

Knowledge Community Case Study

Mowbray College



“Mowbray College”

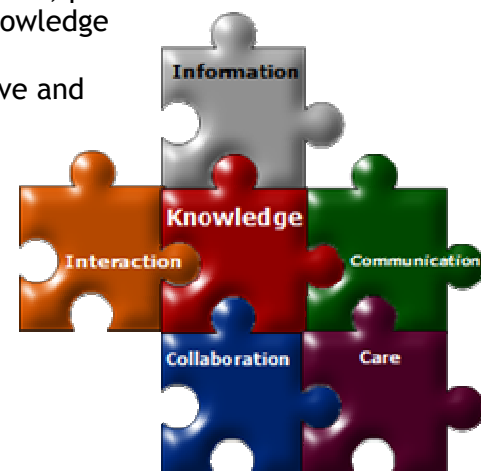
Mowbray College is a Kindergarten to Year12 School with 3 campuses and 1600 students and is located in the East of Melbourne Australia in a fast growing sector of the city.

As a Knowledge Community user, Mowbray College wanted to provide a range of important community services that they thought were vital to the operation of the school. Areas such as newsletters, calendaring and marketing are vital tools for communication and are automatically handled by Knowledge Community.

From their early successes of using Knowledge Community, Mowbray wanted to utilize some of the online tools available within Knowledge Community to handle other manual processes. The first of these was to offer parents the opportunity to swap second hand school books on line as against the tedious process of spending hours at the school in queues searching for books along with many other anxious and time poor parents. Mowbray were very unsure about what sort of response they would get from providing this service when parents were still coming to terms with the introduction of Knowledge Community. In the first week of offering the online book swap session, the site received over 15,000 hits and parents were absolutely ecstatic that they could sit in the comfort of their own homes selling and buying books to satisfy next year’s list of school requirements.

Mowbray now realize that this service could be extended to many other items such as school uniforms, sporting equipment and musical instruments. Other items on their list are to be able to advise parents on line about camps, off site events and the numerous sporting activities. In these cases Mowbray will be able to target just those parents whose student is on the activity list, advising them of the details, requirements plus pick-up and drop-off information. Further they will be able to collect information directly back from the parent such as permissions, medical data plus vital food or other allergies.

School life revolves around the sharing of information between authorized and approved stakeholders (i.e. teachers, school administrators, parents and students). Mowbray are now looking for ways where Knowledge Community can improve internal efficiencies and perhaps eliminate practices which are labor intensive and error prone. Mowbray use Knowledge Community to communicate with parents in a very personal but collaborative manner which was previously impossible. Their hope is that they can make a significant difference to the education journey of Mowbray students.



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