

# Student Satisfaction Survey 2020

# 2020 Student Satisfaction Survey

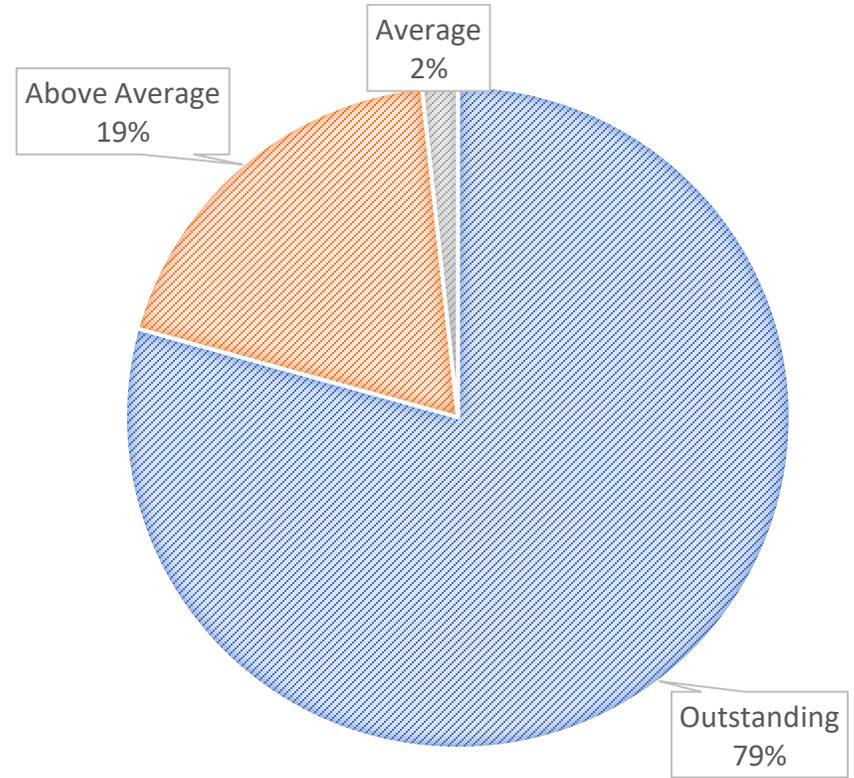
Theorise asked for feedback from our College & University Clients' Students on the quality of support provided to them from their assigned Theorise support worker with the objective of rating:

-  The professionalism and calibre of our support staff
-  The quality of support afforded in sessions to assist students with any problems or difficulties they were facing personally or academically this includes support both prior Covid-19 and during when we adapted to online support
-  The impact our support staff made on the students studies and their overall experience in working with one of our team

300 students were asked for feedback and we were pleased to receive 19.33% of these returned.

# How efficient were we?

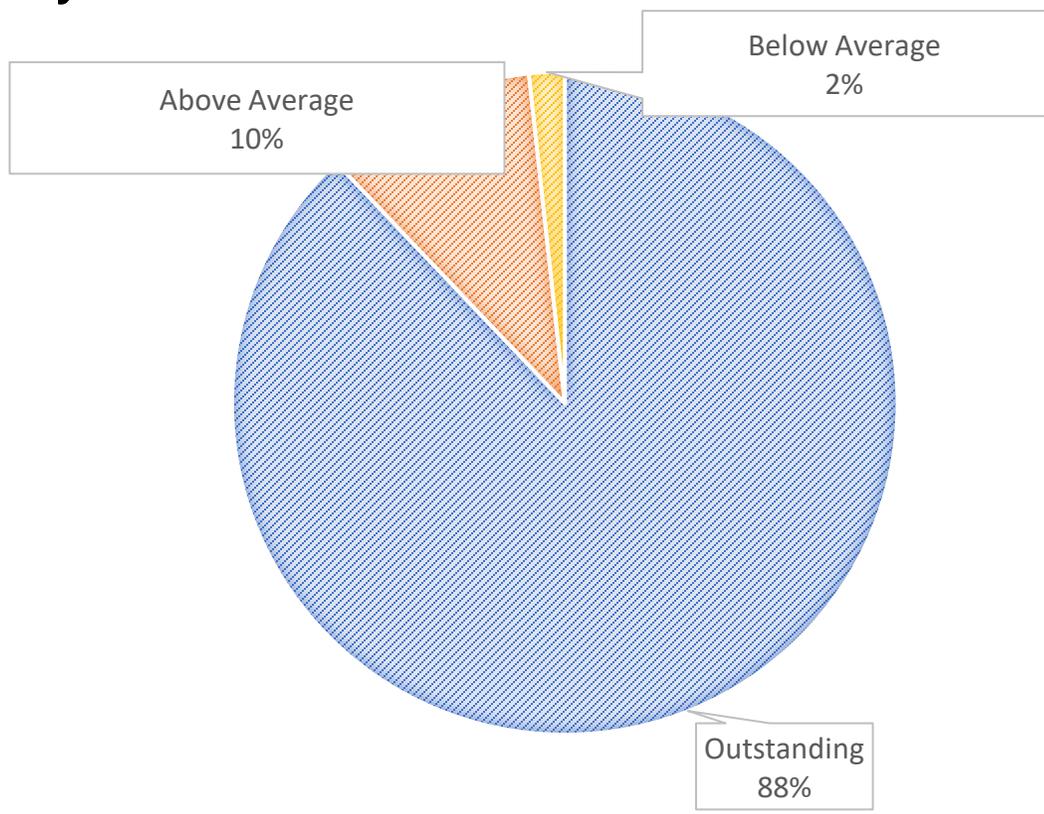
How did you rate the support worker's response time to organise a meeting?



