

# Student Journey Report FAQ

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## What information is included in the Student Journey Report?

The Student Journey Report contains:

- **DATE/TIME:** The date/time stamp for each activity or connection made by a student
- **RESULT:** Whether a connection has been allowed, flagged, or blocked.
- **CATEGORY:** A collection of websites that contain similar content or are published by the same company. For example, social media sites, Google and YouTube.
- **ACTIVITY:** A brief description of the activity or the title of the visited page.
- **TYPE:** The kind of activity, such as visiting a webpage, Google search, or watching a video on Youtube.

Timeline for Alicia Moreno School.Mgr.1				
DATE/TIME	RESULT	CATEGORY	ACTIVITY	TYPE
2022/05/11 16:52:49	BLOCKED	Google Search	"you chose violence"	Search
2022/05/11 16:51:32	FLAGGED	Google Search	period panties	Search
2022/06/14 15:45:00	BLOCKED	LinkedIn	linkedin.com	Web
2022/06/14 15:45:00	ALLOWED	Google News	google.com	Web
2022/06/14 15:30:00	BLOCKED	LinkedIn	linkedin.com	Web
2022/06/14 15:30:00	ALLOWED	Amazon	amazon-adssystem.com	Web
2022/06/14 15:30:00	ALLOWED	Amazon, Google,	Sky News Australia is a global hub for climate misinformation,	Web

## What do Allowed, Flagged, and Blocked Results mean?

The Student Journey Report flags a student's connection based on several risk factors and filtering rules.

- **ALLOWED** - Allowed results are activities that the school identifies as safe.
- **FLAGGED** - These online activities indicate that the student's well-being may be at risk and that appropriate interventions may be needed. The activities that the Report will flag include bullying, violence, hate speech or offensive language, self-harm, substance abuse, suicide, depression and adult content.
- **BLOCKED** - These are activities that the student had unsuccessfully attempted. Blocked activities often mean that certain filtering policies have been violated by the student, and they were prevented from completing these activities.

## The Report for one of my students shows that some connections to inappropriate content have been allowed. What should I do to ensure my student opens only safe online content?

Timeline for Adrian Fischer				Linewize
DATE/TIME	RESULT	CATEGORY	ACTIVITY	TYPE
2022/05/16 16:35:58	ALLOWED	Youtube	 Russian battalion loses armoured vehicles in failed river crossing - BBC News	Video
2022/05/16 16:33:28	ALLOWED	Youtube	 Russian unit hiding in trees destroyed by Ukrainian artillery strike	Video
2022/05/16 16:32:27	ALLOWED	Youtube	 Column of Russian tanks destroyed by Ukrainian missile squad	Video

It also depends on the strength of the school's filtering rules. We recommend speaking to your school and IT administrators to configure the appropriate filtering rules. You can also do the following in Classwize:

- Create a [Block Rule](#) that will immediately close the tab containing inappropriate content and stop them from opening it while your class is in session.
- [Close the tab](#) with unsafe content immediately (Chrome only).
- Enable [Focus](#) to ensure that the student only opens certain sites while the class is in session.

If the student is using their own device (BYOD), ensure that Safe Search and Safe Mode are enabled.

## What reported activities should I pay special attention to?

- Searches for inappropriate or unsafe information, such as those indicating self-harm, abuse, bullying, and violence
- Searches, web pages, or apps that are trending among your students. Some safe content may have embedded unsafe information, ads or third-party applications, and some may have instructions on how to circumvent content filtering
- Connections that were flagged or blocked and how often they were attempted
- The number of connections they make during class that suggest inattentiveness or distraction
- Trends, patterns and use of distracting websites, games or entertainment e.g. youtube during class time. Use Classwize Rules to create block rules to ensure effective internet use during learning time.

We recommend escalating these activities and flags to your school leadership for support and further investigation in School Manager.

## What data indicate that a student is struggling to focus or maintain interest in class?

Some data that may suggest a student is distracted may include:

- Opening sites or searching for information that is unrelated to the lesson.
- Opening multiple tabs while the class is in session.

The Date/Time and Activity columns will tell you what online activities students were doing while classes are in session.

## If the Student Journey Report suggests that students are not paying attention to class, what can I do to address this issue?

Classwize offers several [Tools](#) to help you manage students and/or encourage good behavior.

- While the class is in session, you can switch on [Focus](#) which limits students' activities to just the site(s) you want them to visit.
- If the student is using Connect for Chrome on their device, you can close the tabs that are not essential to the class. For students using Connect on Windows or Mac, you can create rules that will block certain sites for them.
- You can create a Block rule to prevent students from opening some sites while the class is in session.
- You can reward the student for good behavior by allowing them to access "fun" resources for a limited period.
- You may send them a one-way message that reminds them to stay on topic or focus on the lesson
- If your class doesn't need to use the internet for the time being, you may Pause the Internet for the whole class.
- If the student is using a Chromebook, send the student a chat message to remind them to sta

Note that some of these class management features are unavailable on all device types. See [\[feature availability article\]](#).

## My student's report shows a lot of online activities that occurred while the class was in Focus session.

Some data on the Student Journey Report are considered "Noise", such as connections to printers, shared folders, advertisements, and embedded content from third-parties.

However, not all Noise should be deemed safe, so you may want to pay closer attention to activities that could indicate your students are hot-spotting or connecting to VPNs to avoid filtering rules.

## A search term has been flagged as risky on the Report, but the student used the keyword for a legitimate school activity.

Prepare a list of resources: You can recommend a list of safe online resources in advance and allow access only to these resources during a [Focus](#) session.

Suggest safe search expressions and keywords: You may advise students to use alternative search expressions

or provide them with a number of safe search keywords and phrases. This helps students to stay on task and avoid distractions. It also ensures that only valid and safe sites appear on their search results.

Contact your school IT admin to see if they can allow websites or update a filtering policy to allow students to conduct legitimate research without being flagged and blocked for a specific period.

## Does the User Journey Report show if the student has viewed videos on an application or a website?

The User Journey Report shows if the student has viewed or searched for videos on YouTube. While it indicates that a student has visited other streaming websites, the Report doesn't say if the student has searched or viewed videos on those streaming sites. However, the report includes the title of the streaming page they visited, indicating the kind of content they are interested in or looking for.

## Why is the Student Journey Report not available to all Classwize users?

Classwize users are usually (but not always) teachers. These reports may contain sensitive student information, so schools must nominate which Classwize users have reporting access. We understand that some schools/districts may wish to control who has access to this powerful feature, which is why it's not enabled for everyone by default.

If your school or district wants to give all Classwize users access to this feature, they can do so in the Classwize Configuration page in School Manager. Contact your school or IT administrator for help.

## The Student Journey Report shows that several activities have been either flagged or blocked. However, these connections are for valid schoolwork.

You can [create an Allow rule](#) that lets your students access blocked sites while your class is in session, provided these blocked rules are not locked.

You can use [Reward](#) or use [Bypass Codes](#) to allow them to access blocked sites without restrictions temporarily.

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