‘Parent’ Accounts:
s6467521 - UTAH EDUCATION NETWORK
s4459386 - Utah Education Telehealth Network

Recently Opened Support Cases/Tickets: 9 tickets

<table>
<thead>
<tr>
<th>case number</th>
<th>Subject</th>
<th>Company</th>
<th>Status</th>
<th>Date Created</th>
</tr>
</thead>
<tbody>
<tr>
<td>4167483</td>
<td>password</td>
<td>s386604 WASHINGTON COUNTY SCHOOL DISTRICT</td>
<td>Closed</td>
<td>4/7/20 16:25</td>
</tr>
<tr>
<td>4133327</td>
<td>SI 619532- Database tab in eAdmin throwing an error when trying to setup a NovelList Select integration</td>
<td>s375115 ALPINE SCHOOL DIST : Centennial Elementary School</td>
<td>Closed</td>
<td>3/12/20 11:45</td>
</tr>
<tr>
<td>4150128</td>
<td>Google Personal Users Issue</td>
<td>s338551 ROWLAND HALL-ST MARKS SCHOOL</td>
<td>Closed</td>
<td>3/26/20 10:19</td>
</tr>
<tr>
<td>4140041</td>
<td>Gale CustomLink - Prompts Login</td>
<td>s338551 ROWLAND HALL-ST MARKS SCHOOL</td>
<td>Closed</td>
<td>3/18/20 13:07</td>
</tr>
<tr>
<td>4179135</td>
<td>EBSCOadmin User ID and Password</td>
<td>s6722825 JORDAN SCHOOL DISTRICT</td>
<td>Closed</td>
<td>4/16/20 12:29</td>
</tr>
<tr>
<td>4184185</td>
<td>Reauthorize personal users</td>
<td>s338551 ROWLAND HALL-ST MARKS SCHOOL</td>
<td>Closed</td>
<td>4/21/20 7:23</td>
</tr>
</tbody>
</table>

(The opened support cases to be updated Quarterly with ongoing report)

With the above cases, there are no cases related to ‘inappropriate content’.

**Term Exclusion Filter:**
- Implemented and on every K-12 school profile in Utah
- Up to 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 undated quarterly.

- Quarters are defined as:
  - July, August, September
  - October, November, December
  - January, February, March
  - April, May, June
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, and searches done by users seem to be for legitimate research purposes as desired.

**Total Searches represented & conducted 1/1/2020 to 3/31/2020 was 217,571 search queries**

The 217,571 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.

As part of our ongoing report, we want to view what use looks like at school districts in the state. We take a look below at what specific school districts top searches are to get a look what ‘normal school use’ is and appears to be used consistently with the added districts below...

**Word Cloud on Granite School District (rolling searches last 3 months) - Run 4/20/2020:**
Monitoring Searches Summary update:
In looking at individual school district word clouds, the searches appears to be of normal school use 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 report document quarterly through June 2020 and distributed to UEN.
- Continue to monitor accounts and searches in schools throughout Utah.
- Communicate with each group of stakeholders should anything change.

Quarterly conference call & report, Utah Education Network and EBSCO Information Services
EBSCO will continue to participate in a quarterly conference call with Utah Education Network to be on the 2nd Friday at the end of the quarter to discuss content, go over this report and add in any action items.