

"Wiki": A support tool to communicate and assist host families in enhancing the student experience

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Part of the Navitas group

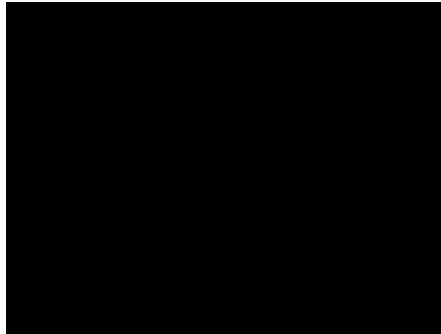
Wiki: A Definition

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."

“Wikis in Plain English”

Watch this short video about Wikis

<http://www.youtube.com/watch?v=-dnL00TdmLY&feature=related>



LTM Homestay Profile

- 269 active host families
- Mainly empty-nesters, retired or single-parent families
- 165 of the 269 host families have an email address
- These 165 are “Wiki users”

Rationale

To enhance the student experience by:

- providing a higher level of support to host families
- helping host families learn from the positive hosting experiences of others
- developing a greater sense of “community” in which collective support and problem solving can be nurtured

Tour of the Wiki

<http://ltuhomestay.pbworks.com>

PiWik

http://www.ltuc.latrobe.edu.au/piwik_stats/index.php?module=CoreHome&action=index&idSite=2&period=day&date=yesterday#module=Dashboard&action=embeddedIndex&idSite=2&period=day&date=yesterday

WIKI: Statistics for the Months of August / September / October 2012

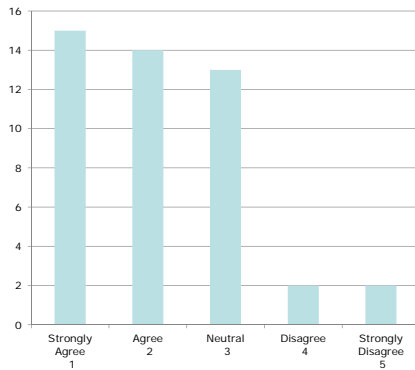
Month	N.o. of Visitors	Visits to the Wiki	Pageviews
August	62	157	417 = 2.66 pages
September	75	216	517 = 2.39 pages
October	90	299	1129 = 3.78 pages

Wiki: Pageviews (example)

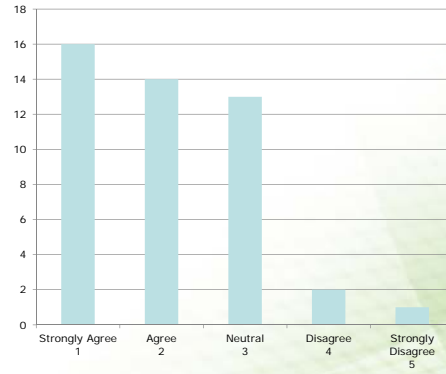
Pages	Pageviews	Unique pageviews	Average time on page
Front page	239	133	1:34
Study tours Japanese groups	221	112	2:14
Incoming uni students	227	152	3:15
Student feedback	43	27	3:09
Announcements & Notices	38	24	1:05
Hosting U18 students	21	16	1:35
Room availability	18	16	1:30
Hosting guidelines	17	10	1:42

