

"Piwik / Wiki": The use of technology

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Part of the Navitas group

Wiki: A Definition

A wiki is a Web site that allows users to add and update content on the site using their own Web browser. This is made possible by Wiki software that runs on the Web server. Wikis end up being created mainly by a collaborative effort of the site visitors. A great example of a large wiki is the [Wikipedia](#), a free encyclopedia in many languages that anyone can edit. The term "wiki" comes from the Hawaiian phrase, "wiki wiki," which means "super fast."

Piwik: A Definition

Piwik is a downloadable, open source real time web analysis software program. It provides you with detailed reports on your website visitors: the search engines and keywords they used, the language they speak, your popular pages etc

LTM Homestay Profile

- 189 active host families
- Mainly empty-nesters, retired or single-parent families
- 170 of the 189 host families have an email address
- These 170 are all "Wiki users"

Rationale for "Wiki use"

- To increase the level of support to host families
- To provide more efficient methods of communication
- To develop a greater sense of "community" and to use this community to help provide solutions and solve problems
- To utilise the experience of "seasoned" host families in supporting those less experienced
- To address some of the frustrations I personally experience in disseminating important information

Tour of the Wiki

Wiki
<http://ltuhomestay.pbworks.com>

Tour of the PiWik

PiWik

https://www.google.com/analytics/reporting/dashboard?id=51296724&esig=0&pdr=20111014-20111114&cmp=average&trows=10&gdfmt=nth_day#lts=1321266566740

REFERENCE <http://piwik.org/>

Feedback from Host Families

"Over the years, I have enjoyed hosting students. However, I must say over the last 2 years I have experienced less frustration because the communication and information channels have been thrown wide open through the use of the Wiki." (10 years hosting)

Feedback from Host Families

"We have been kept well-informed daily of news, comments, requests and advice. Excellent innovation!" (15 years hosting)

"I have found Wiki extremely useful. It saves time and energy and many phone calls to get all the information. Thank you!" (15 years hosting)

Feedback from Host Families

"It takes a bit of time to get used to it. A wonderful tool to keep informed." (12 months as a host)

"Found it very hard at first but after a phone call/email or two, I finally got the hang of it. Not everyone is good at computers but I am learning." (6 months as host)

Feedback from Host Families

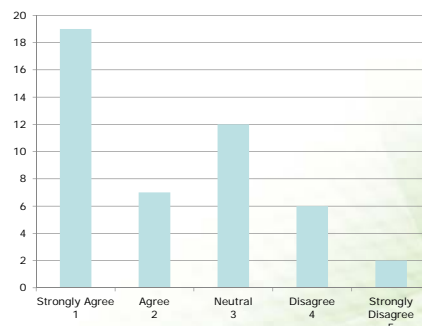
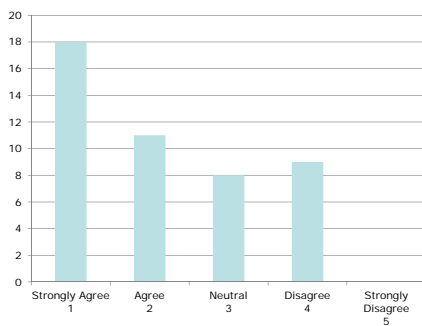
"Clogs emails." (12 months hosting)

"The system sends emails too often... Too much information..."

Questionnaire: Wiki System Utility

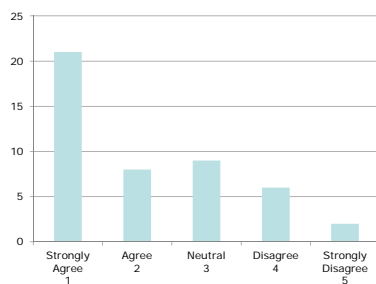
1. This Wiki is useful to me as a host

2. The Wiki helped me understand my role and responsibilities as a host

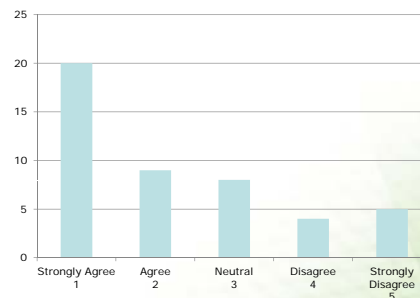


Questionnaire: Wiki System Utility

3. The Wiki is a great way to remain informed



4. I would recommend all Hosts to use this Wiki



Homestay feedback

"The introduction of the Wiki has injected professionalism into the Homestay programme. Since using Wiki I feel more confident and informed about my role as a Homestay mum. The Wiki has become my 'Policy and Procedure' manual." (hosting 3 years)

Benefits to the Accommodation Department

- A more streamlined placement process
- Greater efficiency in communication
- A permanent record of information and “interactions”
- Increased transparency
- Greater collaboration between host families
- Increased responsibility taken by host families
- Data from Piwik helps improve the Wiki

WIKI: Statistics for the Months of July / August / September / October 2010

Month	N.o. of Visitors	Visits to the Wiki	Actions
July	89	404	3107
August	126	733	7229
September	151	573	6489
October	113	296	3220

Wiki: August 2010 Statistics (example)

Page	Page views	Unique pageviews
Front Page	1293	491
Incoming Groups	802	287
Incoming Individual and Uni Students	571	180
Term 8, 2010	531	165
Incoming Group – Sahmyook Uni	523	140
Room availability	414	132
Announcements	386	132
Sahmyook students	309	94
Incoming Group - Hiroaki Uni	130	45
Student feedback	80	26

← Most Popular Pages

↓ Visits per visit duration

Visit duration	Visits
0-30s	373
30-60s	41
1-2 mins	65
2-4 mins	64
4-6 mins	40
6-8 mins	33
8-11 mins	32
11-15 mins	26
15+ mins	62

In conclusion

- A proactive and innovative approach in helping to train and equip host families to look after students in their care
- Provides a higher level of support –from the Accommodation Department and from other host families
- An efficient and effective way to communicate expectations and requirements
- Data from Piwik helps improve the Wiki