EBSCO Quarterly Report 2019 for Utah Education Network (UEN)
July 1, 2019 through September 30, 2019

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

Recently Opened Support Cases/Tickets: 8 tickets in since September 1, 2019

case number	Subject	Company	Status	Date Created
3903489	FW: Business Source Premier Database	s4459386 Utah Education Telehealth Network	Closed	9/30/19 10:24
3866234	Updating Password	s6467521 UTAH EDUCATION NETWORK	Closed	9/3/19 8:20
3905416	EBSCOadmin Admin Account Creation	ns263265 St. George Academy	Closed	10/1/19 9:22
3880371	EBSCOadmin: UID and Password Setup	s338551 ROWLAND HALL-ST MARKS SCHOOL	Closed	9/12/19 6:16
3905094	EBSCOadmin - Database Access	s4459386 Utah Education Telehealth Network	Closed	10/1/19 7:12
3901424	EBSCOadmin - New EBSCOadmin	ns263265 St. George Academy	Closed	9/27/19 9:27
3881316	EBSCOAdmin Administrator Addition	s338551 ROWLAND HALL-ST MARKS SCHOOL	Closed	9/12/19 13:48
3909266	Learning Express stats for the Resume Builder and Cover Letter Builder	s6467521 UTAH EDUCATION NETWORK	Closed	10/3/19 10:09

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

With the above cases, there are no cases related to 'inappropriate content'.
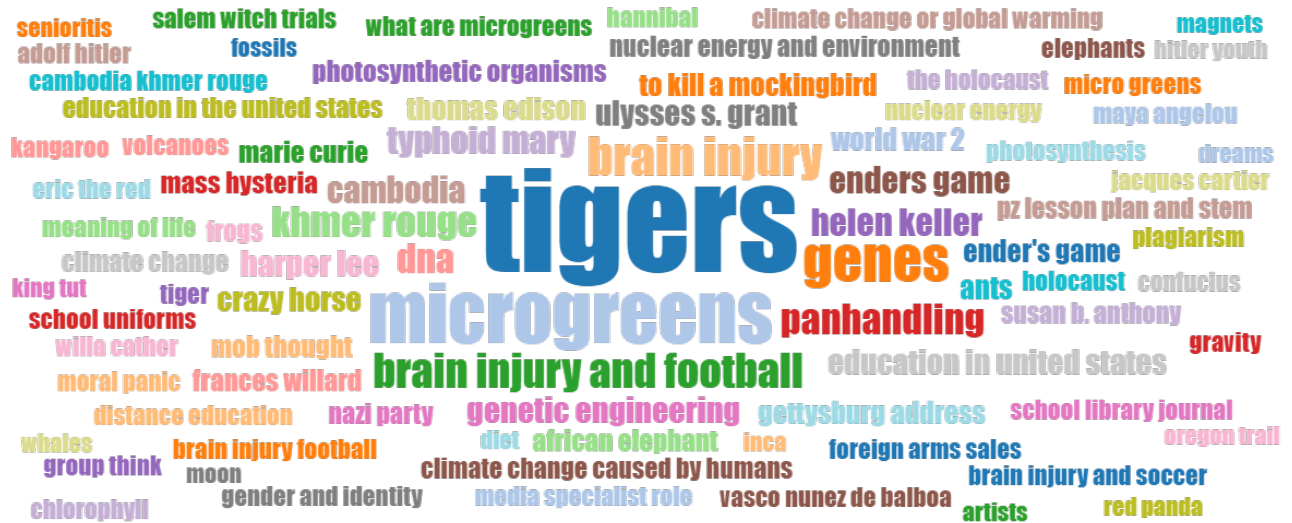
Term Exclusion Filter:
-   Implemented and on every K-12 school profile in Utah
-   Up to over 1,500 terms (excluded)
-   Terms continue to be monitored in the media and other publications
-   Includes wildcards such as (*) to include alternative endings of words, plurals, etc.

