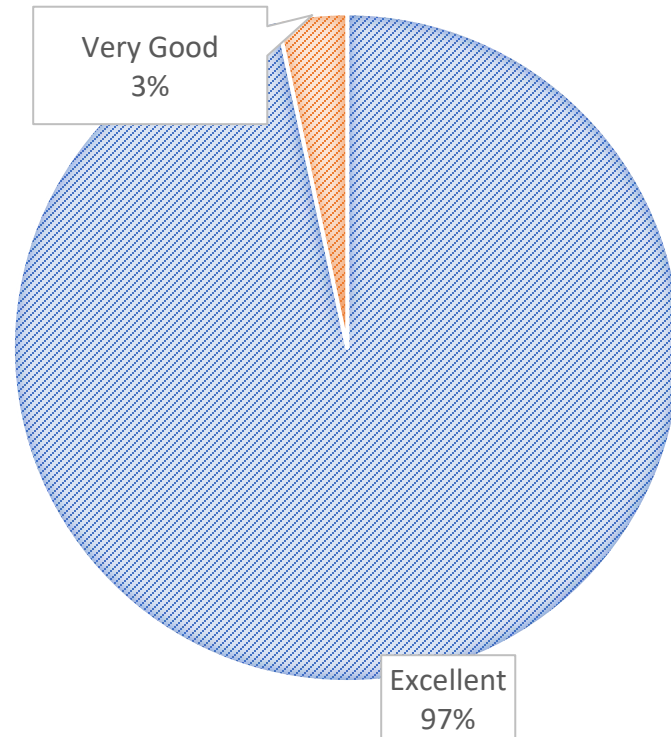
How would you rate Theorise response time to answering any queries / concerns you had?



- Excellent – 100%
- Very good – 0%
- Good – 0%
- Average – 0%
- Poor – 0%
- N/A – 0%

How did we engage with you?

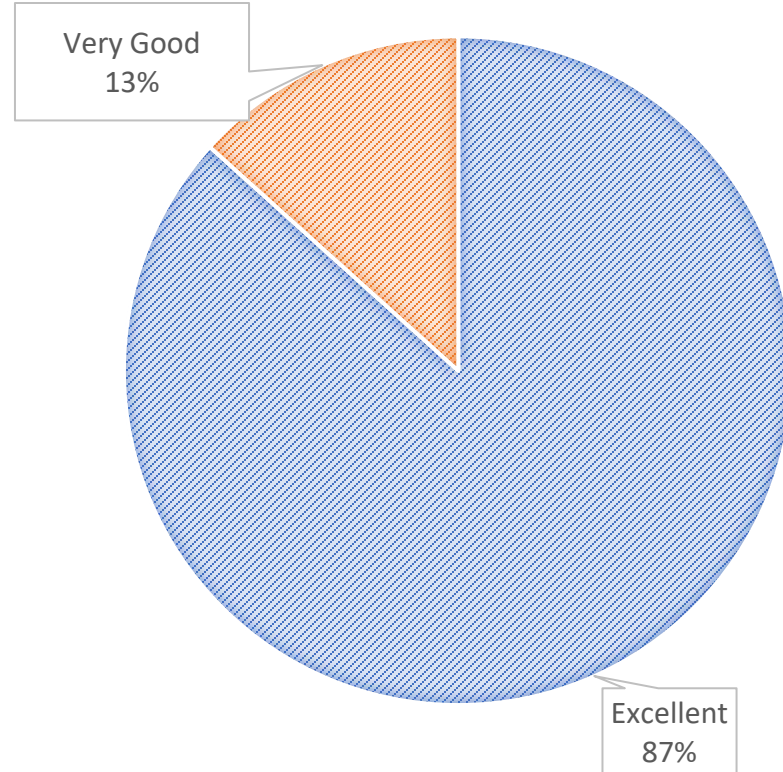
How would you rate the level of communication you had with the Theorise team throughout this academic year?



