

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

NJB 2/25/05