



WARNS Remote Assessment Protocols

The following protocol is provided for organizations needing to assess youth during the current school closures and social distancing measures. These guidelines are provided as a temporary measure and should not be considered a permanent change to the WARNS delivery protocol documented in our User Manual.

Telephone Protocol

The ***Telephone Protocol*** involves the administrator reading aloud the assessment to the youth over the phone. As the student responds to each question or statement, the administrator records each response in the online assessment platform. At the end of the assessment, the administrator can read the score report to the student and begin a discussion over the phone about the student's results. Please review the following advantages and considerations below for the Telephone Protocol.

- Advantages
 - Technological accessibility: the student is not required to have an internet connection, only the administrator needs to have access.
- Disadvantages & Considerations
 - Auditory accessibility: may not be recommended for students who experience difficulty of hearing or are hearing-impaired
 - Time constraints: the length of the call and discussion must be carefully considered prior to scheduling an assessment.
 - Lack of visual prompts: inability for admins to read students' body or facial expressions.
 - Might elicit socially desirable responding on the part of the student.

Internet Protocol

The ***Internet Protocol*** involves the administrator and student meeting online using an internet collaboration platform. *Any collaboration platform may be used.* Our training videos demonstrate **Microsoft Teams** and **Zoom**, however **Google Meets** may also be used. Google Meets may require the addition of the *Chrome Remote Desktop* app in order to share mouse control.

This protocol allows visual contact with the student and greater administration flexibility through screen sharing and mouse control. Screen sharing allows the student to view the assessment questions and the final WARNS score report. Mouse control, also known as "remote" control, allows administrators to grant students control of their computer mouse while sharing their screen so that the student can complete the assessment on the counselor's computer, just as they would in the standard in-person assessment protocol. Further details for online administration are provided below.

- Advantages
 - Standardization: the assessment experience is most similar to that of the standard in-person protocol – i.e., students viewing and responding directly on the computer.

- Visual prompts: admins can communicate using both visual and auditory cues.
- Reduced socially desirable responding because the student does not have to vocalize their responses to the counselor.
- Disadvantages & Considerations
 - Learning curve: requires admin set-up and knowledge about the sharing tools provided by the internet collaboration platforms.
 - Technology reliant: requires admins and students to both have reliable internet connections.

See the ***Additional Details for Virtual Assessment of WARNS*** section below for more information about using Internet Collaboration platforms such as Teams or Zoom.

Cautions and Considerations for the Remote Protocols

Our primary concern about administering the WARNS remotely is if the youth has an adverse emotional reaction to any of the questions while taking the assessment. In an in-person assessment, professionals who are appropriately trained to work with youth (e.g., school counselor) are able to adequately support and respond to the youth if such adverse reactions occur. It is necessary that the person administering the assessment remotely be able to anticipate these reactions and provide the same appropriate support. We are not confident that the same in-person support can be viably provided remotely via the phone or internet protocols. However, if you are familiar with or have an established relationship with the youth, we leave it to your professional judgment about performing the remote protocols.

All measures to maintain students' confidentiality of responses and results are still in place and must be maintained. For example, it is especially essential that the youth is able to maintain privacy while responding to the administrator, and that there are no parents, guardians, or other individuals listening to the questions and responses or viewing the youth's computer screen. It is also necessary that the person administering the assessment is able to *privately discuss* the results on the WARNS Report with the youth in an appropriate manner. If these conditions cannot occur, we would not advise administering the WARNS remotely at this time as the priorities are the safety and health of the youth.

Another issue that we want to be clear about is that we would not support giving the youth their own login ID to access the online system to complete the assessment – even with you on the phone. There are too many security issues and too much potential for compromising the data and responses of other youth.

Additional Details for Virtual Assessment of WARNS

Administrators may make use of online collaboration platforms to administer the assessment to youth who have access to high-speed internet connections. Platforms such as Microsoft Teams and Zoom allow for visual contact with the student as well as additional administration flexibility.

Screen Sharing: Most online collaboration platforms allow users to share their computer screens. A WARNS user may find it helpful to share their screen during the administration of the assessment to allow the student to read the WARNS items themselves before providing their responses. Screen sharing is also helpful in discussing the final WARNS report as it will allow the student to see their color-coded score report and their risk levels while discussing the outcomes with the counselor.

- CAUTION: If you choose to share your computer screen it is imperative that you do not expose any other confidential information on your computer while the student is able to view your screen. WARNs administrators who share their screen should ensure that any other files containing confidential student information are closed and not viewable by individuals with whom the screen is shared.
- Please follow this link for more information on screen sharing in Microsoft Teams: <https://support.microsoft.com/en-us/office/show-your-screen-during-a-meeting-90c84e5a-b6fe-4ed4-9687-5923d230d3a7>
- Please follow this link for more information on screen sharing in Zoom: <https://support.zoom.us/hc/en-us/articles/201362153-Sharing-your-screen>

Mouse Control: Some online platforms also allow a user who is sharing their screen to also share the control of their mouse. This option allows a counselor to grant the student remote control of the counselor’s mouse during the administration of the WARNs. This allows a greater degree of control of the process for the student and does not require the student to verbally respond to the counselor thus reducing possible response bias on the part of the student.

- CAUTION: If you choose to share control of your computer mouse it is imperative that you do not expose any other confidential information on your computer while the student is able to view your screen and control your mouse. Care should be taken that the student cannot open or close windows on your computer or open and view files containing confidential information of other students and individuals. **A safe way to limit access to your system is to only share your assessment window (NOT SCREEN) with the student, giving them access to only the WARNs assessment screen.** Counselors using the mouse control option should be knowledgeable about how to quickly regain control of the mouse should a student attempt to view confidential material belonging to other individuals.
- For more information on “remote control” in Microsoft Teams: <https://support.microsoft.com/en-us/office/share-content-in-a-meeting-in-teams-fcc2bf59-aecd-4481-8f99-ce55dd836ce8>
- For more information on “give control” in Zoom: <https://support.zoom.us/hc/en-us/articles/201362673-Requesting-or-giving-remote-control>

We recommend administrators use the following steps to virtually assess students using both screen sharing and remote control:

Page	Instructions
1. Login	Log onto the Assessment Portal: https://pssso.wsu.edu/warns/ .
2. User Agreement	Check User Agreement page.
3. Student lookup	Create a new student ID or use an existing ID if the student is being reassessed
4. Administration options	select the appropriate assessment version.
5. Student's information	Provide details regarding the student's background.
6. Assessment start	START Screen Share of the <i>assessment window</i> and START Remote Control. Students begin the assessment by clicking, "Next."
7. Completion pages	Students complete the assessment by clicking, "Submit Assessment."
8. Re-authentication	STOP Screen share and STOP Remote Control. Re-enter your email and password.
9. Confirm student's information	Confirm student's background information.
10. Assessment comments	Provide any additional information if needed. Click on "Submit Assessment" to generate the report.
11. The WARNS report	The PDF report will automatically be generated in your browser. You may opt to share this report immediately or at another time.

If you have any questions about this protocol, please contact us by email at WARNS@wsu.edu.