UPDATE
November was super busy for the Line! The extended hours proved to be effective, and will likely be implemented again next term. We have been focusing on volunteer management care this month. I am currently working on the logistics of our move.

SERVICE USAGE

November Breakdown

- Academics
- Loneliness
- Suicide
- Other

November 2016 usage: 53 calls; 43 chats
November 2015 usage: 18 calls; 38 chats

Total usage as of Dec 2: 98 calls; 102 chats
Total usage this time last year: 46 calls; 55 chats

PAST EVENTS, PROJECTS & ACTIVITIES
- November hours were effective - 11 calls and chats that ended between 1am-2am
- Mactalks Peer Support 101 event - difficult to coordinate in collaboration with Advocacy, but decent turnout.

UPCOMING EVENTS, PROJECTS & ACTIVITIES
- Line will remain open until Dec. 21st
- December exam campaign - collaboration with MBB
- Refresher training - January
November spending: promo packages; volunteer appreciation

December spending (planned): Exam campaign; promo package

**VOLUNTEERS**
- One-on-one check-ins with volunteers and myself or Asst. Coordinator
- Refresher training Saturday Dec 3rd - Sr. volunteers more involved
- Gift exchange/appreciation social!
- Volunteers feel comfortable approaching me to request debriefs on challenging calls
- Overall volunteers have given positive feedback and are finding their roles to be rewarding

**CURRENT CHALLENGES**
- Volunteer with accessibility needs has now been stuck getting to and from shifts over 3 times. While this will no longer be an issue once we move, it is still unacceptable.
- I frequently get messaged late at night about calls/chats, sometimes after 1am even if line is closed. This can get stressful and increases my 'working' hours to well over 12 per week.
- It is difficult to get in touch with COAST in terms of amending our crisis protocols, and we aren't sure what other suitable options might be available.

**SUCCESSES**
- Usage has gone up significantly.
- We have recurring callers/chatters, which means they are finding the service helpful.
- Volunteer debriefs indicate their confidence and comfort with calls is increasing and they feel their needs are being met.
- Second promo video has almost 6k views.

**OTHER**
- Working on figuring out the logistics of our new space. We are still unsure of when exactly the move will take place - likely after exams so as not to disrupt service.
- Will likely review operating policies and look into exec structure in December.
- Significantly higher proportion of conversations around academics - usually in combination with multiple other topics.