PresenceLearning

Psychoeducational Assessments

Primary Support Person (PSP) Guide

2017

Table of Contents

- Welcome & Overview

- PA Site Set-Up

- Conducting the Assessment

- Post-Assessment Checklist

- In Conclusion

Welcome & Overview

1. **Objective**: The objective of this guide is to inform you, the PSP, how to proctor a Psychoeducational Assessment (PA) using the PresenceLearning platform.
2. **Why is this guide important:** This guide is important because PAs are conducted differently than other online assessments.
3. Topics we will cover:
   - Site Set-up
   - Conducting the assessment
   - Post-Assessment Checklist

Please note that is a supplemental guide to the PSP video. Please conduct the PSP video prior to continuing. If you not have received the PSP video, please reach out to your school contact.

Site Set-up

Please work with your school contact to set up the testing site prior to the assessment date. In addition to the equipment mentioned in the PSP video, a document camera, student response booklet(s), and a number two pencil without an eraser are required.
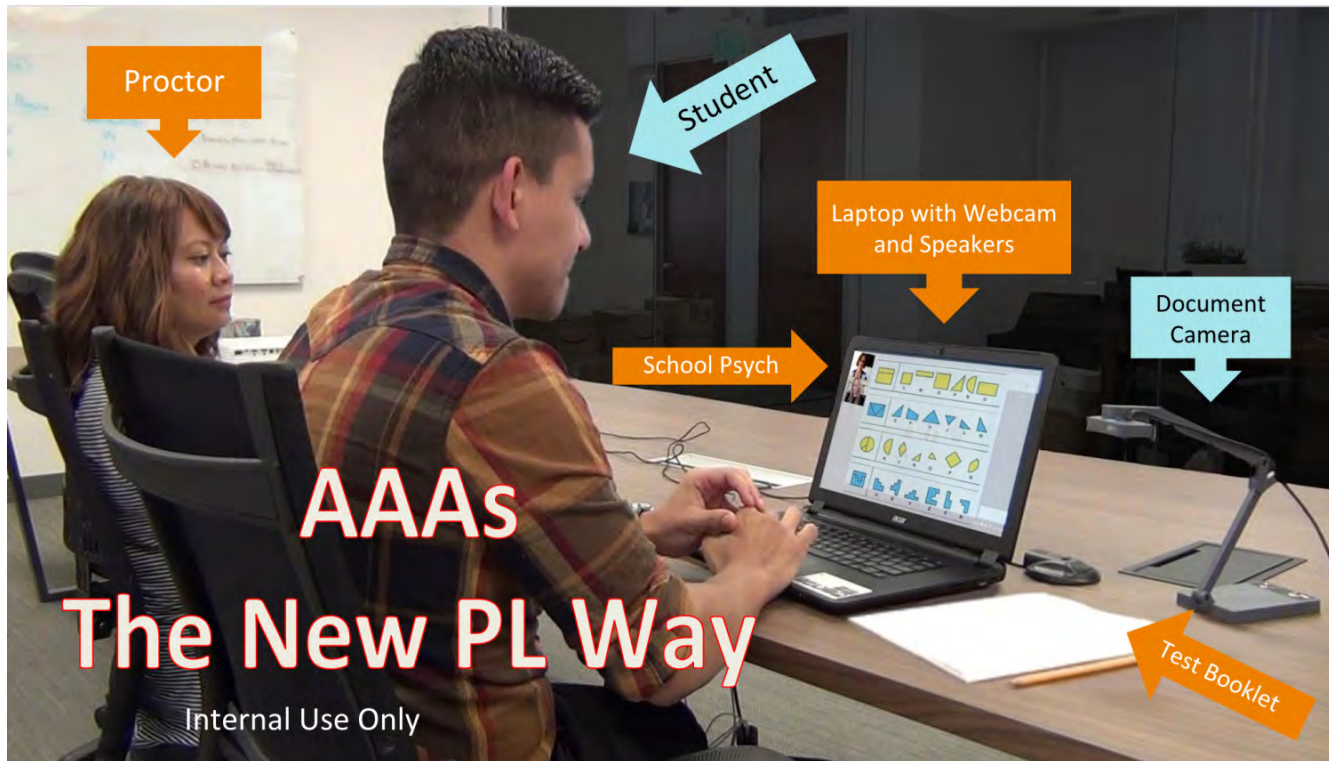
Student Response Booklet(s)

Booklet(s) are obtained through the following process:

1. PL examiner emails digital student response booklet(s) file(s) to school contact (for one-time use)

2. School contact prints booklet(s)

3. School contact delivers booklet(s) to test room/hands to PSP

The NEW Document Camera

Please follow the **Document Camera Set-up Guide** when setting up and starting the document camera in the therapy room.