- Excellent - 97%
- Very good – 3%
- Good – 0%
- Average – 0%
- Poor – 0%
- N/A – 0%

Our service standards

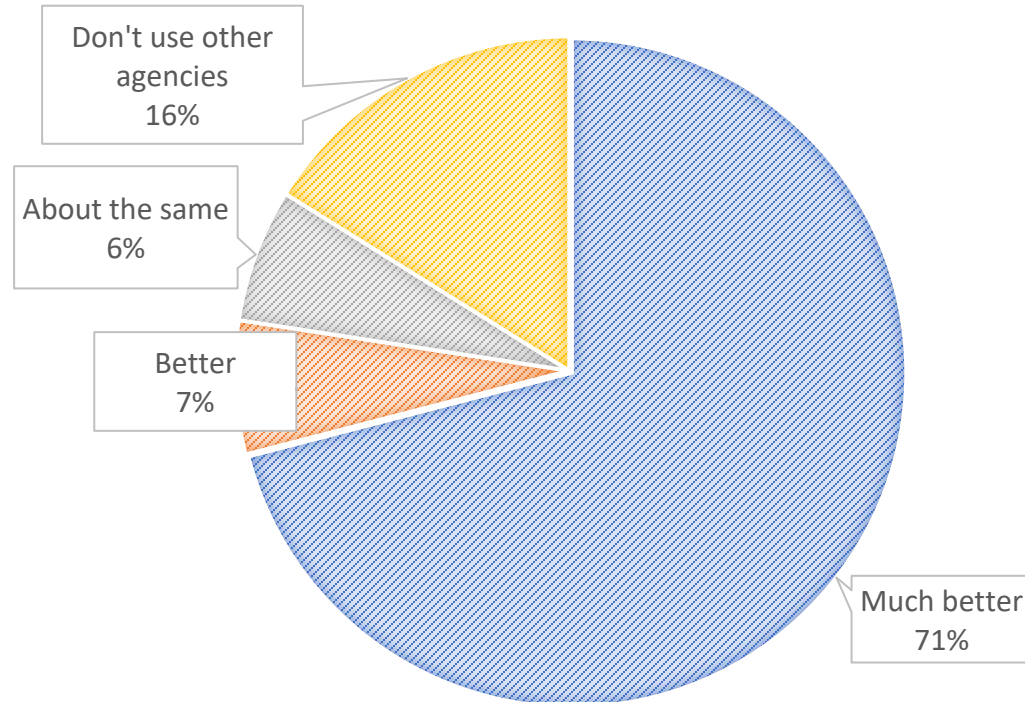
How would you rate the overall service you received from Theorise in this academic year?



- Excellent – 87%
- Very Good – 13%
- Good – 0%
- Average – 0%
- Poor – 0%

Our service standards

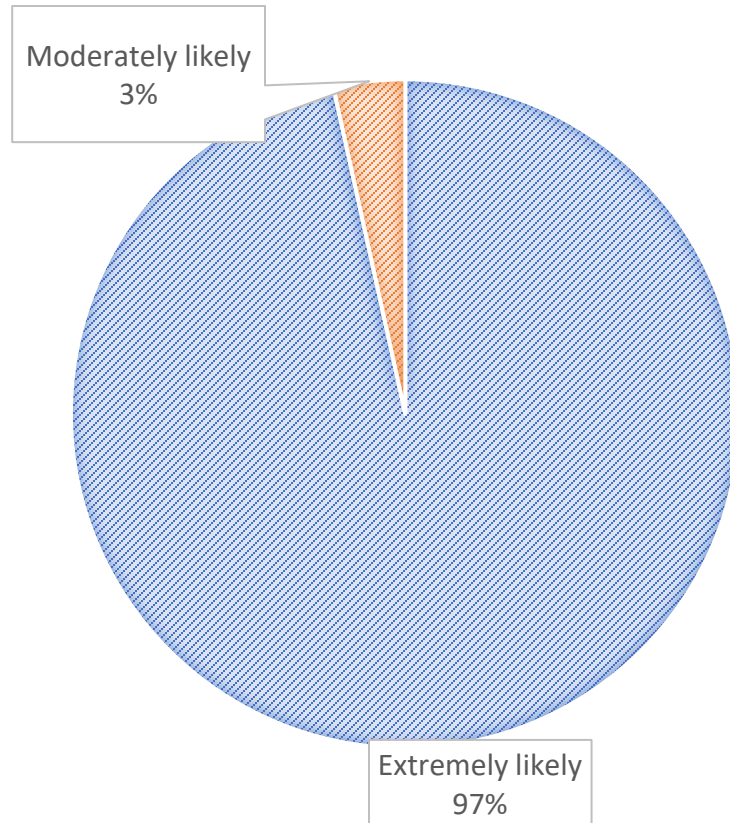
How would you compare the service you received from Theorise against other agencies with whom you engage?



