

NOTES FOR THE ISANA Conference – November 30th to December 3rd

Abstract

This presentation describes the implementation of a Wiki, used as a support tool to assist registered homestays at La Trobe Melbourne (LTM) understand their role and responsibilities as hosts to international students, compliance to the National Code and expectations from LTM. This support tool allows users (host families) to make contributions to postings, establish networks, share their hosting experiences, record their room availability for incoming students, and keep up-to-date with current legislation and newsfeeds from the Accommodation Officer.

A questionnaire for the host families has been created to receive feedback on the useability and usefulness of the Wiki. The findings from this questionnaire will be presented along with an uptake report showing the traffic data and a demonstration of how the Wiki works showing examples of postings, newsfeeds and comments received from the host families.

LTM Homestay Wiki Questionnaire

Wiki System Usability

Please rate the usability of the system

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
1) It is easy to use this system	1	2	3	4	5
2) I found it straight-forward to learn to use this system	1	2	3	4	5
3) It is easy to find the information I need	1	2	3	4	5
4) The organisation of information on the Wiki pages is clear	1	2	3	4	5
5) Overall, I am satisfied with this system	1	2	3	4	5

Wiki System Utility

Please rate the usefulness of the system

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
1) This Wiki was useful for me as a host	1	2	3	4	5
2) The Wiki helped me understand my role and responsibilities as a host	1	2	3	4	5
3) The Wiki is a great way to remain informed	1	2	3	4	5
4) I would recommend all Hosts to use this Wiki	1	2	3	4	5
5) Networking through the Wiki has helped me as a host	1	2	3	4	5

How long have you been part of LTUIC's hosting programme? _____

Additional comments:
