# Enhancing Collaboration in the Learning Experience with Wikis

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# Who We Are


CC0 Public Domain

## Server Administrator
Alexandru Malos

Manage

Maintain

Deploy


CC0 Public Domain

## Instructional Technologist
Kyle Culpepper

Design
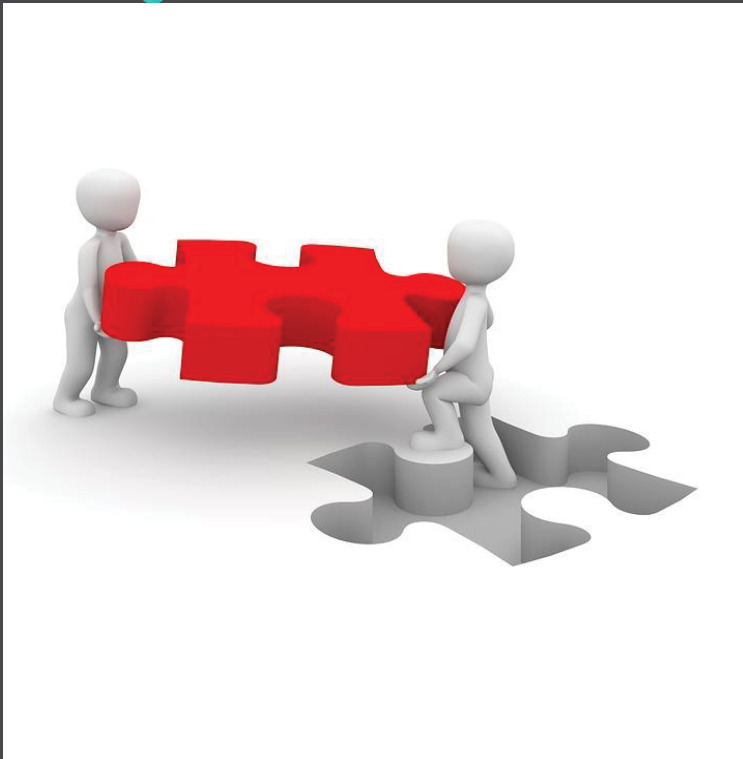
Instruct

Review

# Past IT Solutions

## BlazeVIEW (D2L)  Instruction

- Provided instructional material in course format
- Divided into modules
- Quizzes and the end of modules

## Shared Drive

- Helpdesk specific network folder
- Guides on several services
- Templates for making new guides

## Needs of the Helpdesk

CC0 Public Domain

## Helpdesk Goals

1. User friendly
2. Comprehensive search within a KMS
3. Cross departmental communication
4. Increase first call resolutions
5. Manage account rights
6. Secure sites
7. On-premise access
8. Integration with current helpdesk portal