Conducting the Assessment

While the examiner will provide the PSP with any necessary guidance, it is very important to remember the following guidelines during the assessment:

1. **Critical guideline**: Do not encourage the student during the assessment
2. Minimize distracting behaviors
3. Tell the examiner if the student isn't following directions
4. Only take breaks when the student is taking breaks

Post-Assessment Checklist

Once the student has completed the assessment, please:

1. Ensure that the student's last name, first name,
    and date are written on the student response booklet(s)

2. Return the student response booklet(s) to the school contact or
    directly to the remote examiner via one of the following methods:

    ○   Sending a secure fax

    ○   By emailing a password protected to the examiner

    ○   By uploading the student response booklet(s) into Google
        Drive and share with examiner

3. Retain the physical student response booklet(s) in accordance
    with your school's policies and procedures

In Conclusion

1. Set up the station before the assessment starts

2. Follow the examiner's instructions

3. Don't interfere with the student or the assessment, unless directly instructed by the examiner

4. Ask for help when you need it!
   - Your school contact
   - The examiner
   - PL Tech Support (via in-platform chat or by calling 844.415.4592)

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Psychoeducational Assessment
Primary Support Person

The Primary Support Person role is integral to the validity of the Psychoeducational Assessment. It is critical you follow the specific responsibilities of a primary Support Person before, during and after a Psychoeducational Assessment.

Before Assessment
1. Setup a quiet testing area.
2. Inform the examiner of absences as soon as possible.
3. Ensure student response booklets are printed.
4. Install document camera and use Chrome web browser to navigate to therapy room.

During Assessment
1. Do NOT assist student.
2. Follow any guidance provided by examiner.
3. Minimize distracting behaviors.
4. Tell examiner if student isn't following directions.
5. Do not provide prompts or feedback to student.
6. Direct any student questions or concerns back to the examiner.
7. Only take breaks when student takes breaks.

After Assessment
1. Prepare student response booklets by ensuring the student's full name and examination date are written on each sheet.
2. Send booklets to Examiner either by fax or password protected PDF via email within 48 hours of assessment completion.
3. File original booklets per school policy.

Need Help? We're here for you!
Contact Client Support Services | Monday - Friday, 5:00 am – 5:00 pm Pacific Time
Chat: Click **Tech Support Chat** from the Menu in the therapy room.
Phone: Call us toll free: 844.415.4592
Email: For non-urgent issues, please email asksupport@presencelearning.com

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Online Therapy Room: Primary Support Person
## Quick Start Guide

1. Verify the **headset** and **webcam** are plugged in.

2. Go to the therapy room. In the URL/address field of your Chrome or Firefox browser, type your clinician's web address:

   room.presencelearning.com/<room name>

3. Enter the therapy room. Type the student's name and click "**Enter Room**". The clinician will admit you at the appointed time.

4. Start the camera. Click on the "**Start your video**" box in the upper left corner of the screen.

Note: Do not type **www** or **https** in front of the address.
The **<room name> is usually your clinician's first initial and last name**.
For example, Mary Smith's room address would be:
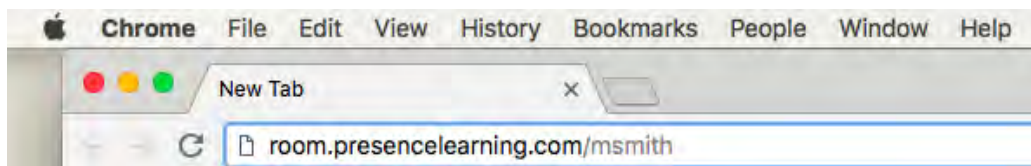
Lost sound? Screen went blank? Accidently unplugged a cable?

Don't worry! These things happen and can usually be resolved with 3 easy steps:

1. Log out of the therapy room.
2. Verify all equipment is plugged in.
3. Log back into the therapy room.

If you're still experiencing issues, please contact **Support Services**.

Need Help? We're here for you!

