



# REPORT

*From the office of the...*  
**Peer Support Line Coordinator**

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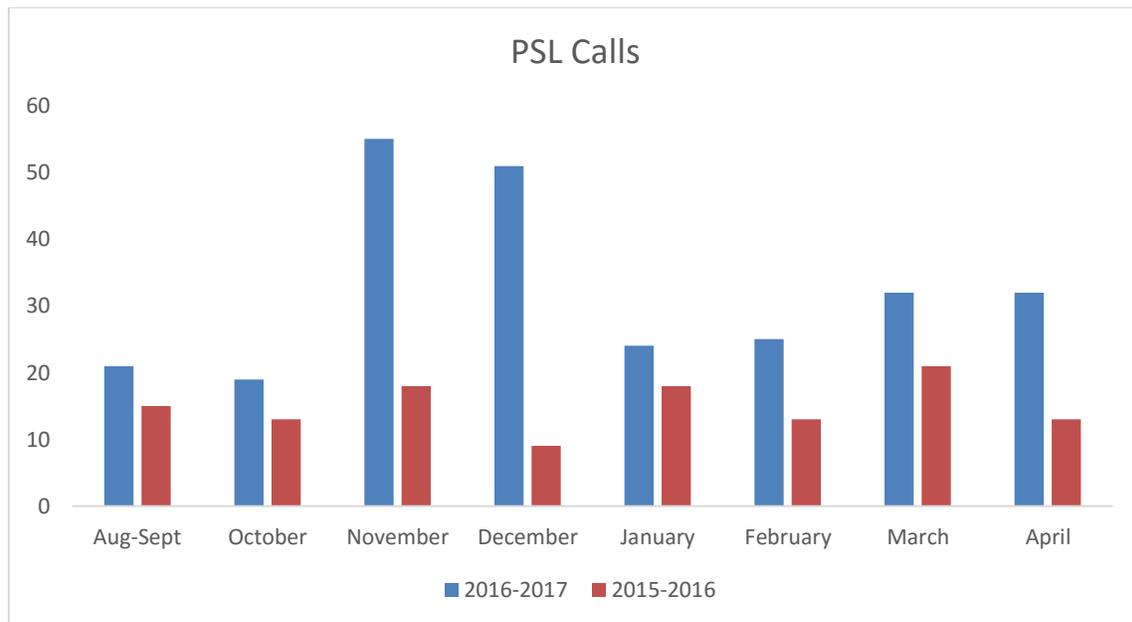
TO: Members of the Executive Board  
FROM: Lucia Lee  
SUBJECT: Peer Support Line Report 1  
DATE: July 6<sup>th</sup> 2017

