

# **“Wiki” a support tool to communicate and assist host families in enhancing the student experience**

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## ***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, how to enhance the student experience, 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.

**Keywords:** Homestay placement, National Code Compliance, Electronic support tool