EBSCO Quarterly Report 2021 for Utah Education Network (UEN)
January 1, 2021 through March 31, 2021

There were 9 Support tickets open this past quarter and all 9 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 4/7/2021

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 1/1/2021 to 3/31/2021 was 3,396,528 search queries

The 3,396,528 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 January, February & March where January is usually a very slow research month, whereas it picks up in February and March is typically a heavy research month.

Top 100 Search Terms for UEN as queried by users:

gun control	lise meitner
anne frank	cell phones
recycling	rosa parks
nolan bushnell	football
social media	sleep
tigers	american dream and gender
death penalty	tiger
video games	global warming
assisted suicide	titanic
malala yousafzai	jackie robinson
martin luther king jr	elizabethan era
video games and violence	penguins
sons of liberty	immigration
abortion	civil war
american dream	school start times
homework	gobi desert
refugee	helen keller
middle ages	dolphin
climate change	adolf hitler
renaissance	should college athletes be paid
vietnam war	king tut
walt disney	purr
recycling centers	artificial intelligence
soda tax	civil war and middle east
mental health	abraham lincoln
(xx "later school day start time" or xx "debate " or xx "school day " or xx "debates & debating " or xx "public debate ")	animal testing
school uniforms	gun control in america
spain	racism in america
social media and mental health	animals
sports	police brutality
racism	wolves
poverty	phones in school
anxiety	donald trump

depression	telegraph
dogs	immigration in the united states
amelia earhart	nuclear energy
albert einstein	air pollution
california marine conservation	william shakespeare
marine conservation	natural disasters
conservation	freedom of speech
frederick douglass	american dream and race
human trafficking	american dream and class
covid-19	the american dream
basketball	nuclear power
sharks	cell phones in school
space exploration	kobe bryant
brazil	elvis presley
louis armstrong	george washington
school lunches and nutrition	capital punishment
world war 2	social media and teens

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.