- Outstanding – 79%
- Above Average – 19%
- Average – 2%
- Below Average – 0%
- Poor – 0%

# Ready to help?

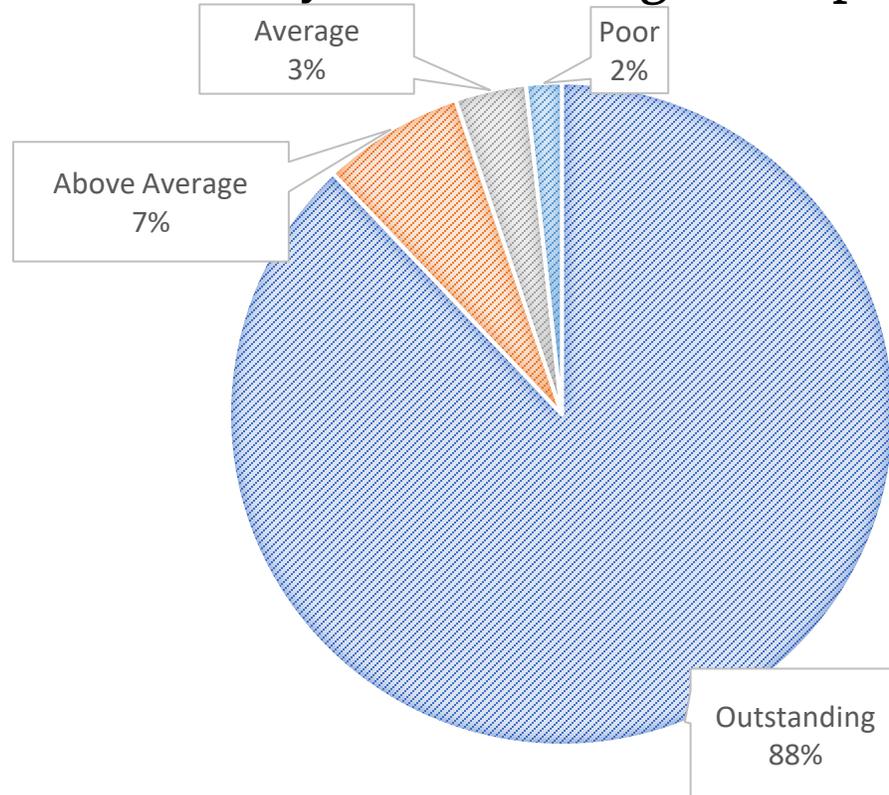
How did you rate the support worker's friendliness and eagerness to assist you?



- Outstanding – 88%
- Above Average – 10%
- Average – 0%
- Below Average – 2%
- Poor – 0%

