**Evaluation Timeline**

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HMSV 440W

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**Evaluation Timeline**

**Overview**

The observation phase of the evaluation for the Crisis Text Line will take place over a span of two weeks, beginning on Friday, October 29, 2021 and ending on Thursday, November 11, 2021. During this timeframe, supervision and access to feedback from texters and the platform from the appropriate source is requested. The timeline of the events that will occur during this observation are listed below:

| **Week** | **Goal** | **Objective** | **Expected Completion Date** |
| --- | --- | --- | --- |
| Week 1-2 | Observe procedures for assisting texters on the platform | Participate as a crisis counselor in conversations with those seeking assistance (supervised). | November 11, 2021 |
| Week 1 | Analyze data/feedback provided by those who utilize the service. | Examine satisfaction surveys initiated by the hotline that are completed by help seekers regarding their experience. | November 4, 2021 |
| Week 1-2 | Determine if adequate resources are provided to volunteer counselors to assist those utilizing the service | Access and analyze training materials and resources provided on the platform for the crisis counselors. | November 11, 2021 |
| Week 2 | Receive feedback from crisis counselors and supervisors that participate and contribute on the platform. | Crisis counselors and supervisors will be interviewed and expected to answer questions regarding their experiences on the platform. | November 11, 2021 |