AAC/AT Frequently Asked Questions

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Please refer to this document for guidance with Assistive Technology at the CSUEB Rees Clinic. For further assistance, please fill an iPAD Help Desk ticket. Email AAC/AT Coordinator for more urgent requests. Thank you!

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1. **What Devices/Software are available to clinicians?**
   a. To name a few, clinicians have access to:
      i. “Adult” and “Pediatric” iPads with different apps suitable to each population.
         1. Adult App Inventory
         2. Pediatric App Inventory
      ii. Boardmarker (on PC) for making visual schedules/communication boards
      iii. Single message buttons - for nonverbal children
      iv. DVDs for voice therapy techniques
      v. Binders of resources for AAC Intervention and AAC Evaluation (1986)
   b. Click for a full list of the current AAC Inventory (updated 02/2018)

2. **How do I check out equipment from the cabinet?**
   a. ALL equipment listed on the AAC Inventory MUST be “checked out” for use. The “check-in/out” form is posted on the AAC cabinet door.
   b. Please abide by the Lending Record rules (see Question 7)

3. **How do I specifically check out an iPad?**
   a. Prior to using an iPad for the FIRST time, you MUST submit an Equipment Use Agreement Form. Please return a hard copy to Marianna to keep in your records.
   b. After submission of the Equipment Use Agreement Form (or if you have completed it previously):
      i. For Unscheduled or Short-term use:
         1. Ensure you have supervisor approval for using the device in your session
         2. In the AAC lab, on the cabinet door, find the “AAC Quarterly Schedule”
            a. Ensure that the device is NOT scheduled to be in-use during your requested time of need. Only available devices during unscheduled time slots will be available to use.
         3. Sign-in and sign-out the equipment on the AAC cabinet door. THIS MUST BE FILLED OUT AT BOTH CHECK-IN AND CHECK-OUT TIMES.
      ii. For Quarterly Reservations:
         1. Ensure you have supervisor approval for using the device for Tx
         2. Fill out a iPAD Help Desk ticket for a Quarterly iPad request.

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3. The AAC/AT Coordinator will process your request Monday-Friday within 48-72 hours of submitting this form, depending on the nature of your request. For more urgent matters, visit the AAC/AT Coordinator during Office Hours (or email if necessary).

4. You will receive an email confirmation from the AAC/AT Coordinator regarding your reservation once the process is completed.

5. Your name (First Initial.Last Name) will also appear on the “AAC Quarterly Schedule” next to your assigned iPad number within the time slot you have requested for the quarter.

   c. Additional Information:
      i. Checking out an iPad implies you have access to all Apps on the iPad (see Rules in Question 7 for exceptions). For the complete App Inventory, refer to Question 1a(i).
      ii. Some Apps on the Inventory are NOT currently installed on all iPads (these apps are highlighted in yellow on the Inventory). These require a special request by submission of an iPAD Help Desk ticket.

4. **Does the iPad require a passcode?**
   a. Yes. The passcode is listed on the backside of the AAC cabinet door.

5. **Does the iPad have access to WiFi?**
   a. Yes, all iPads have access to WiFi within the building.

6. **I cannot find the App I need on either the Adult or Pediatric App Inventory. Are we allowed to purchase an app?**
   a. Clinicians are NOT allowed to purchase apps (even if they’re free), BUT you may make a special request for an app to be purchased by the AAC/AT Coordinator provided these rules:
      i. The clinician MUST have met with the supervisor to evaluate the effectiveness of the app in relation to the client’s needs. For each requested iPad application, the Evaluation Rubric for iPad Applications form must be submitted, including the Supervisor’s signature.
      ii. Submit an iPAD App Request and obtain Supervisor’s signature for approval of the app.
      iii. Submit the iPad App Request Process document to verify that all forms have been completed.
      iv. All 3 forms mentioned above should be submitted to the AAC/AT Coordinator in one of the following ways:
         1. The AAC Coordinator mailbox near Treatment Room G
         2. During the Coordinator’s Office Hours

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3. Via the AAC/AT Coordinator’s email
   b. Note that processing and approving the new application may take up to 2-3 weeks. Purchases over $20 require approval from the Department Chair and may take additional time to process. An email confirmation will be sent to you once the app has been approved and downloaded or when further information is required.