# Did we understand?

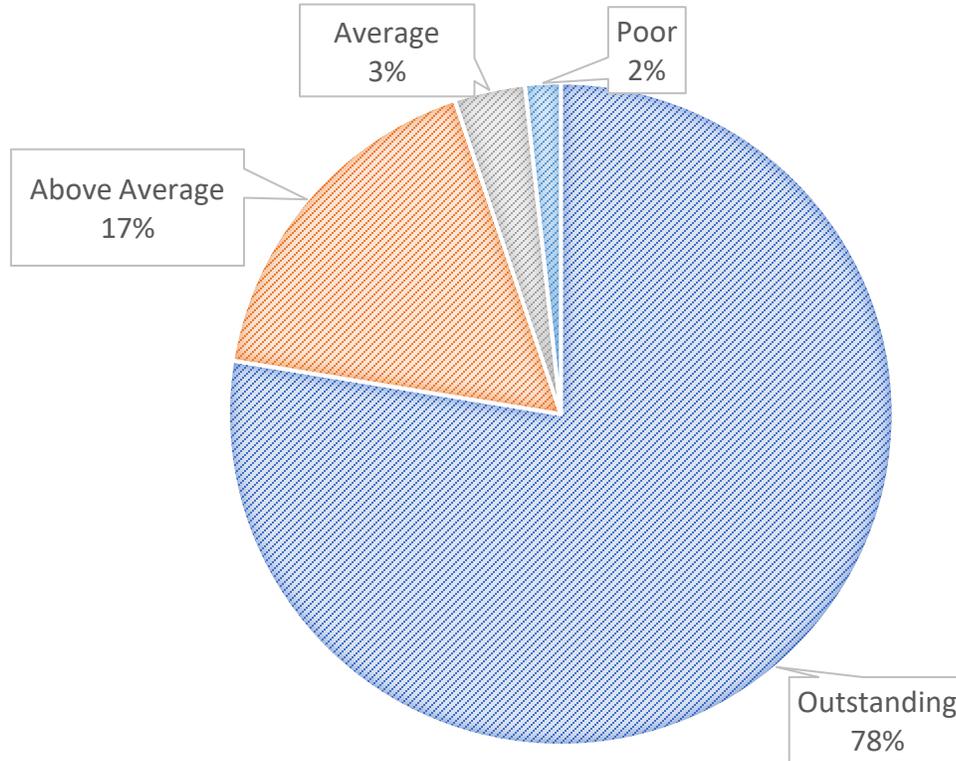
How did you rate the support worker in taking the time to understand any problems or difficulties you were facing either personally or academically?



- Outstanding – 88%
- Above Average – 7%
- Average – 3%
- Below Average – 0%
- Poor – 2%

# Problem solving?

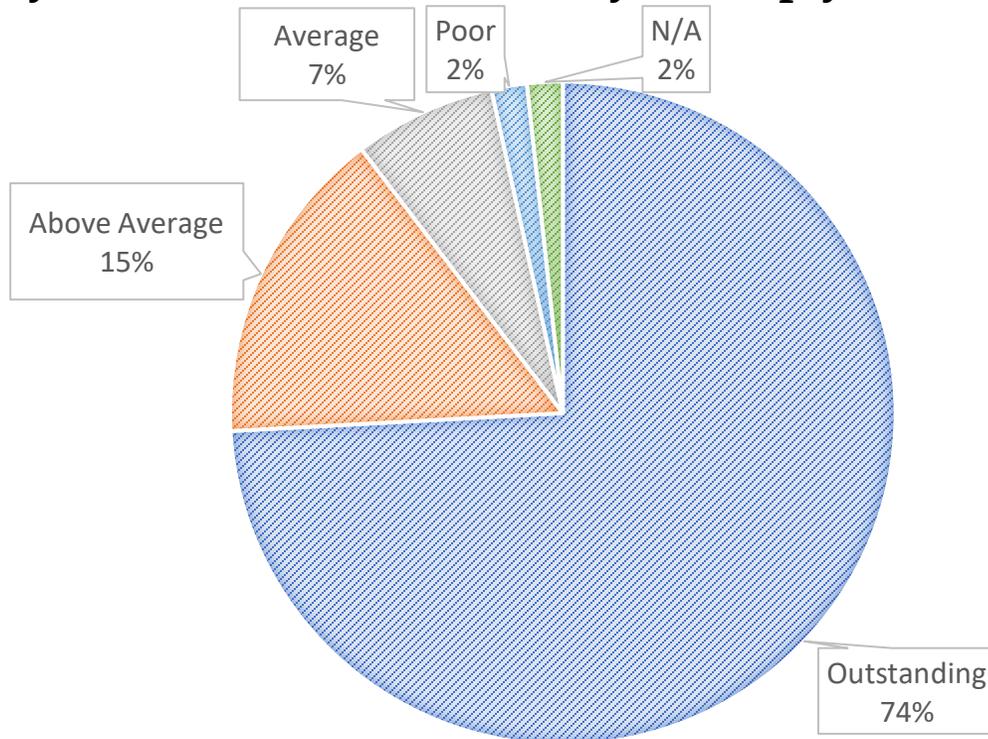
How did you rate the support worker's attempts to identify solutions or strategies in a clear and concise manner?



