



exa education

Internet & Filtering for Schools

SurfProtect Analytics



The Analytics feature of SurfProtect provides you with a clear overview of the activity performed on your school's internet connection.

The Analytics feature is currently most effective for SurfProtect Quantum and Fusion customers due to its Active Directory integration enabling web activity to be attributed to the individual user. However, SurfProtect Cloud and Proxy users are able to view the top twenty most popular websites accessed on their network and rejected requests, as well search queries done over the HTTP protocol.

This guide explains exactly what you are able to see with SurfProtect Analytics, and if you have any questions please don't hesitate to get in touch with a member of our team on 0345 145 1234 or education@exa.net.uk.

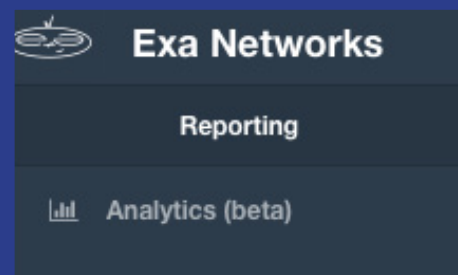
What can you see?

Web Usage

SurfProtect Analytics enables you to quickly and easily see both a summary of the entire school's web traffic and search requests - so you have a comprehensive understanding of the ways in which your school's connectivity service is being used, helping you to both fine tune your SurfProtect filtering policy and assist with online safeguarding measures.

To access SurfProtect Analytics, simply click on the 'Analytics (beta)' section on the left hand side of your SurfProtect panel. This will open a new tab and show you all of your day's data so far (this will update every fifteen minutes to provide you with the most recent information).

Analytics are divided into two sections - 'Web Usage' and 'Search Requests.' The one which is visible upon logging in is 'Web Usage', simply click between the tabs to alternate your view.



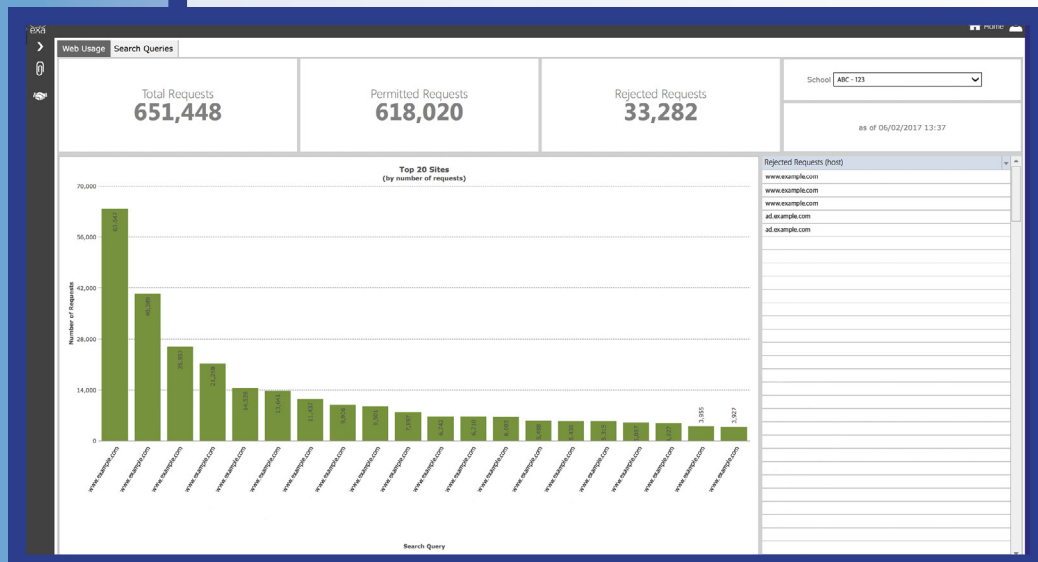
Web Usage

This screen provides an overview of the websites requested, the number that were accessed and which were blocked.

The graph displays the top twenty most popular websites visited - for the large majority of schools, the number one site will typically be their chosen search engine. The list on the right hand side displays the web addresses that were blocked by your SurfProtect policy, you may notice that there are a high number of rejected requests which begin ad.

These are generally pop-up advertisements which are blocked by default with SurfProtect.