7. What are the “Rules” to abide by when checking out a device (including an iPad)?
   a. Sign the device(s) in and out EVERY time using the log posted on the AAC cabinet door
   b. iPads may NOT leave the building or be checked out overnight
   c. iPads MUST be returned to the cabinet (including after-hours)
   d. Do NOT load any apps on iPads
   e. Do NOT change ANY settings (i.e., WiFi)
   f. Log out of any personal accounts after use
   g. Click for a documentation of these Rules.

8. Can I take pictures/videos using the iPad?
   a. As clinicians, it is our responsibility to follow HIPAA Compliance and the ASHA Code of Ethics. Please maintain strict confidentiality with these files at all times.
      i. First, consult with your supervisor to determine whether pictures/videos of your clients are necessary for therapy.
      ii. If so, inform your client/caregiver and make sure they have signed the “Permission to Observe and Record” form.
         1. This completed form should be found on the left side of the client’s file. If you have a new client, a blank form can be found in the top drawer of the right lateral cabinet beneath the clinician mailboxes.
      iii. Be sure to DELETE the files immediately after required use.

9. Can I save documents on these iPads or backup my client’s progress on the app?
   a. As stated in Question 8, it is our responsibility to follow HIPAA Compliance and the ASHA Code of Ethics. If documents or progress must be saved on the iPads, please refrain from using your personal accounts to do so.
   b. Use the Clinic’s Dropbox account to upload any files for transferring purposes and backing up data from certain apps.
      i. Dropbox username and password can be found on the backside of the AAC cabinet door
      ii. Before the end of each quarter, save/upload desired files onto Dropbox as some apps may be deleted/cleared before the next term

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iii. Dropbox can also be used to transfer files from clinic iPads to a client’s personal iPads if desired

10. The app is asking for registration information. Can I use my own email address?
   a. No. If possible, please use the same account (username and password) as the Dropbox information when registering a client under an app. Please refrain from using your personal account for privacy and safety purposes.
   b. For further assistance, contact the AAC/AT Coordinator.

11. Is there a way to lock the client into a particular app so he/she does not have access to the other apps?
   a. Yes! Apple has “Guided Access”, which allows you to open a particular app and stay in it, regardless if the home button is being pressed.
   b. To start this, go to: Settings → General → Accessibility → Guided Access
      i. If it’s already on, open the desired app, triple click on the Home button, then click “Start”. Enter the passcode (it should be set to the same passcode as the entrance into the iPad).
      ii. If “Guided Access” is not already turned on, turn it on and set the code to the same passcode as the entrance into the iPad. Then follow Step b(i).
      iii. To exit “Guided Access”, triple click again on the Home button, enter the passcode, then click “End”.
   c. If you forget the passcode, enter it incorrectly, or need further assistance, contact the AAC/AT Coordinator

12. How do I know which app to use for my client?
   a. If you have a particular app in mind but are not sure whether the app will be effective, one useful resource is the Evaluation Rubric for iPad Applications, created by: Harry Walker, Johns Hopkins University, October 18, 2010 [Adapted for SLP use by: Angie Sterling-Orth and Shannon Collins, 2011]
      i. Note: this is the same form that clinicians are required to fill out if a new application is being requested for purchase.
   b. If you would like more information about what apps are currently available for our Adult and Pediatric clients, check out our inventory for a list of apps currently available for ideas! (See question 1a(i) for the link).
   c. Check out the newly developed AAC Apps - Features Match for an Excel document of several apps and their available features.
      i. Note: this document is still being revised. The goal will be for current clinicians to contribute to this file by expanding
13. Are there tutorials for how to use Boardmaker, TouchChat, or any of the iPad apps?
   a. For Boardmaker Pro, there is a Tutorial/User Manual binder available on the top shelf of the AAC cabinet. (Note that the CD-ROM is required in order to run Boardmaker Pro on the PC).
      i. Boardmaker Studio is the newer version that is also available on the PC. The CD-ROM is not required to run the program.
      ii. Tutorials for Boardmaker are also available and saved on the PC.
   b. Currently, iPad app tutorials are only found via the designers of the apps (online), but check back for updated information shortly.

14. Where can I find all of these links/forms provided on this document?
   a. All documents/forms can be found on the CSD CSUEB Resources website:
      i. Go to our CSD CSUEB Website → Current Students → Resources
      ii. Look under the subheadings iPad or AAC
   b. These resources include:
      i. Adult App Inventory
      ii. Pediatric App Inventory
      iii. Help Desk Link
      iv. New App Requesting Processing Form
      v. AAC Apps - Features Rubric
      vi. AAC Inventory (updated 02/2018)