



### Abstract

This project aims at improving the residential life in the University of Bridgeport, with a special emphasis on North Hall and South Hall. With this motivation, this study depicts the facilities that are provided to the UB students and analyzes the problems that residents are facing in the dormitories. A survey has been conducted among the residents using the study published by Serwint, J. R., Feigelman, S., Dumont-Driscoll, M., Collins, R., Zhan, M., & Kittredge, D. After the data collection, the data have been analyzed to provide customized solutions for the improvement of the student residential life. Resident satisfaction was defined as satisfied or not satisfied on a survey sheet.

### Introduction

**North Hall and South Hall Demographics and Cost Data**  
 Total number of rooms in North & South Hall = 68 + 38 = 106  
 Total number of floors = 4+4=8  
 Total number of Current Residents = 192  
 Total number of Single Rooms = 5  
 2 persons in 1 Room - \$ 325 per month each  
 1 person in 1 Single Room - \$ 525 per month  
 1 Person in 1 Double Room - \$ 625 per month  
 Additional Fee - \$ 125 per semester as maintenance

**Facilities Provided to Students in North & South Hall (2)**  
 Room ( Shared by two students ) - Common Fridge - Two chairs - One Microwave - Two Single Beds - Common laundry, one washer and one drier on each floor - One common Kitchen on each floor of North and South Hall - Common Restroom on each floor - Two connections for Internet - One connection for cable TV.

### Problem Statement

**Problem Statement:** Residents of North & South Hall unsatisfied with facilities provided

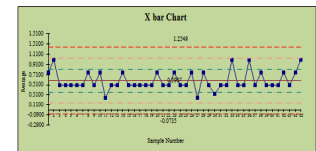
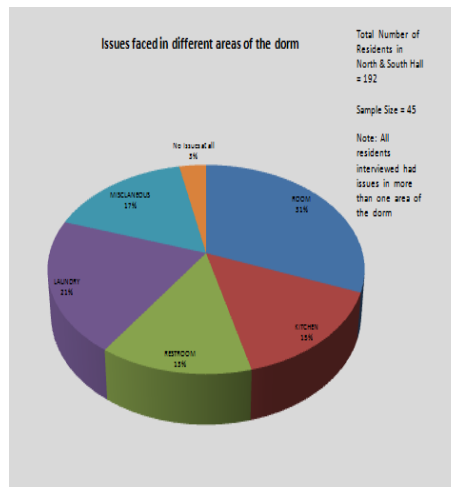
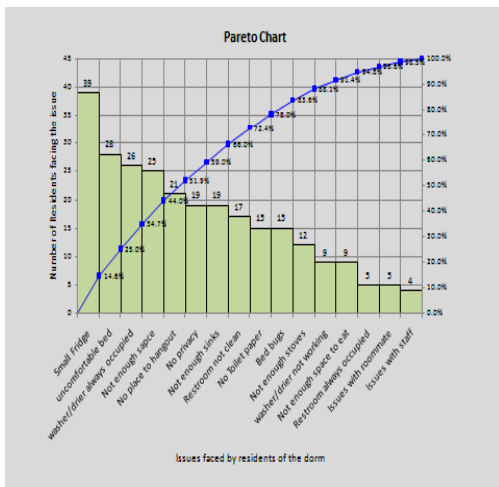
**Some major issues identified**

- Small sized refrigerators
- Bed bugs
- Uncomfortable Bed causing health issues
- Congested room space
- Not enough stoves in kitchen
- Only one sink in each kitchen
- Only one washer and drier on each floor not sufficient
- Laundry machines are broken majority of the time
- No place to socialize
- Restrooms are not kept clean
- Problems with the residential staff

### Tools Used

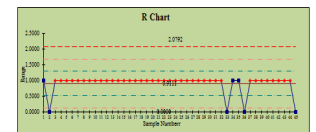
- Fishbone Diagram - Check list - Pareto Chart - Normality Plot
- Pie Chart - Control Charts

## Analysis



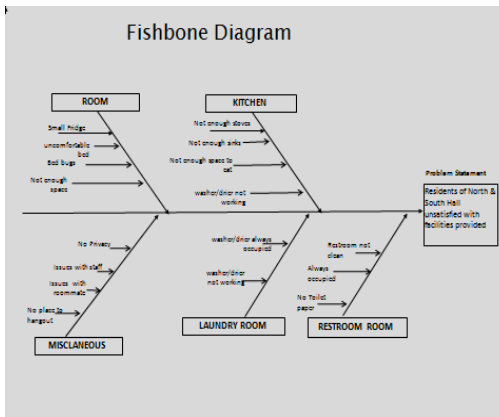
Process is Out of Control

- 2 of 3 consecutive points fall within zone A
- 4 of 5 consecutive points fall within zone A
- 8 consecutive points not in zone C



Process is Out of Control

- 8 consecutive points fall on one side of the centerline
- 4 off consecutive points not in zone C
- 5 consecutive points fall within zone A



## Solutions & Recommendations

**Solutions:**

- Kitchens should be provided with more Stoves and Sinks.
- Bigger Refrigerators must be provided
- More tables should be provided in the kitchen for the residents to eat and prepare food.
- Residents must be fined when they are not maintaining the restrooms, kitchen & rooms.
- Bed Bugs – Regular Exterminations
- Staff (Community Assistants) should be elected and not appointed directly.

**Recommendations:**

- Residents request and complains should be considered by the management
- Beds should be replaced
- A comfortable lounge room should be provided so that residents can socialize
- A common storage space should be provided to keep big empty suitcases which take up a lot of space in the room.
- Each floor should be provided with at least two washers and driers.

## Conclusions

Above research focused on improving the residential life in UB. Statistical methods accompanied by the resident survey indicated the major issues that need to be improved along with solution recommendations.

**References:** (1) Serwint, J. R., Feigelman, S., Dumont-Driscoll, M., Collins, R., Zhan, M., & Kittredge, D. Factors Associated With Resident Satisfaction With Their Continuity Experience. *Ambulatory Pediatrics*, 4(1), 4-10.  
 (2) University of Bridgeport, Residential Life, <http://www.bridgeport.edu/life/reslife/reshalls> .