Support Services

Monday - Friday, 5:00 am – 5:00 pm
Pacific Time

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Email: asksupport@presencelearning.com

Connecting Two Headsets

Required Equipment
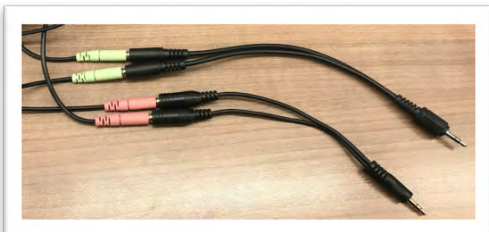
Two Headsets | Two Splitters | One USB Sound Adapter

Each headset has a green and pink plug. Green is for hearing (headphone) and pink is for speaking (microphone). Look closely to see a headphone on the green plug and a microphone on the pink plug.

To Install:

1. Take both **green** plugs and connect them to one splitter. Take both **pink** plugs and connect them to the second splitter.

2. Take the splitter with the two green plugs and plug it into the USB sound adapter, in the green headphone (SPK) hole.
3. Take the splitter with the two pink plugs and plug it into the USB sound adapter in the pink microphone (MIC) hole.

Note: Your adapter may have icons. Green = Headphone/Speaker; Pink = Microphone

4. Take the USB Sound Adapter and plug it into any available USB drive on the therapy machine.

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Email: For non-urgent issues, please email asksupport@presencelearning.com

Installing an External Web Cam

All PresenceLearning teletherapy services require at least one webcam.

If an external webcam is needed, follow the below instructions on how to install it.

Please reach out to Client Support Services if you need an external webcam.

Required Equipment

One external webcam

To Install:

1. Exit all web browser windows.
2. Remove the external webcam from its packaging.
3. Plug the USB portion into your computer.
4. Position the webcam onto the top of your monitor, taking care not to block the internal webcam, if applicable.

Need Help? We're here for you!