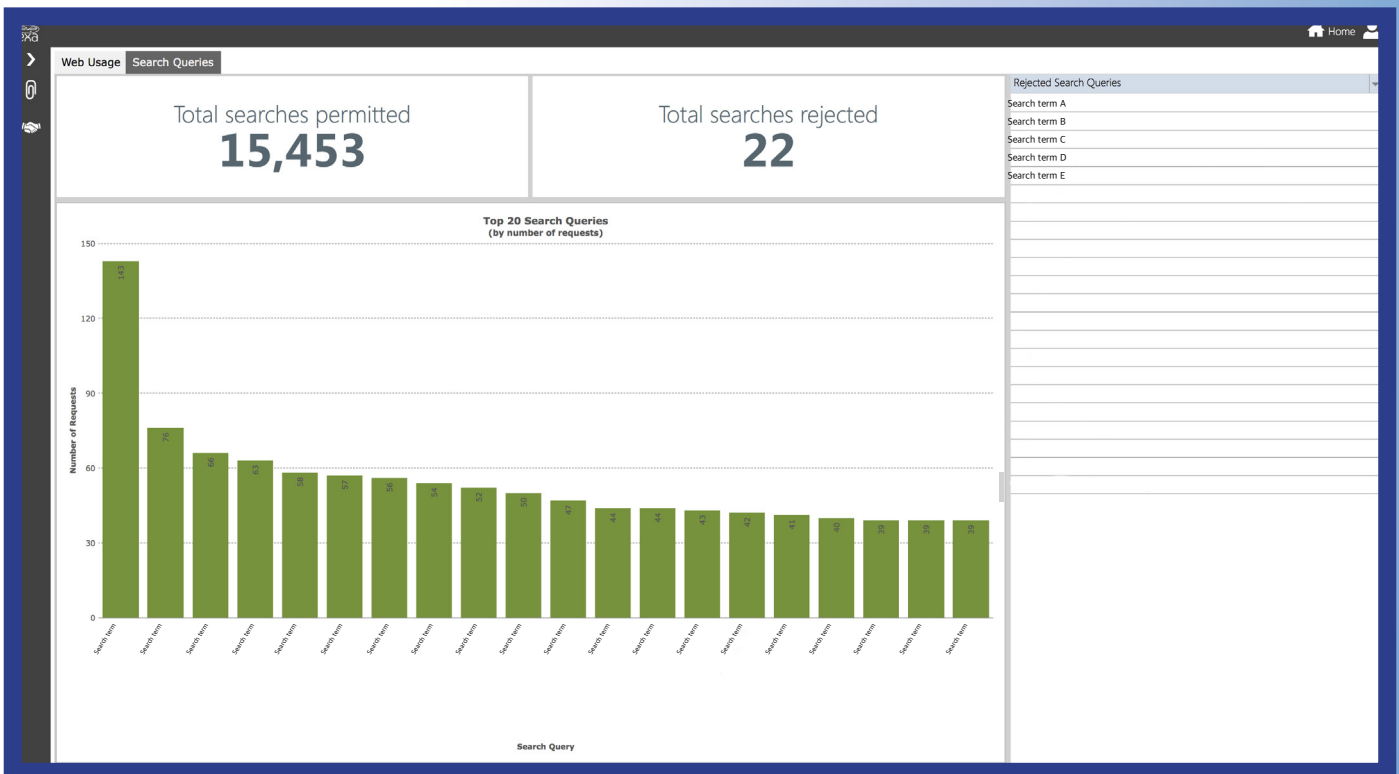
If you would like to see which student has requested a banned URL, simply clicking on the rejected request will bring up both their username and the timestamp that the attempt was made.



Search Queries

This screen provides you with details on the type of content students are searching for.

- The graph shows the top twenty most popular returned search queries, and the number of times they were requested. This offers a great insight into the topics students are currently researching.
- The 'Total searches permitted' is the number of search requests which were allowed according to your school's SurfProtect policy.
- The 'Total searches rejected' is the number of search requests which were not allowed as they contained words included in your SurfProtect blocked search term list(s).



Identifying Inappropriate Activity

As with 'Web Usage', the right hand side bar displays rejected search queries and to find out which user performed the search at what time, you simply need to click on the query. Please note that as individuals are identified by integration with your school's Active Directory, the username will match that of the AD and therefore may not be immediately recognisable.

User list for rejected search (porn)

User	Time
User 1	09:07

E-Safety Guidance

It can be incredibly helpful to see the type of content students are searching for from a safeguarding perspective as, on occasion, it may be that it is inappropriate, concerning, or even illegal.

In these situations it is incredibly important to have a coherent e-safety plan in place to ensure that all members of staff know how to proceed in the event that an online safeguarding issue does arise.

We've created a flowchart which acts as a helpful starting point in understanding how to respond to an e-safety incident, you can view this at: www.exa.is/e-safety

We hope this guide to SurfProtect Analytics was helpful and, if you have any questions, please get in touch with our team.

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