# What is a Wiki?

General Theme

Wiki Usage

Collaboration

Public

Learning community

Enterprise

Repository of data

Creative freedom
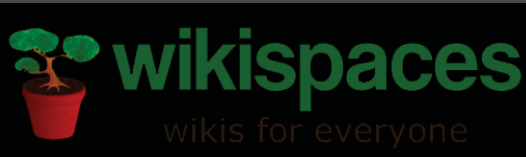
Personal

# Comparison Sheet

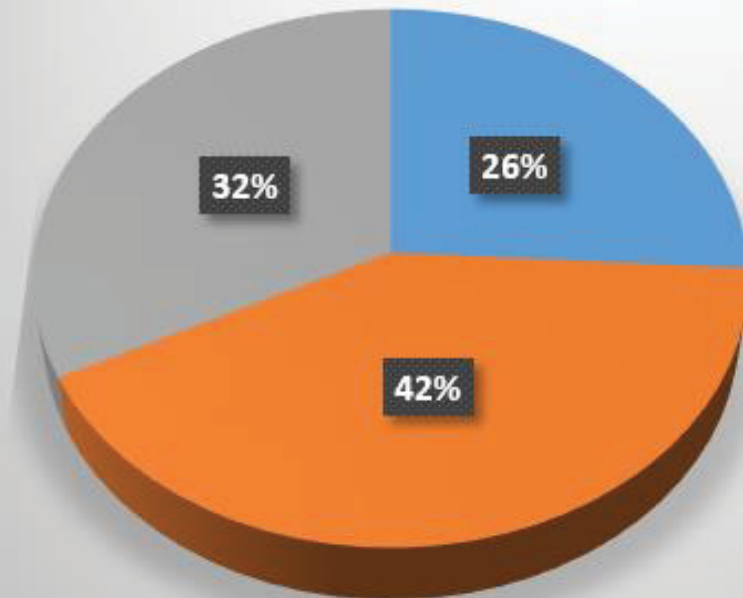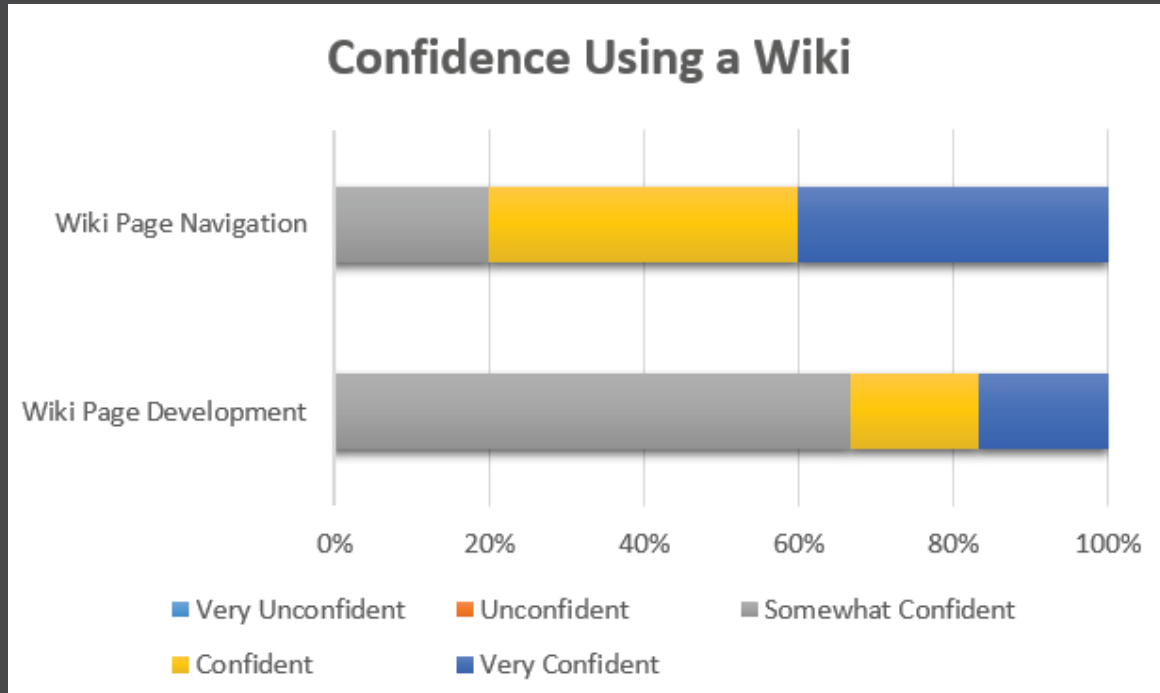| | MediaWiki | PBWORKS | FOSWIKI | wikispaces |
|---|---|---|---|---|
| Price | Free | Free per user account $99 per classroom / $799 per school | Free | 1 Classroom free $1000 per year for 100 users |
| Cloud based | On-premise | Yes | On-premise | Yes |
| WYSIWYG | Yes | Yes | Extension needed | Yes |
| Attachment Size | 2 MB start point | 50 MB / 1 GB | 100 MB start point | 50 MB / 100 MB |
| User Restrictions | Yes | If you pay | Yes | Yes |

# Needs Assessment Results

# Needs Assessment Results

M = 4.20
SD = .84

M = 3.33
SD = 1.03



**Confidence Using a Wiki**

Wiki Page Navigation

Wiki Page Development

0%   20%   40%   60%   80%   100%

- Very Unconfident
- Unconfident
- Somewhat Confident
- Confident
- Very Confident



**Frequency of Use**

Recording notes

Online search to answer calls

0%   20%   40%   60%   80%   100%

- Never
- Very Little
- Sometimes
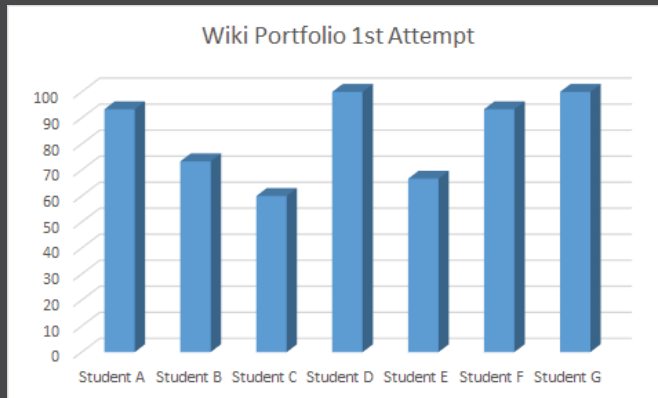- Almost Always
- Always