Questionnaire: Wiki System Useability

1. It is easy to use this system

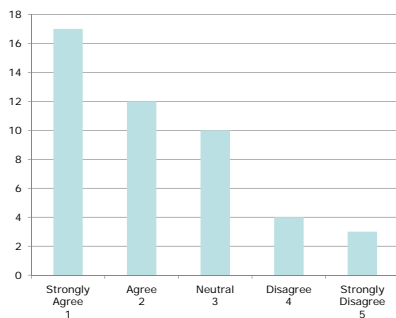


2. I found it straight-forward to learn to use this system

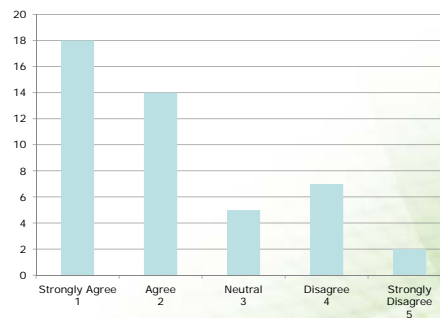


Questionnaire: Wiki System Useability

3. It is easy to find the information I need

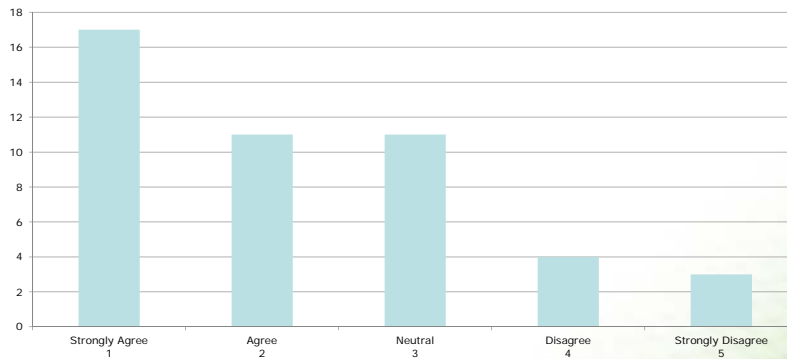


4. The organisation of information on the Wiki page is clear



Question: Wiki System Useability

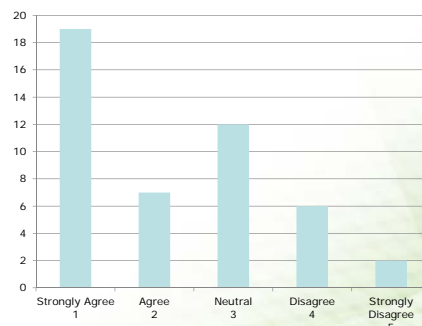
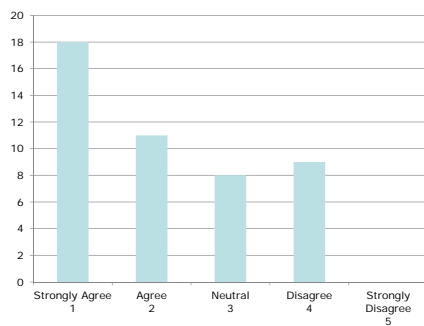
5. Overall, I am satisfied with this system



Questionnaire: Wiki System Utility

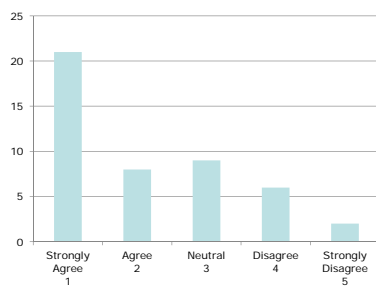
1. This Wiki is useful to me as a host

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

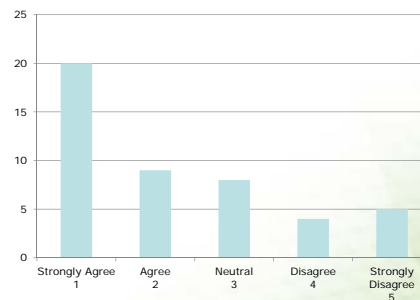


Questionnaire: Wiki System Utility

3. The Wiki is a great way to remain informed

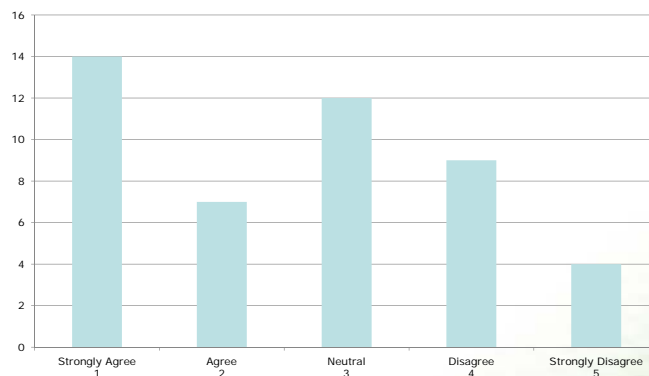


4. I would recommend all Hosts to use this Wiki



Questionnaire: Wiki System Utility

5. Networking through the Wiki has helped me as a host



Feedback from Host Families - Positive

"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 - Positive

"I wish the Wiki was available for all in the past. Communication is clear to all and provides no reason for misunderstanding." (10 years hosting)

"The Wiki system is very useful, user friendly and up-to-date. Thank you for introducing this system." (4 years hosting)

Feedback from Host Families - Positive

"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 - Neutral

"I am not often on the computer and so have to make a special effort. However, it is a clear way to keep in" (6 years hosting)

"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 - Negative

"Clogs emails." (12 months hosting)

"The system sends emails too often. Most people just want to know dates of students, groups, new requirements etc. Way too much information that is not needed."

Homestay feedback - finishing on a positive

"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

- Efficient use of time and resources
- A permanent record of hosting information and expectations
- Collaboration between host families
- Encouragement of greater responsibility by host families

In conclusion

In conclusion the Wiki has the potential to enhance the student experience by providing an additional layer of support and feedback for host families.