EBSCO Quarterly Report 2021 for Utah Education Network (UEN) (Q4)
October 1, 2021 through December 31, 2021

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

There were 8 Support tickets open this past quarter and all 8 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 1/6/2022

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 3,925,473 search queries

The 3,925,743 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 October, November and December where December use can dip lower due to the holidays and finals.

Top 100 Search Terms for UEN as queried by users:

japanese internment camps	michael jordan
snow	african elephants
sudanese refugees	young people changing the world
mark twain	atoms
artists	homelessness
social media	9/11
george washington	teens and sports
tigers	banning books
social media and mental health	christmas
pandemics in history	benefits of new technology
confederate monuments	minimum wage
benefits of music	dolphin
india dowry	alexander the great
what makes a good leader	allowance
music therapy	censorship
violent video games	how much education is enough
nature vs nurture	ruby bridges
marie curie	titanic
abortion	leadership qualities
greek mythology	rachel carson
everglades	minecraft
ancient egypt	new york colony
death penalty	censorship in social media
speed of light	13 colonies
confederate monuments removal and controversy	music benefits
summer olympics	earthquakes
salem witch trials	refugee
mental health	tiger
video games	american revolution
social media censorship	immigration
medieval weapons	john cabot
santa claus	fast fashion
teddy roosevelt	honey bees
covid-19	jose marti

anxiety	social media addiction
gun control	kkk
benefits of sports in teens	sharks
martin luther king jr	revolutionary war
al capone	mary shelley
sports	delian league
technology	new technology
teen sports	diabetes
climate change	sports and teens
william shakespeare	pandemic
standardized testing	is technology advancing society
artificial intelligence	harriet tubman
assisted suicide	henry ford
animal testing	arthur miller
individualism	education
cancel culture	halloween history
maya angelou	su bigfoot or sasquatch
dogs	mary wollstonecraft
youth violence	lgbtq
global warming	amelia earhart
the healing power of music	kwanzaa
harry potter	deforestation
george washington carver	baseball
drones	lebron james
king tut	hunting
music	jk rowling
snow and utah and lake effect	video games and violence
halloween origins	donald trump
soccer	spanish flu
benefits of sports for teens	simone biles
genetic engineering	pandemics
holocaust	frankenstein and mary shelley
hawaii	nematodes
social media and censorship	dangers of electronic cigarettes
george orwell	elizabethan era
jackie robinson	albert einstein
angie thomas	fortnite
alexander hamilton	obesity
rosa parks	video games and mental health
nuclear energy	naruto
women in the military	benefits of technology
space exploration	pennsylvania colony
leadership	walt disney
depression	african elephant

shakespeare	daylight savings
john muir	vietnam war
school uniforms	cats
world war 2	india discrimination
basketball	jack the ripper
football	flamingo
utah	texting while driving
christopher columbus	electric cars
technology and society	the black plague
abraham lincoln	poverty
smartphone	fear
kobe bryant	police brutality
entomopathogenic nematodes	henry hudson
edgar allan poe	animal experimentation
civil rights movement	black sunday
cars	euthanasia
theodore roosevelt	marijuana
self driving cars	computer
malala yousafzai	pit bulls
apartheid	women aviation
sports in teens	sleep
puritans	pearl harbor

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.