EBSCO Quarterly Report 2021 for Utah Education Network (UEN) July 1, 2021 through September 30, 2021

'Parent' Accounts:

s6467521 - UTAH EDUCATION NETWORK

s4459386 - Utah Education Telehealth Network

There were 9 Support tickets open this past quarter and all 9 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 10/12/2021



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 7/1/2021 to 9/30/2021 was 2,741,859 search queries

The 2,741,859 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 July, August & September where July usually can have very low usage as there is no K-12 schools in session and usage typically picks up in mid-August and is strong in September as the academic year begins and moves into 'full swing'.

Top 100 Search Terms for UEN as queried by users:

christopher columbus	ted bundy
(tl "u.s. history european colonization of the	
americas (1492-1769)") and ("christopher	
columbus")	artificial intelligence
13 colonies	air pollution
holocaust	students and homework
japanese internment camps	world war 2
social media not facebook and anxiety	iran hostage crisis
christopher columbus hero or villain	texting while driving
cesar chavez	mass hysteria
tigers	college controversy
social media	anxiety
american civil war	volleyball
othello	autism
tiger	world hunger
bigfoot	pilgrims and america
mccarthyism	school
cats	school uniforms
dante alighieri	flappers
the holocaust	chernobyl nuclear accident
navajo	artemis greek goddess
climate change	artemis
dogs	music and brain
shoshone	marijuana
abortion	stopping by woods on a snowy evening
bigfoot or sasquatch	cats and dogs
columbus	baseball
national parks	dogs and mental health
dolores huerta	animal cruelty
death penalty	sports
covid-19	berlin wall

social media not facebook	human trafficking
mid autumn festival	homestead act
vietnam war	frogs
(tl "u.s. history european colonization of the	
americas (1492-1769)") and ("jamestown" or	
"pocahontas")	dachshund
should college athletes be paid	recycling
steve jobs	poseidon greek god
soccer	amazon rainforest
european colonization of the americas	holocaust concentration camps
jamestown	mesopotamia
civil war american	ancient china
homelessness	red fox
basketball	pandemic
social media and mental health	lion
mental health	poseidon
science fair project	jeffrey dahmer
football	united states
civil war	animals
michael jordan	ute
video games	depression
gun control	homework
zeus	lebron james

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.