M = 3.5
SD = 0.84
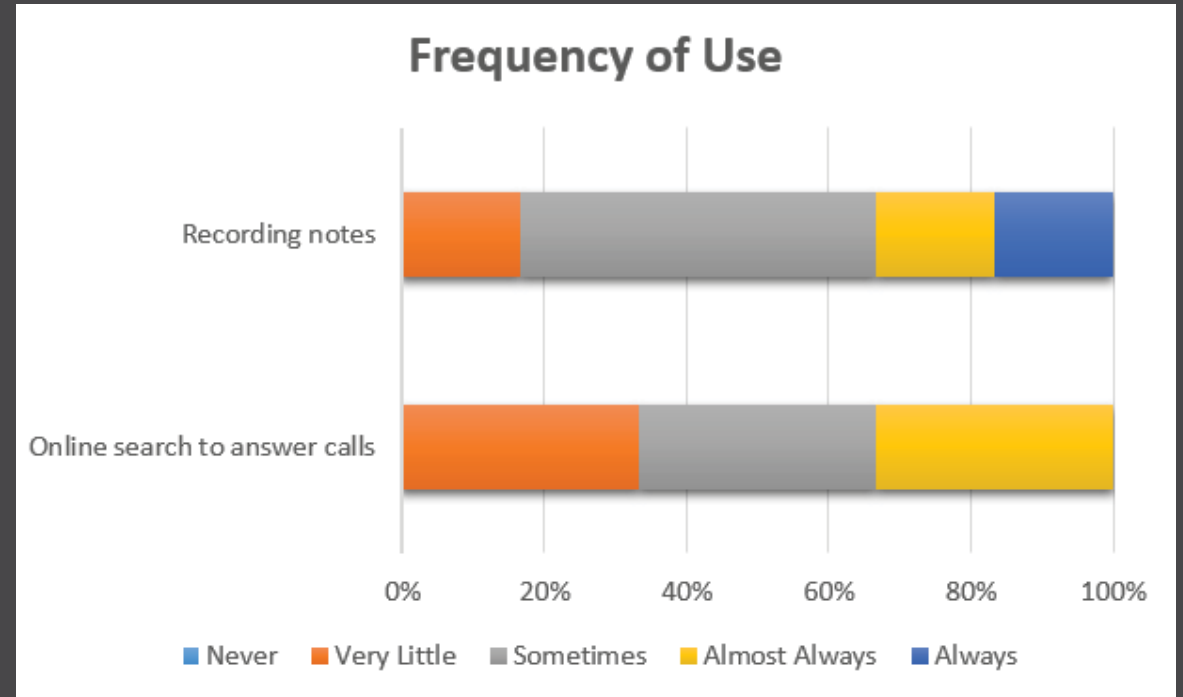
M = 3.00
SD = .89

# Assessment Results

## Online Portfolio

M = 83.81
SD = 15.47


Wiki Portfolio 1st Attempt

M = 94.29
SD = 11.51


Wiki Portfolio 2nd Attempt

## Webquest

M = 1.32 min
SD = 1.7


Time Spent Answering Each Question

M = 91.43
SD = 14.57


Wiki Webquest Quiz Grade
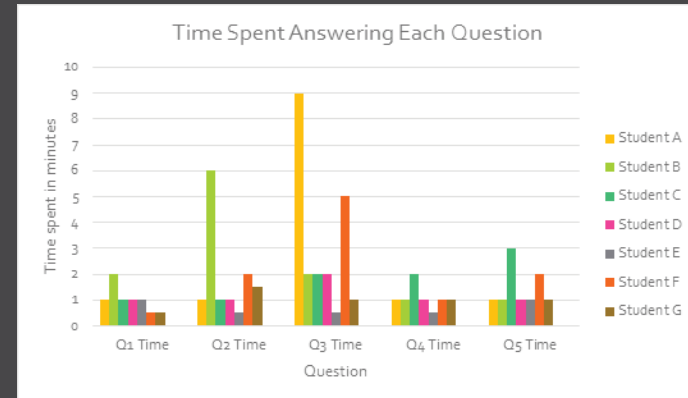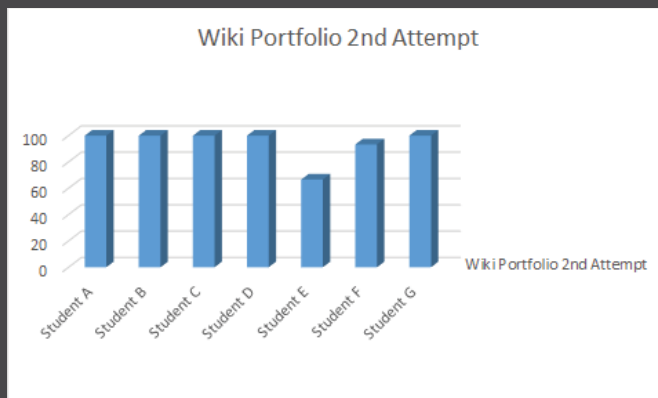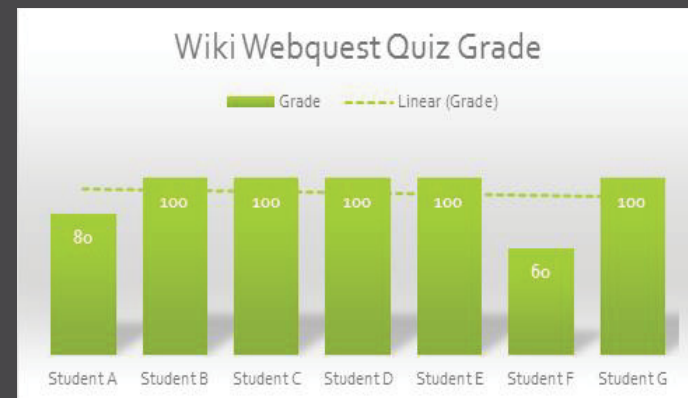
# Student Perspective (Quantitative)



