

DEUSTO HALL OF RESIDENCE

SUMMARY OF RESULTS 2021/ 22
ACADEMIC YEAR



100%

Objectives met



>4.22/5

overall satisfaction



95.45%

indicators met

Achievement of the annual plan objectives



2021/22

100 %



2020/21

100 %



2019/20

100 %

SATISFACTION

The overall satisfaction in the 2021/22 student survey was 4.22/5, while 99.17% would recommend the Deusto Hall of Residence to a friend. The guest (international and postgraduate students) scores ranged between 3.92/5 and 4.39/5.

INDICATORS OF THE QUALITY MANAGEMENT SYSTEM

The achievement of the compliance margins of indicators was 95.45%.

IMPROVEMENTS THROUGHOUT THE ACADEMIC YEAR

More space was made available for group work/study, which considerably improved the facilities for hall members in this regard.

After the break due to the pandemic, committees resumed their work to make activities more dynamic and restore the hall members' leading role in proposing and organising activities.

Cameras were installed to monitor the service in the Dining Room and improve coordination with the Kitchen.

Employee training was promoted, with various training actions aimed at reinforcing the UD identity, occupational risk prevention and waste management.