Steps to Expand HawkHelp *LIVE*

**Partnership(s)**
Agreement to collaborate:
  - Timing and duration
  - Conditions/limitations
  - Renewal or termination
  - Contributions by each institution

**Planning**
Participants
Responsibility for:
  - Software
  - Training
  - Scheduling
  - Technical support
  - Expansion of service
Policies and Procedures:
  - Strategies for serving each other’s students
  - Authentication
  - Providing assistance using other’s electronic resources
  - Cross-training
  - Transferring calls (within institution and between partners)
  - List of subject specialists - referrals

**Technical Set-up**
- Appropriate equipment and software
- Develop chat Web Pages
- Service link and brand
- Technical support

**Training**
Vendor software training
Train the trainers at each location
  - Software
  - Policies and procedures
  - Common databases
  - Troubleshooting
Ongoing training for all operators
Listserv for communication

**Implementation & Marketing**
Timing
Launch
Promotion strategy
Assessment Strategy
Statistics
Exit Survey
Modification cycle

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