EBSCO Quarterly Report 2020 for Utah Education Network (UEN) June 1, 2020 through August 31, 2020

'Parent' Accounts:

s6467521 - UTAH EDUCATION NETWORK s4459386 - Utah Education Telehealth Network

Support tickets open this quarter 10, resolved 10. With the above cases, there are no cases related to K-12 "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: J
 - July, August, September
 - October, November, December
 - January, February, March
 - April, May, June

Word Cloud on UEN Account (rolling searches 3 months) - Run 9/17/2020

school american revolution electricity ways to stay healthy christonher columbus rock cycle healthy lifestyle vitch trials artificial intelligence covid 19 lake michigan artists white paper rome covid vivaldi monuments vellowstone one child nolicy dogs dog aids animals torture aun control citizenship nolice brutality water cycle denression **[** paleolithic art post 0 9/11 african elephant teen vaning horse american dream dinosaur sudanese civil war Copyright law morse code iceland earthquakes earthquake social media salt lak e citv disability rights movement scholastic news farm geneva convention david byrne

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 is working as intended, and searches done by users seem to be for legitimate research purposes as desired.

Total Searches represented & conducted 6/1/2020 to 8/31/2020 was 62,288 search queries

The 62,288 represents 3 months of searches of what looks like 'regular use'. The word cloud above represent the most frequently searched terms during the 3 rolling months across UEN accounts. This also represents June, July and August which are the 'slowest' months for usage as schools are closed for the summer (mainly).

covid-19	scholastic news
coronavirus	yellowstone
distance education and computer-based	
technology	earthquake
world war 2	earthquakes
distance education and technology	copyright
distance education	white paper
tigers	artists
plagiarism	electricity
egypt	beaver
african elephant	american revolution
utah	teen vaping
nba 0	dinosaur
post 0	aids
police brutality 2	vivaldi
copyright law	animal senses
tiger	healthy lifestyle
black lives matter	salt lake city
corona virus	pz lesson plan and stem
ancient egypt	social media
police brutality	rock cycle
torture	geneva convention
rome	david byrne
rocks	saint george
covid 19	coronavirus or covid-19 or 2019-ncov
depression	baseball signs
one child policy	harlem renaissance impact
abortion	chili peppers
covid	tornadoes
salem witch trials	horse
morse code	moon
paleolithic art	rocky mountains
american dream	black lives matter movement

Top 100 Search Terms for UEN:

animals	womens rights
gmo	climate change
us history	au william safire
lake michigan	covid-19 prevention
abraham lincoln	vaccine
gun control	elmo utah
sudanese civil war	distance education and computer based technology
water cycle	where did the coronavirus come from
disability rights movement	cognitive behavioral therapy
artificial intelligence	gorillas
dogs	ten black dots and september 11: integrating social studies and mathematics through children's literature. because of the pressure to increase test scores in reading and mathematics, content areas such as social studies are being eliminated from man
monuments	tectonic plates
iceland	milk snake
colonial america	sports
mt vesuvius	declaration of independence
ways to stay healthy	dolphin
citizenship	digestive system
christopher columbus	martin luther king jr

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.