Eating disorders

Pornography

Bullying

Self-harm

Grooming

Radicalisation

Racism

Homophobia

Drugs

Protect your students on school or Trust networks

Why is safeguarding important?

With children aged between 8 and 15 now spending more than twice as much time online at school and at home than they did a decade ago, and with the Prevent duty being a legal requirement, there is now a greater need than ever to protect students as they use school technology.

Alongside the current internet monitoring and restrictions, webcam blocking, endpoint security and enforcement of schools' Acceptable Use Policies, NetSupport DNA also includes the following features:

Keyword Monitoring

The Keyword and Phrase Monitoring feature in NetSupport provides an insight into and alerts from any activity by a student that might suggest they are engaged in unsafe activity. A database of pre-supplied keywords and phrases (available in a range of languages) is used that covers topics from self-harm, bullying and racism, through to risks of radicalisation.

Schools can add their own keywords and export them later for sharing with other schools, if required. School leaders can configure DNA to monitor the words students are using when they type text, copy text to a clipboard or when they search on the internet. Staff can also choose whether to exclude certain applications from monitoring.
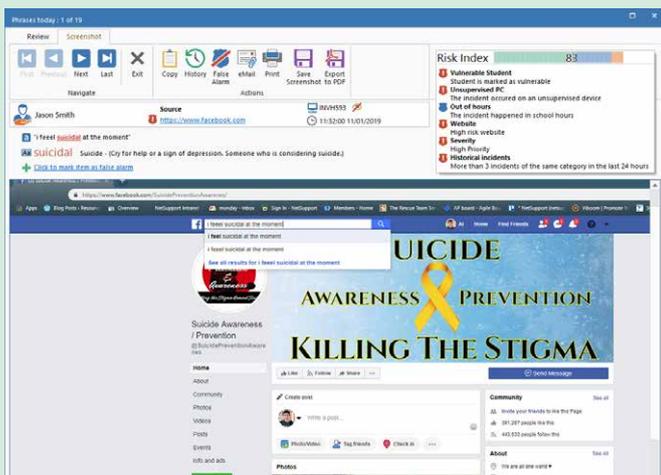
With advanced neurolinguistics to ensure accurate detection and matches, DNA avoids any unnecessary "false alarms". Keywords and phrases can have individual severity levels set to control the outcome on matching – from a simple log of the activity, through to triggering an instant alert or screen capture. Alerts can be directed to nominated staff with details of the context, who can now mark the event as 'in progress' or 'complete' to highlight the

status of their review. This is extremely useful to keep track of which ones need reviewing or to let staff know where to pick up if others are on holiday.

In addition, a word cloud shows instances of triggered keywords and phrases over a given period, and each is colour coded based on word priority, ensuring schools can monitor trending items. By clicking on any word in the cloud, staff can see details of which students have typed it and the application used.

Contextual intelligence-based Risk Index

This automatically flags high-risk events and vulnerable students, based on sophisticated contextual AI risk analysis. It assesses the context and history of a child's activities – from the devices used, time of day, and websites visited (including previous alerts they may have triggered) – and, from this information, creates a numerical risk index. A high-risk index could result if a child has repeatedly researched a safeguarding topic (e.g. suicide) out of hours, in an unmonitored setting such as the library. A lower index rating could result from a student searching a lower risk keyword in

a local application during school hours that may have been used for curriculum topics.

Using the Review feature, school staff can review each triggered word or phrase and see details including student name, PC and the time it was triggered, along with the Risk Index breakdown. Staff can print, save, email or take a screen grab of the results to forward to a colleague to follow up on. By selecting History, it will show which console users have viewed the event.

Report a concern

The "Report a concern" feature in NetSupport DNA allows students (on any school PC) to discreetly report a concern that they have to a member of staff they trust. Students can also attach documents, and/or a screen grab to their report to evidence the details of their concern. Within the remit of safeguarding, concerns raised could be anything from bullying, to abuse at home, emotional stress, or simply being witness to concerning behaviour by another student. The module allows the school to add as many staff as they wish on the system and the students can select who they wish to direct their concern to. The member of staff is instantly alerted when a concern is raised and can track it, re-assign it and record any follow-up actions. Teachers can also add concerns if they are confided in verbally by a student. Senior staff and safeguarding leads at the school can be assigned rights to view all concerns raised and will be alerted if any concern is not actioned within a pre-defined period of time. Additionally, a history of concerns for a specific student can be viewed.

Set user views

In schools that are linked (e.g. multi-academy trusts or school districts), this feature allows a school to see only its own data on an operational level, whilst that of other schools is unavailable and can only be viewed at a higher level.

'Vulnerable' students

Students 'at risk' can be flagged on the system or viewed in a dynamic group, helping staff to easily identify them.

Online resources

To give students additional options to access help independently, NetSupport DNA provides a list of online resources and helplines in their chosen country. Staff can manage the pre-populated list and add any additional ones they feel are appropriate.

Profiles

Schools can create multiple profiles for different groups of devices or users (i.e. year group or department level), each with its specific component settings. This means settings such as internet access can be applied to specific groups, allowing schools to implement age-appropriate monitoring and restrictions.

Cloud-based safeguarding console

The new Azure-hosted safeguarding console helps Safeguarding Leads access safeguarding alerts on the go. The safeguarding cloud stores local data to allow them to view triggered safeguarding keywords, new contextual intelligence-based Risk Index alerts, reported concerns by a child and the trending topics word cloud. The cloud is fully secure and does not contain any webcam images that may have been taken on the school network.

The new cloud module also includes a smartphone-optimised UI to allow safeguarding staff to quickly search for a specific child and review any recent alerts or concerns.

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