- Outstanding – 78%
- Above Average – 17%
- Average – 3%
- Below Average – 0%
- Poor – 2%

# Problem solving?

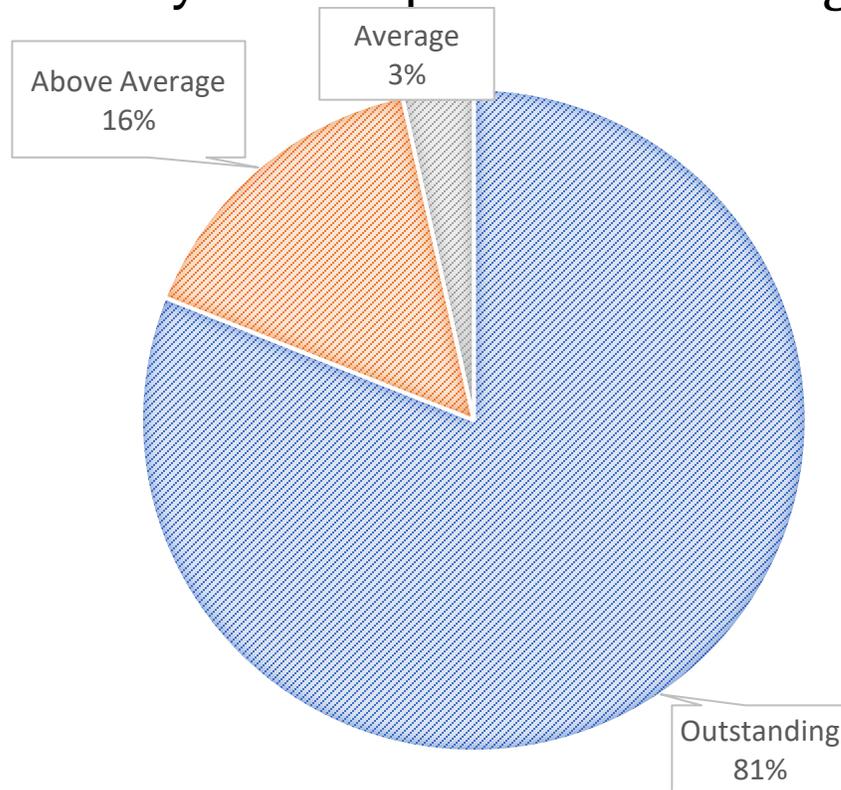
How did you rate the support worker's attempts to help you try to problem solve on your own and their ability to help you understand key concepts and strategies?



- Outstanding – 74%
- Above Average – 15%
- Average – 7%
- Below Average – 0%
- Poor – 2%
- N/A – 2%

# How did we communicate?

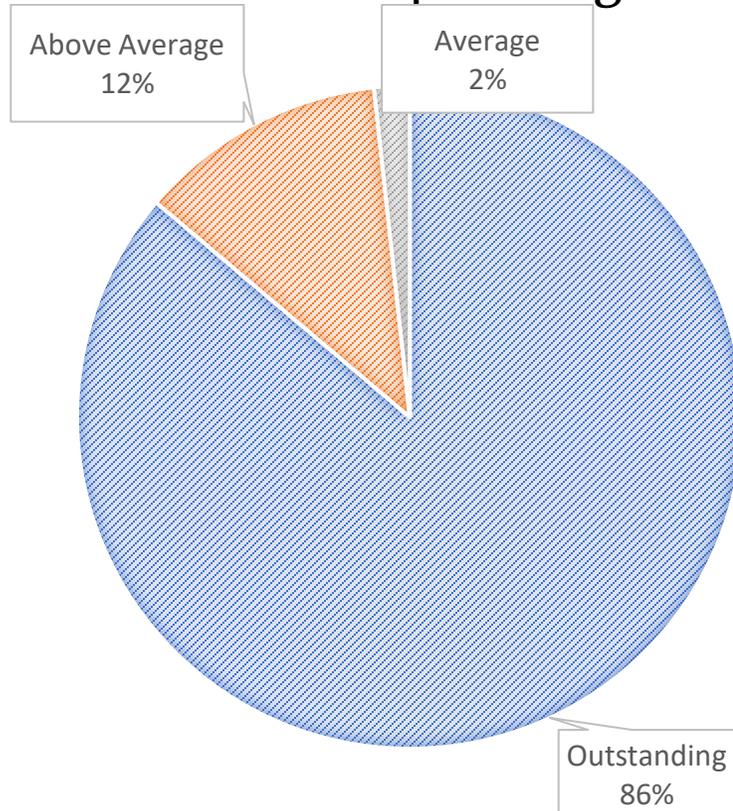
How did you rate the support worker's communication skills with you throughout the academic year both prior to and during Covid-19?