(We see the addition of terms slowing down as this was a new filter (in October 2018), but 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

Word Cloud on UEN Account (rolling searches 3 months) - Run 10/7/2019

senioritis salem witch trials what are microgreens hannibal climate change or global warming magnets
adolf hitler fossils nuclear energy and environment elephants hitler youth
cambodia khmer rouge photosynthetic organisms to kill a mockingbird the holocaust micro greens
education in the united states thomas edison ulysses s. grant nuclear energy maya angelou
kangaroo volcanoes marie curie typhoid mary brain injury world war 2 photosynthesis dreams
eric the red mass hysteria cambodia enders game jacques cartier
meaning of life frogs khmer rouge tigers helen keller pz lesson plan and stem plagiarism
climate change harper lee dna genes ender's game
king tut tiger crazy horse microgreens panhandling ants holocaust confucius
school uniforms susan b. anthony gravity
willa cather mob thought brain injury and football education in united states
moral panic frances willard
distance education nazi party genetic engineering gettysburg address school library journal
whales diet african elephant inca oregon trail
group think brain injury football climate change caused by humans foreign arms sales brain injury and soccer
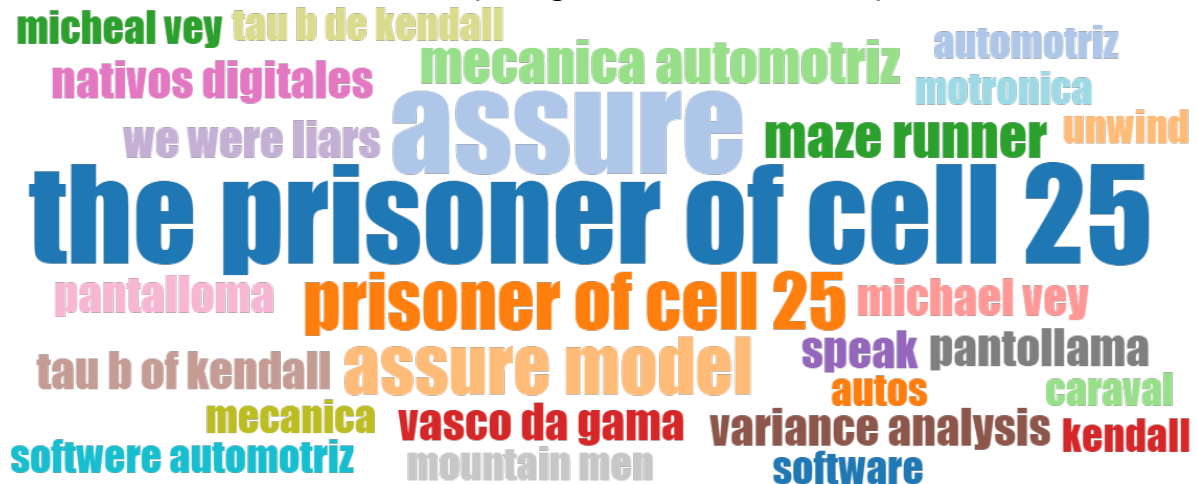chlorophyll moon gender and identity media specialist role vasco nunez de balboa artists red panda

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 and conducted 7/1/2019 to 9/30/2019 was 58,421

The 58,421 represents 3 months of searches with 48,489 in September. July and August were fairly slow. The word clouds above represent the most frequently searched terms during those 3 rolling months across UEN accounts. Use was slow in July with 2,113 total searches which is typical to not have too many searches in the middle of the summer, and 7,819 searches for August where school starts back up towards the end of the month.

To show what 'normal use' might look like, below are search clouds from two different school districts...

Word Cloud on Nebo School District (rolling searches last 3 months) - Run 10/7/2019:

micheal vey tau b de kendall automotriz
nativos digitales mecanica automotriz motronica
we were liars assure maze runner unwind
the prisoner of cell 25
pantalloma prisoner of cell 25 michael vey
tau b of kendall assure model speak pantollama
mecanica vasco da gama autos caraval
softwere automotriz variance analysis kendall
mountain men software

Word Cloud on Salt Lake City School District (rolling searches last 3 months)   -   Run 10/7/2019:

tr "world war ii" and nd book

death thanksgiving i'm a pole

death of parent

world war ii montana

first rule of punk mooncakes

Monitoring Searches Summary update:
In looking at individual school district word clouds and knowing school started for both districts on August 19, 2019, the searching period was not a full 3 months of student use which is typical for the summer and early school year. The searches appears to be of normal school use.

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.