

## **Bath Insights Internship – Community Support & Conflict Resolution**

**Department:** ResLife

**Theme:** Student support (Resource review, mapping services, feedback collection)

### **About the role:**

Help improve the living experience for students by researching and addressing housemate disputes in university and private accommodation. Your work will inform better advice, support and interventions, reducing conflict and empowering students with lifelong skills in communication and boundary-setting.

### **What you'll do:**

- Analyse support logs to identify trends in disputes (e.g., gender, neurodiversity, nationality)
- Evaluate the most common sources of conflict and assess the effectiveness of past solutions
- Review current communication, policies, and procedures for setting boundaries before arrival
- Benchmark against other universities to identify best practices
- Conduct student consultations (likely including focus groups) to gather feedback on barriers and support needs
- Compare conflict dynamics between university-managed and private accommodation
- Produce reports, recommendations, and a final presentation for ResLife staff

### **Why this matters:**

Your work will help reduce disputes, improve resolution times, and create a more positive living environment—supporting ResLife's mission to ensure students have a great experience in accommodation.

### **Skills you'll develop:**

- Data analysis and trend identification
- Policy review and benchmarking
- Qualitative research through focus groups and consultations
- Report writing and presentation skills
- Problem-solving and recommendations for service improvement

**Ideal for students who:**

- are interested in student wellbeing, conflict resolution, and research
- enjoy analysing data and engaging with students to understand their experiences
- want to contribute to meaningful improvements in student life