- Outstanding – 81%
- Above Average – 16%
- Average – 3%
- Below Average – 0%
- Poor – 0%

# Professionalism

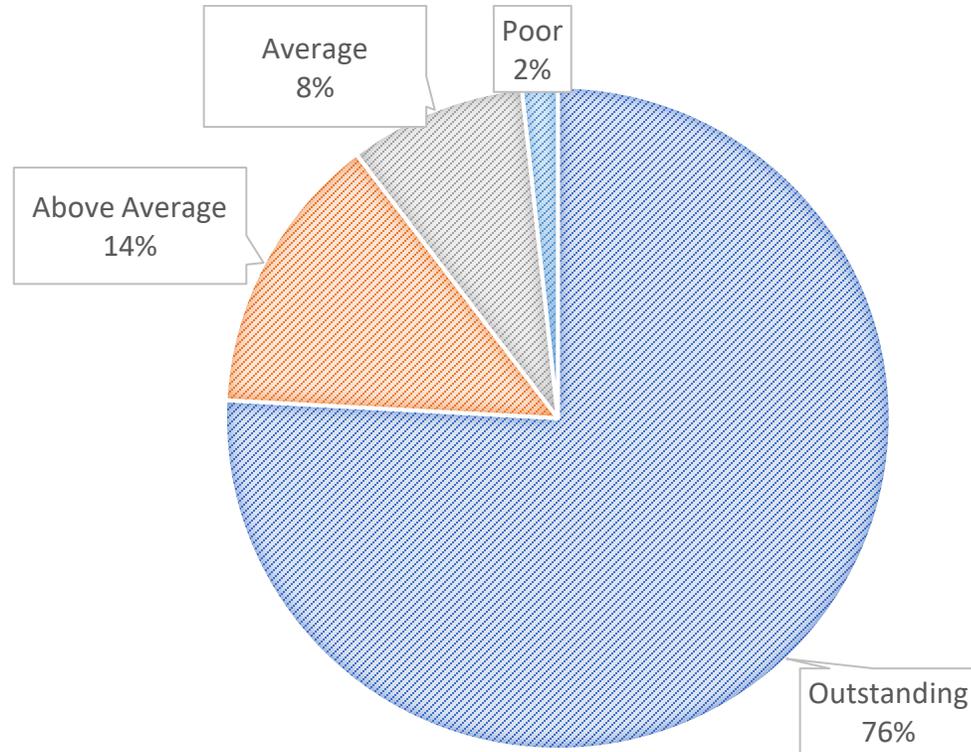
How did you rate the support worker's overall behaviour in terms of organisation, attention to detail and planning of sessions?



- Outstanding – 86%
- Above Average – 12%
- Average – 2%
- Below Average – 0%
- Poor – 0%

# Our service standards

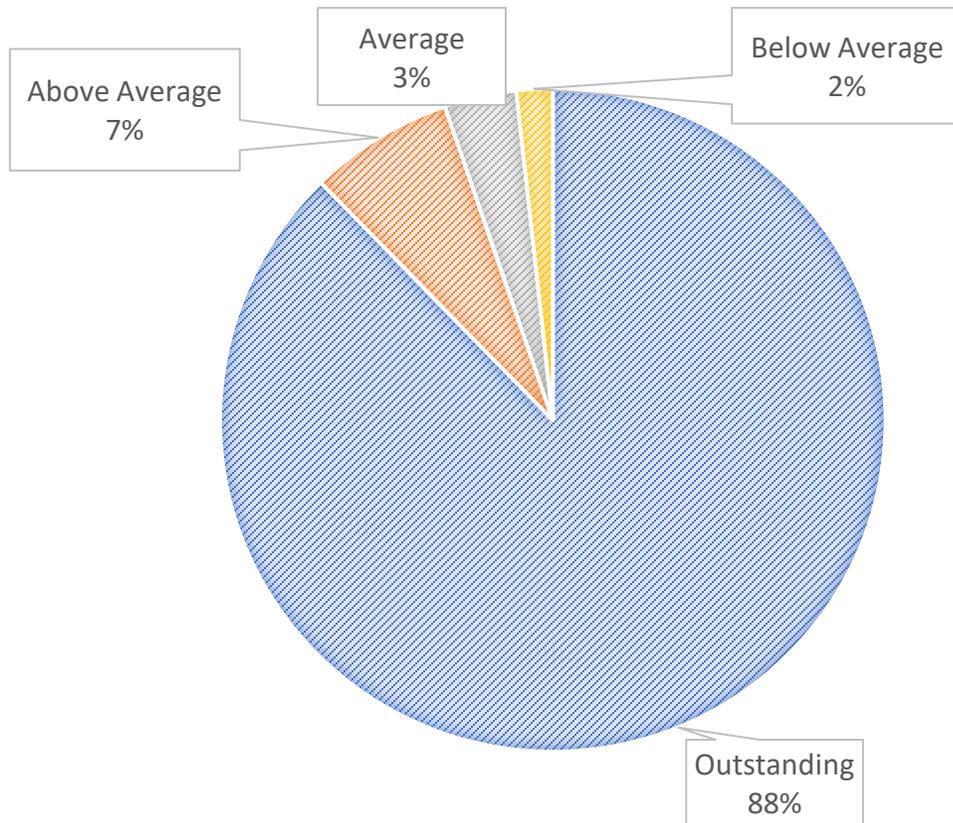
How would you rate the support worker's impact on your confidence levels in approaching difficulties personally, in course work or with assignments and examinations?



