

ISANA – 22nd Annual Conference, 29 November – 2 December 2011, Hobart

Abstract

This presentation is a follow-on from last year's successful presentation at the ISANA Conference on the use of technology in the area of accommodation for international students. This year's presentation looks at a more in-depth analysis of data churned out by Wiki, the main tool utilised for communication between La Trobe Melbourne and its homestay providers. The presentation this year describes the two technologies implemented into La Trobe Melbourne's (LTM) homestay programme which allows the Accommodation Department to engage more effectively with our host families and vice versa. The presentation will focus on an analytics software programme called "PiWiki" which provides a detailed report on our website visitors; plus a brief look at our support tool "The Wiki" which is used to assist registered homestays at LTM understand their role and responsibilities as hosts to international students, compliance to the National Code and expectations from LTM.

Examples of traffic data obtained from the PiWik will be presented, as well as feedback from our host families regarding the usefulness of the Wiki as a means of communication and their experience with working with this new technology. Audience contribution is welcomed for further development and utilisation of these tools.