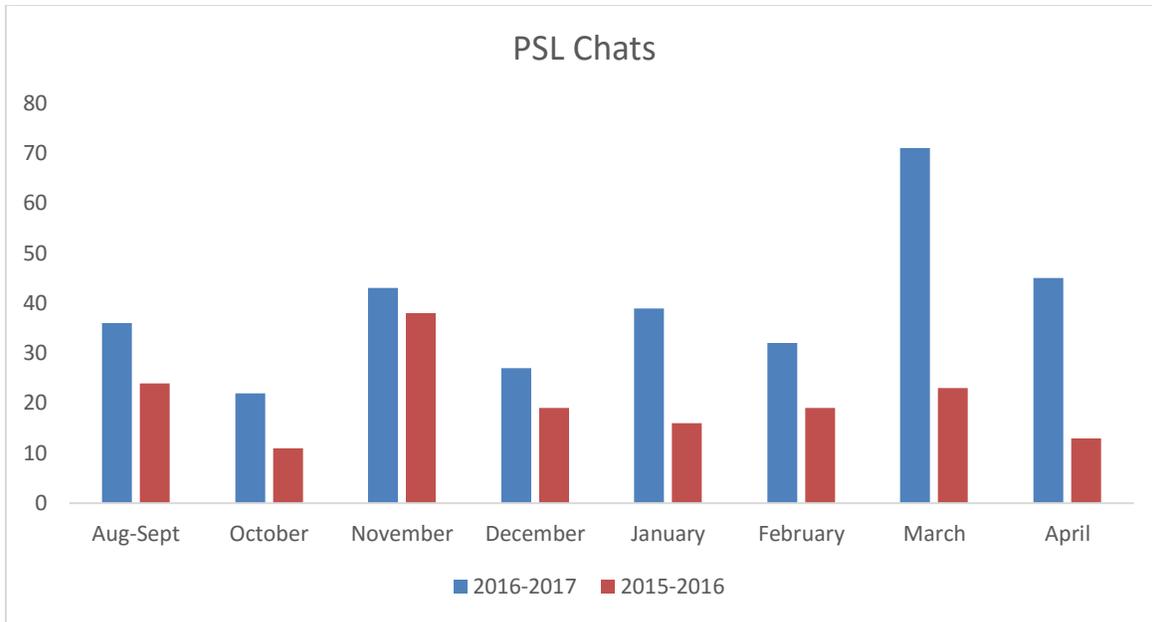
## UPDATE

The past two months were dedicated to planning for PSL's upcoming year. Namely, we've worked to employ changes to PSL's executive structure. As well, we've also gathered statistics and feedback to evaluate the benefit of PSL's extended hours. Overall, we had a great start to an exciting year!!

## SERVICE USAGE

PSL does not operate during summer but in preparation for the year ahead, I've analyzed PSL's usage statistics during the previous operating year (2016-2017). Attached are two graphs that helps to visualize the increase in PSL's usage during the past two years.





### **PAST EVENTS, PROJECTS & ACTIVITIES**

- Changes to PSL's executive structure were approved and will be implemented for the upcoming year. Accordingly, PSL's executive applications are finally open!
- I reviewed and collected PSL call and chat logs (2016-2017) to gather usage statistics. This was for two primary reasons 1) To understand the trend in PSL's usage and 2) To critically examine the pros & cons of extended hours.
- Meetings with Pranali, the Assistant Coordinator to discuss PSL's visions, goals, and plans for the upcoming year. We've also begun preparing for PSL's September training. Notably, relevant training personnel were contacted, including MSU diversity, ASIST, and the QSCC.

### **UPCOMING EVENTS, PROJECTS & ACTIVITIES**

- Promotions: Contacting Res Life WW promo, Contacting Sarah about promo video, Ordering PSL giveaways/goodies (pens, rave cards etc.).
- Have our executive team hired by mid-July. Once hired, have a team meeting to bond and discuss expectations, visions, goals, etc.
- Meet with Merima, the TRRA to discuss ways to best support and prepare PSL listeners, namely through holding more training sessions.
- Critically examine the pros and cons of PSL's extended hours based on statistics gathered from 2016-2017 & feedback from returning listeners– if beneficial, modify PSL listener job descriptions to include the month-long extended hours during November and March.

### **BUDGET**

Nothing notable except that we have an estimated cost for ASIST, which the training budget sufficiently covers (so far)!

## **VOLUNTEERS**

We had incredible volunteer retention, as all listeners who are returning as an undergrad has indicated interest in returning to the line. Likewise, I've worked to keep the volunteers engaged during the summer through providing them with consistent updates in regards to the progress of PSL. Additionally, surveys were sent out to the volunteers to 1) Ask for their feedback in regards to current operations, training, and hiring and 2) Extended hours.

## **CURRENT CHALLENGES**

PSL's new space is still undecided. However, Preethi has been incredibly diligent with the concern, providing us with consistent updates. Furthermore, one goal PSL had for this year was to increase the size of the executive team due to the inherent lack of hands that we experience. This hasn't worked out as planned and the concern still exists. But, I've met (and will be meeting) with Preethi to discuss different strategies to navigate this concern.

## **SUCSESSES**

- Volunteer retention
- Changes to the executive structure