- Outstanding – 76%
- Above Average – 14%
- Average – 8%
- Below Average – 0%
- Poor – 2%

# Our service standards

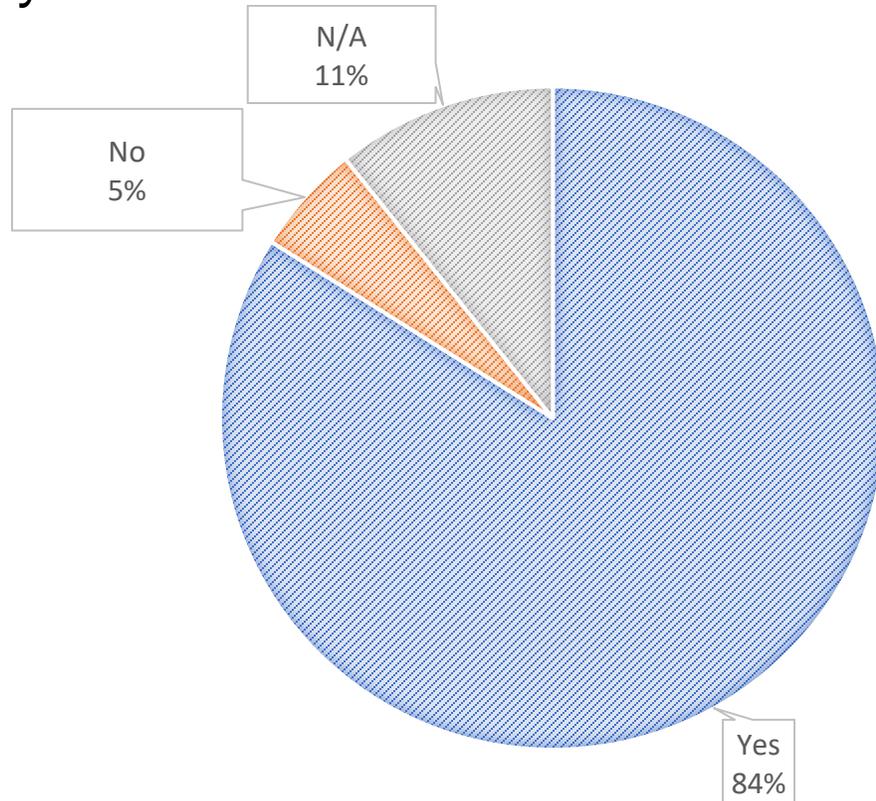
How did you rate your overall experience in working with your assigned support worker?



- Outstanding – 88%
- Above Average – 7%
- Average – 3%
- Below Average – 2%
- Poor – 0%

# Did we impress?

If possible would you want to work with the same support worker in the new academic year?



- Yes – 84%
- No – 3%
- N/A – 8%



# Feedback

Theorise take all feedback very seriously and where we were rated average or below the following actions were taken:



All students were contacted for further background information regarding any issues or concerns raised and agreed appropriate actions for the forthcoming academic year



Support staff were given all feedback and where there were any negative or concerning comments raised these were discussed fully and agreed any steps required to rectify these

# Feedback

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

“I've been really impressed by the prompt initial response from Theorise and the pairing with my mentor, who has shown great understanding and given useful support and resources to help me to work out way to deal with challenges.” – **Perth College UHI Post-Graduate student**

