# EBSCO Quarterly Report 2022 for Utah Education Network (UEN) (Q2) April 1, 2022 through June 30, 2022

#### 'Parent' Accounts:

s6467521 - UTAH EDUCATION NETWORK

s4459386 - Utah Education Telehealth Network

There were 7 Support tickets open this past quarter and all 7 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 guarterly.

- 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) - April – June 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 4/1/2022 through 6/30/2022 was 5,144,081.

The 5,144,081 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 represents use for April, May & June, 2022.

### Top Search Terms for UEN as queried by users:

Top Search Terms for OEN as queried by users.	
Newtons third law of motion	
Earthquakes and tectonic plates	
Manifest destiny	
animals	
Indian removal act of 1830	
Entomopathogenic nematodes	
Paper airplanes	
carbon	
titanic	
Ancient Greece	
Emmett till	
Contact sports	
Trail of tears	
sports	
Walt disney	
dogs	
earthquakes	
Ancient Egypt	
football	
butterflies	
zaibatsu	
River valley civilizations	
Steve jobs	
Sleep	
skiing	
macromolecules	
"chem"	
Gap year	

### **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.