- Much better – 71%
- Better – 7%
- About the same – 6%
- Worse – 0%
- Much worse – 0%
- Don't use other agencies – 16%

Did we impress?

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



- Extremely likely – 97%
- Moderately likely – 3%
- Unlikely – 0%
- Never – 0%



Feedback

Here are a small sample of some open comments we received in the Student Satisfaction Survey which also yielded excellent results:

- “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 2 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
- “My tutor has been amazing, he's the first person who 'gets it' with the kind of support I need, previously non-Theorise tutors have seen my academic scores and said 'You're fine' or 'There isn't much to teach you', which honestly led to a bit of a disaster last year. My tutor also never shied away from meeting the challenges I present to him, always coming back with new ideas and solutions. I always look forward to our meetings and he has been a great source of motivation to keep plugging away at coursework.” Open University Undergraduate Student
- “My Study Skills Tutor has been with me since my first year of university, and thanks to her, I have learned how to write exceptionally well. She has read my dreadful essay in first year and my amazing one in third year. I genuinely think that her unwavering support and guidance have been so useful in my academic journey, I would not be here all this time without her. Reminding me about planning, getting things done in time. Checking these references! My tutor has always had a personalized approach, and she has adapted her example of academic example to my understanding, which has helped me develop my writing skills significantly. She has also helped me with the pronunciation of some words that In English do not make sense for me. Luckily enough my tutor used to speak Italian, therefore she knows where my mistake came from. My tutor and Theorise has definitely had a positive impact on my learning experience and I'm grateful I had them.” Queen Margaret University Undergraduate 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
- All I can say is that if it wasn’t for the support from my Mentor I would have given up on my studies. I've had a difficult year and desperately needed some help as I really needed to complete my degree. After being referred by the OU to Theorise I have been surprised at the range of support I have received. My mentor has provided me with moral and constructive support that has helped me stay focused on the required tasks. Her emotional support has helped me deal with some difficult situations. The sessions always leave me with ‘food for thought’ and have found lots of relevant information as recommended. My mentor definitely knows her stuff. I feel more confident in my abilities to finish my degree whereas at the beginning of the year I thought it a near impossible task. I am truly grateful for the help I have received from my mentor. Having the ability to give emotional and academic support is a unique set of skills. THANK YOU VERY MUCH!” Open University Undergraduate Student



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 been our busiest ever in terms of student support with over 1800 student supported across 48 different colleges and universities across Scotland and in some cases further afield 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 which has been achieved other than we specific specialist recruitment has been required. 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 and specialist knowledge in the field of further and higher education which we believe makes us stand out. 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



Recruitment Agency of the Year

Theorise Ltd were delighted to have been named as Scotland's Recruitment Agency of the Year for 2023 by the Prestige Awards Group. We found ourselves nominated unexpectedly and were proud to be named winners by the judging panel.

The Prestige Awards Group commented:

"The judges were particularly impressed by the tailored approach adopted at Theorise, who work hard to ensure they consistently meet every one of their clients' individual needs. A thorough and detailed recruitment process brings the agency the highest quality candidates, who each enjoy industry leading rates of pay and benefits, as well as ensuring the students they are entrusted with are provided the best possible service. The team is focused on continuing to build and grow the business and guarantee a professional yet informal approach, with a focus on meeting the needs of all the clients and students they work with."



SCOTLAND
PRESTIGE AWARDS 2023/24

WINNER



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