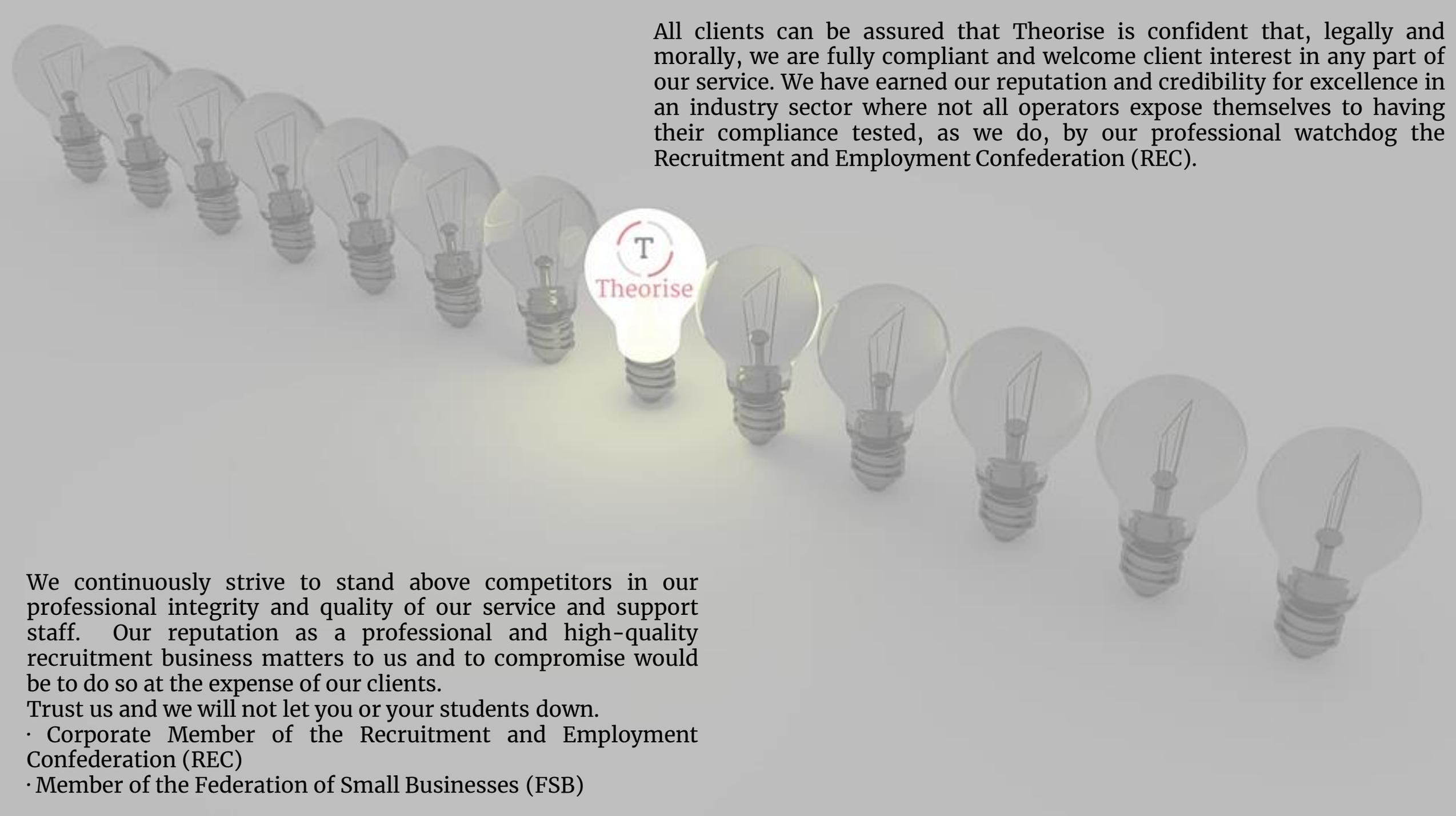
“I would just like to add that my support worker has been amazing in light of such difficult circumstances, she has managed to provide an excellent service even we are doing remote working.” – **Napier University 2<sup>nd</sup> year student**

“My Theorise tutor went above and beyond her duties to help with me with all my studies in this academic year, in such uncertain times she constantly stayed in touch. She shared her valuable knowledge with me and had an extremely positive impact on my attitude towards my studies. I look forward to working with her in the coming semester.” – **Queen Margaret University 3<sup>rd</sup> year student**

“I've never been so supported in every aspect of my emotional and academic needs; my support worker is always happy to help me and always puts me first. She is a very good support worker and I reckon there should be more people like her to help people like me!” – **Edinburgh College SCQF student**

“To be completely honest, I wish I met Maura, when I was in primary school. Having a support tutor as awesome as Maura is not just about guidance, help and advice it is also like somebody who believes in you and understands how frustrating and muddled up information can get in your head. She relaxes me and gives me the time to work it out, it's like a process I go through which can be real frustrating for people to help, as I'm lost in my head similar to being oversaturated with information and brain going crazy processing it. She understands completely. This process or cycle I go through is where my ideas come from, she helps me calculate it out for myself.

