

Protect your students

Eating Disorders

Radicalisation

Bullying

Anorexia

Racism

Drugs

self-harm

NetSupport DNA contains a wealth of features developed exclusively with schools to help support effective student safeguarding.

Why is safeguarding important?

With children aged between eight 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 now 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:



Report a concern

Ensuring children can report a concern they might have is key to an effective safeguarding policy. The concept for the "report a concern" feature in NetSupport DNA is relatively simple: namely, to provide an option on each school PC where any student can 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.

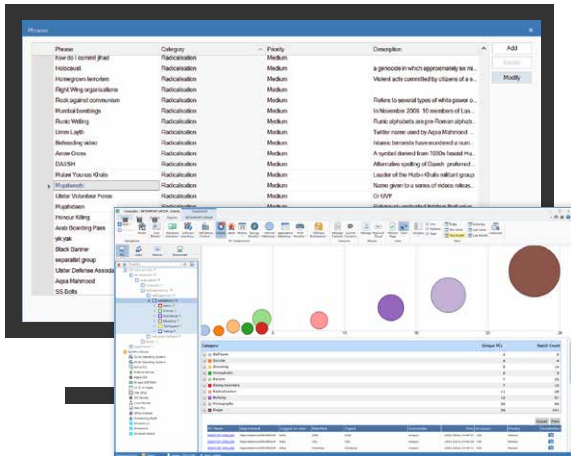
The module allows the school to define as many staff as they wish on the system. Students using any DNA-enabled PC can select who they wish to direct their concern to. The member of staff is instantly alerted when a concern is raised and can track it, re-assign it and record any follow-up actions. Teachers 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.

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.

Keyword Monitoring

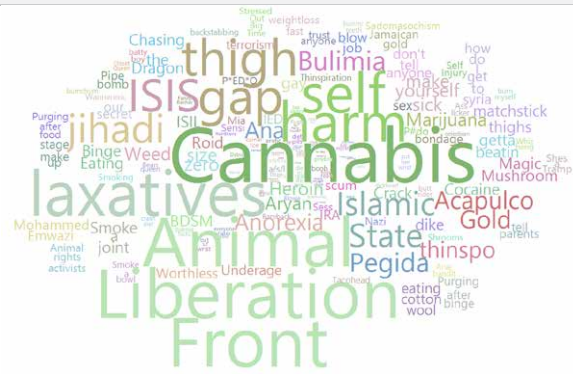
The Keyword and Phrase Monitoring feature in NetSupport DNA is designed to provide a school with insight into and alerts from any activity by a student that might suggest they are engaged in activity that would place them at risk. A database of pre-supplied keywords and phrases (also available in a range of languages) is used that covers a range of 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 (e.g. the sentence in which the word or phrase was used, the application, the logged on user, date/time and any supporting screenshot). In addition, a **word cloud** shows instances of all matching low-level keywords and phrases over a given period, 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.

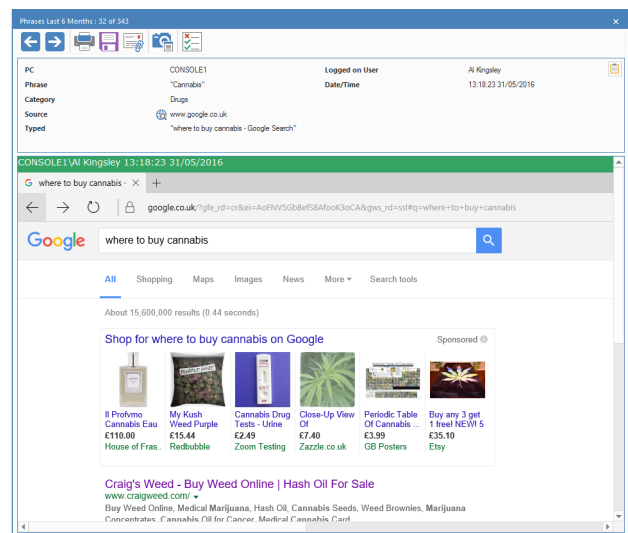
The **Review feature** allows school staff to review each triggered word or phrase and see details including student name, PC and the time it was triggered. Staff can print, save, email or take a screen grab of the results to forward to a



colleague to follow up on. By selecting History, it will show which console users have viewed the event.

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.

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.



“We welcomed the opportunity to assist NetSupport as it developed this important safeguarding technology which we are sure will be welcomed by schools.”

Nicky Peachment, IWF Commercial Relationship Manager

To offer schools this tool to help effectively safeguard their students, NetSupport has worked with internationally-operating organisation, the Internet Watch Foundation, and collaborated closely with its local authority, school safeguarding leads and local schools to ensure the keywords supporting NetSupport DNA’s technology are as comprehensive and relevant as possible.