Contact Client Support Services | Monday - Friday, 5am - 5pm Pacific Time
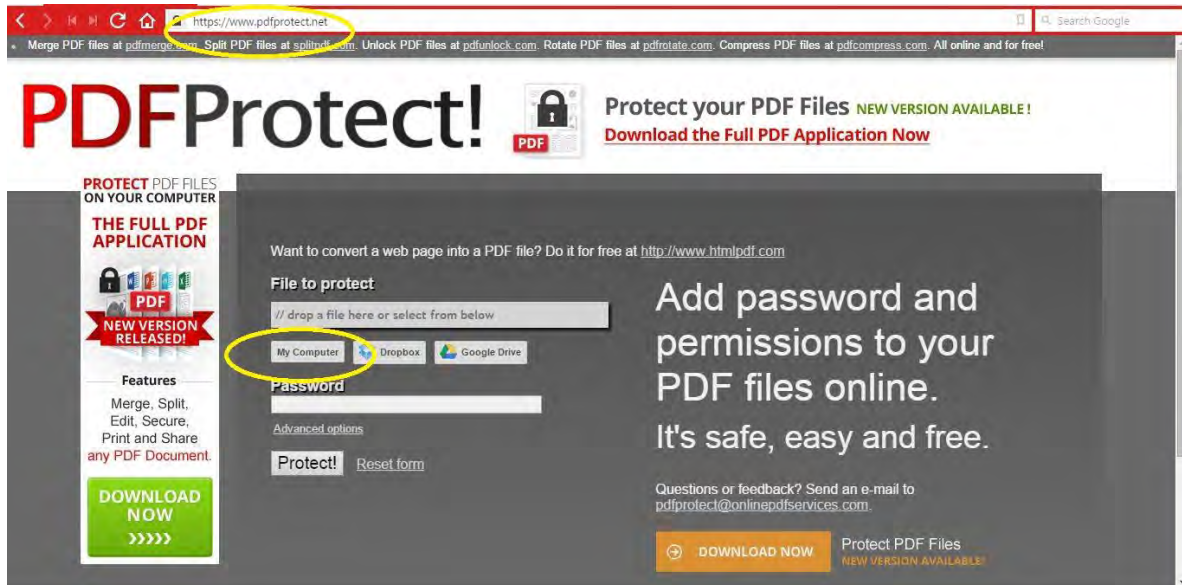
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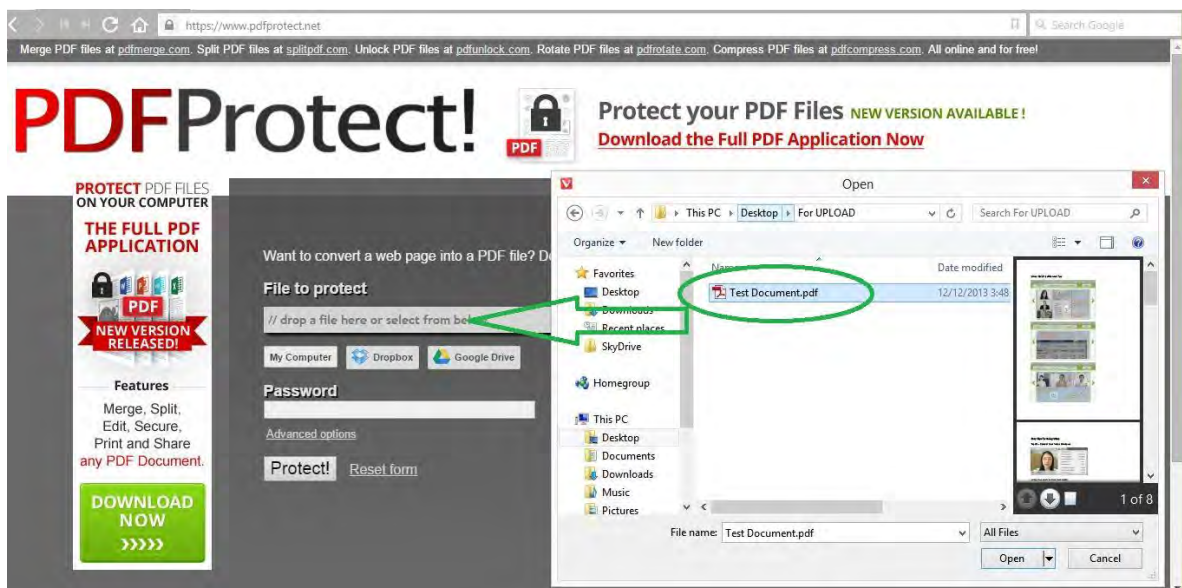
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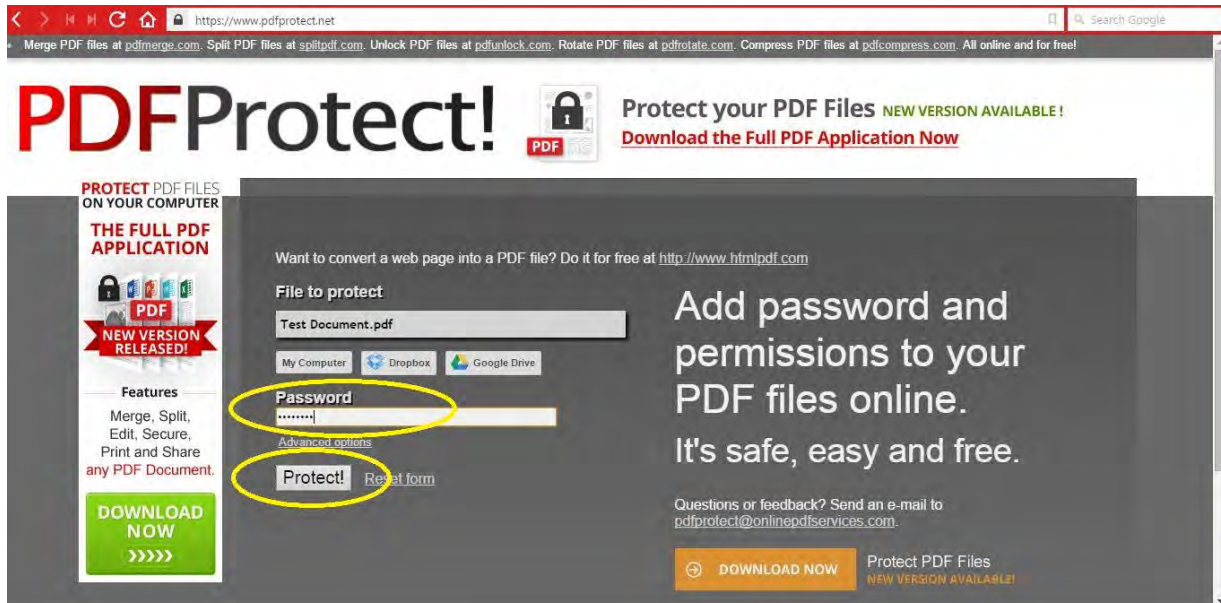
How to Password Protect a PDF

Please visit **PDFProtect.net**, then click My Computer:

Select the file you want to password-protect, or you can drag and drop the file into the 'File to protect' field:

Type the password you want and click the 'Protect!' button:

The PDF will be processed and downloaded (different browsers show different download pop-ups other than the one shown below), be sure to save it. And you're done!