EBSCO Quarterly Report 2021 for Utah Education Network (UEN) April 1, 2021 through June 30, 2021

'Parent' Accounts:

s6467521 - UTAH EDUCATION NETWORK s4459386 - Utah Education Telehealth Network

There were 11 Support tickets open this past quarter and all 11 closed. **No** support tickets were related to "inappropriate" content.

Term Exclusion Filter:

- Implemented and on every K-12 school profile in Utah
- Over 1,500 terms (excluded)
- Terms continue to be monitored in the media and other publications
- Includes wildcards such as (*) to include alternative endings of words, plurals, etc.

(We will continue to monitor media, social media, customer cases, emails as new terms are learned, they will be added.)

Monitoring Searches: Looking at use (searches) within UEN, UETN accounts to monitor what can and should be 'normal use'. By comparison and looking for 'normal use' we've also included the Search Cloud (via EBSCO Admin) for UEN to be updated quarterly.

- Quarters are defined as:
- July, August, September
- October, November, December
- January, February, March
- April, May, June

Word Cloud on UEN Account (rolling searches 3 months) - Run 7/6/2021



Looking at the word cloud above there appears to be no "inappropriate terms". This draws the conclusion that users (students or otherwise) are not searching "inappropriate terms" and/or the term filter is working as it's supposed to. The search filter/curation tool is working as intended, and searches done by users seem to be for legitimate research purposes as desired.

Total Searches represented & conducted 1/1/2021 to 3/31/2021 was 2,839,343 search queries

The 2,839,343 represents 3 months of searches of what looks like 'regular use' across UEN user accounts. The word cloud above represents the most frequently searched terms during the 3 rolling months on the UEN account, UETN account and all accessing accounts. This also represents use for April, May & June where May and June can slow down as the academic year comes to a close and exams are happening.

Top 100 Search Terms for UEN as queried by users:

malala yousafzai	\$15 minimum wage
american dream	human trafficking
social media and mental health	racism in america
vietnam war	king tut
anne frank	cuban missile crisis
bigfoot	dogs
social media	how does stress affect the body
utah	covid-19
climate change	bryce canyon national park
gun control	leo tolstoy
malala	vaccines
the american dream	amelia earhart
confederate monuments	soccer
anxiety	major depressive disorder
albert einstein	video games and mental health
water bottles	moon landing
racism	mental illness
confederate flag	haruki murakami
video games and violence	deforestation
george washington	jackie robinson
video games	social media and body image
the outsiders s.e. hinton	edgar allan poe
artificial intelligence	ocean acidification
abortion	stereotypes
death penalty	zoos
school uniforms	greek mythology
horses and civil war	cancel culture
animal testing	schizophrenia treatment
should college athletes be paid	cultural diversity
depression	horse
confederate monuments removal and controversy	hawaii
marijuana	music
censorship	margaret atwood

what is marijuana	world war ii
nuclear energy	marie curie
confederate flag controversy	college athletes should be paid
salem witch trials	college athletes paid
fear	immigration
vaping	bermuda triangle
world war 2	police brutality
jane austen	victor hugo
mental health	atlantis
plato	bottled water
grimm brothers	pollution
turtles	vietnam
space race	homework
american dream attainable	sports
social media addiction	steroids in sports
black lives matter	arches national park
is the american dream attainable	cinco de mayo

Monitoring Searches Summary update:

In looking at the most searched terms over the past 3 months, it appears to be of normal school use and for what seems to be student research.

Filter monitoring

EBSCO will continue to monitor the filter and make adjustments as needed including adding new terms on an ongoing basis (daily monitoring terms.) New terms added to the filter can take up to 24 hours to be filtered through the content within EBSCO databases. We continue to monitor and tweak our curation methodologies, so that valuable research content is available to users and developmentally inappropriate content is suppressed. At any time, we welcome any suggestions that might further advance this effort.

Ongoing Action Items:

- Update Quarterly Report as requested by UEN
- Continue to monitor accounts and searches in schools throughout Utah.
- Communicate with each group of stakeholders should anything change.