Overall Experience Using MediaWiki
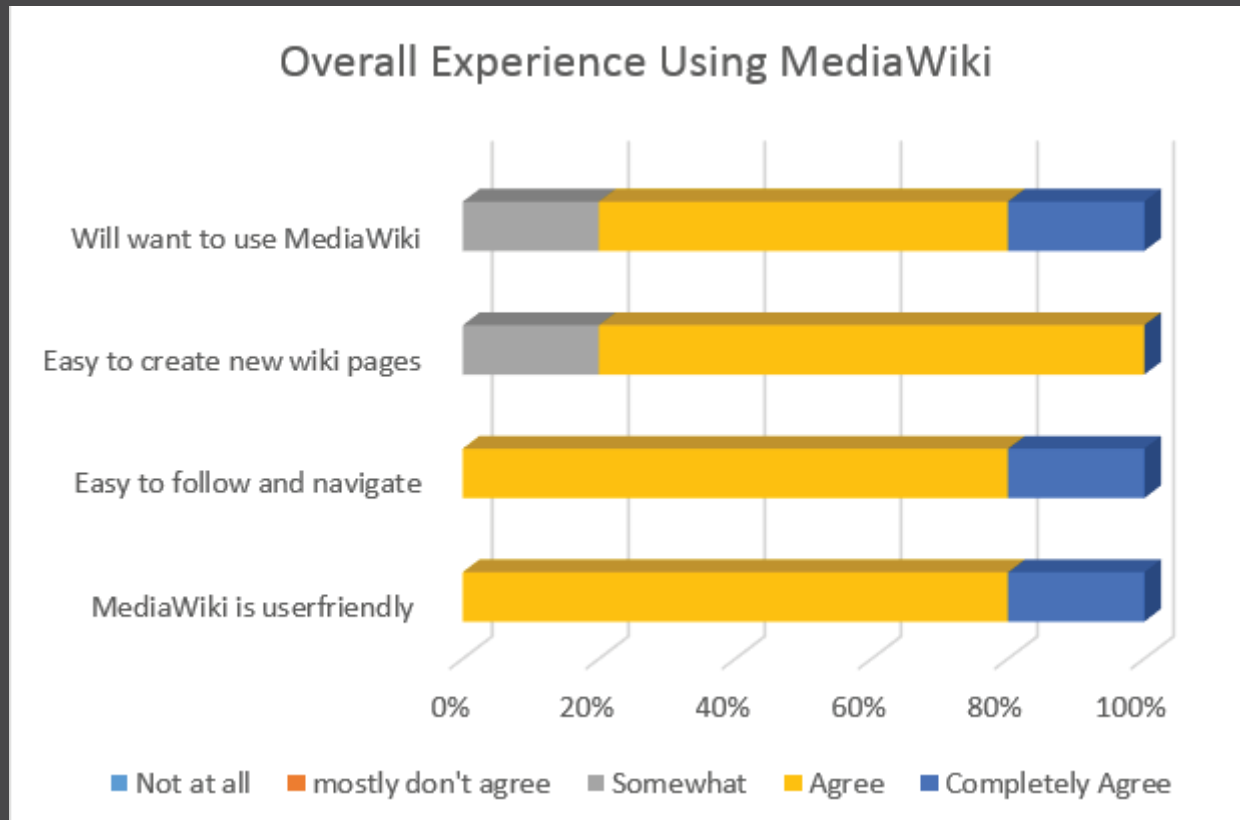
Areas improved since training completion:
1. Enabled rich text editing
2. Incorporate MediaWiki within a CMS
3. Read-only access

Areas to still improve:
1. Single Sign On access
2. Password reset automation

# Q&A

What are your thoughts?