My first idea is to create an AI version of her I can take with me when leaving University.” – **Queen Margaret University 4<sup>th</sup> year student**

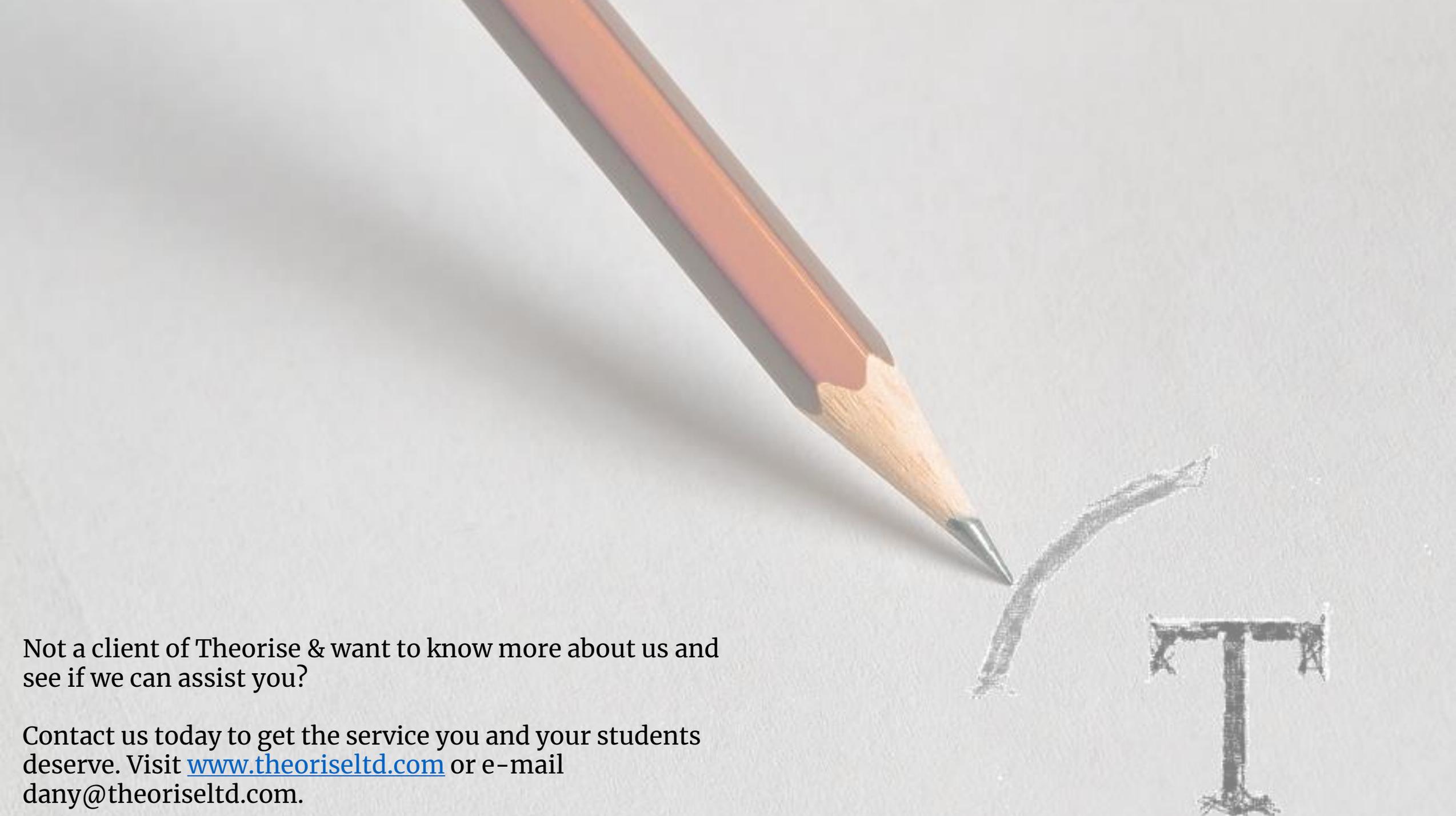
A row of lightbulbs is arranged in a slight curve across the top of the page. The central lightbulb is illuminated and features the Theorise logo, which consists of a stylized 'T' inside a circle with the word 'Theorise' written below it. The other lightbulbs are dim and unlit.

All clients can be assured that Theorise is confident that, legally and morally, we are fully compliant and welcome client interest in any part of our service. We have earned our reputation and credibility for excellence in an industry sector where not all operators expose themselves to having their compliance tested, as we do, by our professional watchdog the Recruitment and Employment Confederation (REC).

We continuously strive to stand above competitors in our professional integrity and quality of our service and support staff. 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.

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



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