



## FAQ FOR ADMINISTRATORS

### **1. Can you show me what a report looks like? How does the report equate to actionable data for the school?**

A link to the report is shared with permission from a school currently using the App and platform. The data and action items are included in the report. If there are further questions after viewing, don't hesitate to contact me at [morgan@accentushealth.com](mailto:morgan@accentushealth.com). Report link: [https://youtu.be/GMcUP\\_YIW5E](https://youtu.be/GMcUP_YIW5E)

### **2. What other schools currently use the Wellness U App and its services? If no other schools are using Wellness U, what is the driving force behind their decision?**

Grand View University, Otterbein University, and Madrid High School use the Wellness U program. We are currently discussing with three other H.S. groups and numerous colleges and presenting to IJAG. This program is new as of late 2021. You are free to contact Brandon Koons, Women's Soccer Head Coach from Otterbein University in Ohio, at 1 (614) 404-7786 or [bkoons@otterbein.edu](mailto:bkoons@otterbein.edu) and Michelle Prange, Athletic Success Coordinator, at (515) 263-6196 or [mprange@grandview.edu](mailto:mprange@grandview.edu) from G.V.U. to discuss the program.

### **3. The Disclaimer inside the App states that the mental health exercises, physical exercises, or nutrition programs contained in the App are "use at your own risk."**

We do not diagnose individual mental health, provide therapy within the App, or is this App intended for emergency use. We can not prevent self-harm that someone may cause to themselves. The App is a resource, not a cure.

### **4. How often are resources on the App refreshed? Are all resources, both current and future, all researched / evidence-based and vetted by Wellness U?**

Advisor and partner [Ken Yeager, Ph.D.](#), and [Morgan Koth, CEO](#) vet the resources. Resources are refreshed as necessary, and new content such as videos is added periodically. I can not give you the exact time frame for new resources as I do not know how or when that will occur.



**5. How does Wellness U communicate with stakeholders such as parents, students, teachers, and administrators? Ex - Onboarding new students / parents.**

We communicate with stakeholders on the best times to complete student assessments and then generate reports that give overall sentiments from the reporting group(s). We then go over the findings with stakeholders. Reviews are done twice a year, or more, through a zoom call to review the report, depending on the type of contract. Your Accentus Wellness manager can assist with this further. We have a waiver that you can be modified to your district that briefly explains the program, and we have a website that helps explain the program to students and parents. Here is an example of a school website; please contact us for a sample waiver. <https://accentushealth.com/gvu>

**6. Student data is 100% anonymous and will not be shared with third parties?**

That is 100% correct. We do not share or sell any data, and there are no advertisers on the app.

**7. Where can I see the Disclaimer and Privacy Policy?**

The link for the Disclaimer is <https://accentushealth.com/disclaimer>.

The link for the privacy policy is <https://accentushealth.com/privacy-policy>.

**8. When I look at the privacy policy, it says it is not intended for children (anyone under the age of 16). Not sure how this affects having kids under 16 on teams in school.**

We are complying with requirements under COPPA regarding Personal Information.

As defined in 16 C.F.R. § 312.2, personal information includes:

First and last name

A physical or home address

The online contact information like an email address or username for an instant messaging platform

Telephone number

Social Security number

An online identification for the user, like a cookie that tracks a user's history or the user's I.P. address

Any file that contains a child's voice or picture

A child's geographic location



Many types of information - like a user's location or I.P. address - can be collected by default on some websites or devices. However, we do not collect any of this information; it is a legal notice.

Because we do not collect any personally identifiable information from children or anyone as part of the Services, we also do NOT knowingly distribute such information to any third parties.

### **9. Wellness U comes at a cost to schools. Why is Wellness U better than searching for information related to a particular topic (ex - anxiety) on their cell phone?**

Most mental health interventions for well-being are directed at the individual level and do not tackle the causes of stress on campuses. We are different. Wellness U serves as a digital self-help resource hub unique to students and a place students can access specific school resources through a white-labeled mental wellness mobile app (logo and school colors). Students can access student & student-athlete-specific wellness techniques through videos, relaxation exercises, yoga, mood tracking tools, and exercises to improve emotional health.

We also provide an anonymous metric-based report to help stakeholders better understand what groups feel regarding sleep, inclusions, fairness, safety, belonging, and more. By providing these reports, we help stakeholders target areas for communication and support. Our goal is to drive communication and allow the students to be heard without being identified. The school giving them access to resources also shows that you care and are doing something other than just giving them a website to look at and read over.

We create a space to reduce stigma, increase communication, and create an environment of support.

Please feel free to contact me with any further questions you may have, as we know new ones can come up in leadership and compliance discussions.

*Morgan Koth*

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