



How to Monitor Without Surveillance

Monitoring without conversation is surveillance. Open communication can prevent resistance to online monitoring solutions. The following talking points set the foundation for transparent conversation about student monitoring.



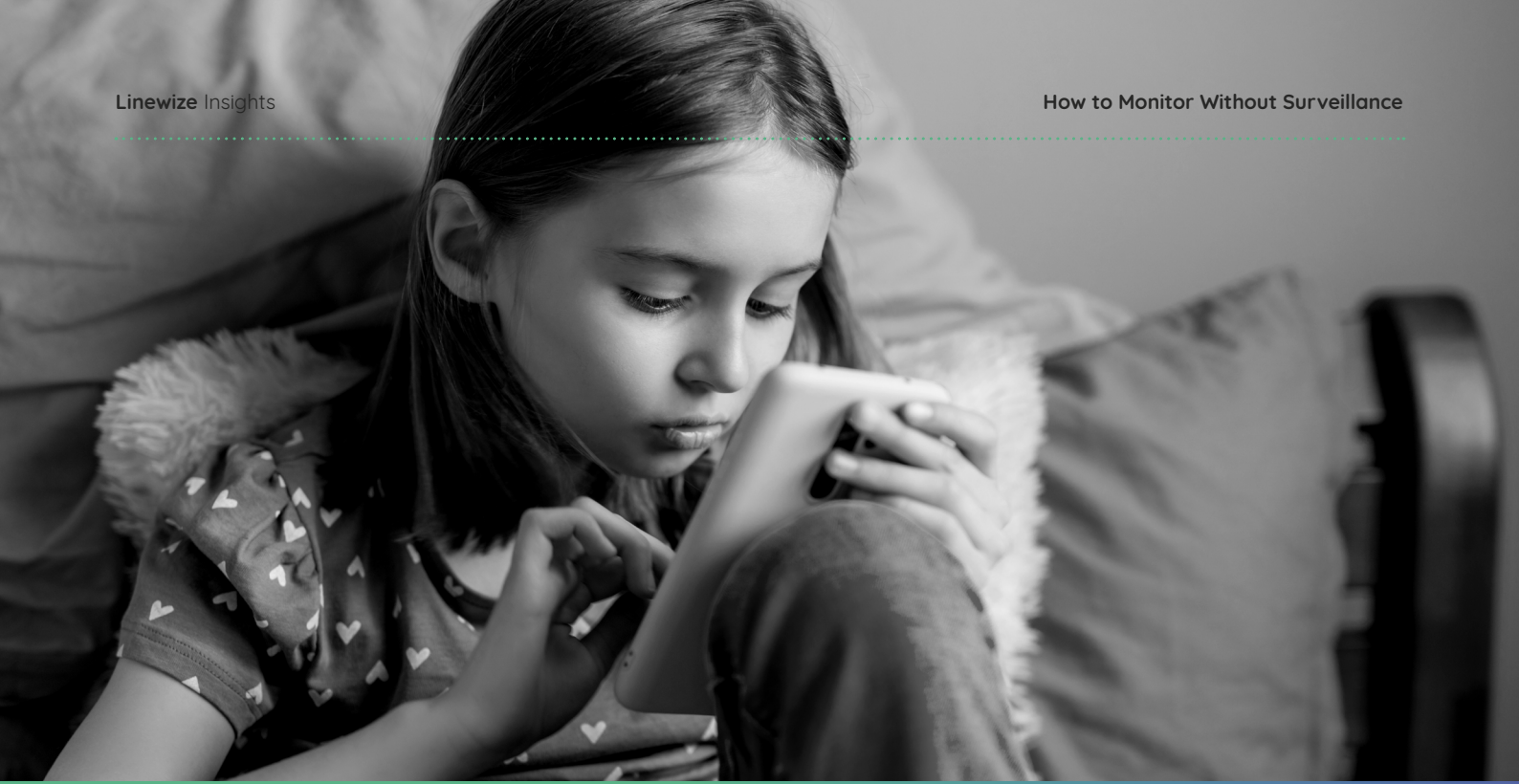
What is Linewize Monitor?

Linewize Monitor is an online student safety and threat detection tool designed to keep students safe, protect their mental well-being, and maintain federal compliance within school districts.

As digital learning in the classroom evolves, the need to protect children online is a key safety concern for educators.

How Does Monitor Detect Risks?

- 1 When a user performs an action on a device that has Monitor installed, the information is captured and analyzed by AI, which assigns an initial risk category and level.
- 2 If the AI believes a “capture” (a piece of information categorized as an “Event” in Monitor) negatively impacts student safety and wellness, the information is sent to the moderation team.
- 3 The moderation team carefully assesses every event to evaluate the context of the activity, age range of the student, etc.
- 4 Based on their analysis, the moderation team will confirm or re-assign the risk level. The school will be contacted based on our communication guidelines and alerting preferences.
- 5 Our moderators will always call the designated safeguarding contact when a serious or imminent threat is identified.



Monitor Features and Limitations: Do's and Don'ts

What Linewize Monitor does do:

- ✓ Assesses potential threats across 7 key categories (including bullying, self-harm, drugs, violence, and more).
- ✓ Significantly reduces the risk of delivering false-positive threats, saving staff valuable time.
- ✓ Leverages the skillset of highly trained Monitor moderators to evaluate context of flagged activity.
- ✓ Empowers schools to make their own decisions on how to treat student data.
- ✓ Uses advanced technology to prevent capture of personally identifiable information (PII).

What Linewize Monitor doesn't do:

- ✗ View, share, or collect personal student data.
- ✗ Contact parents directly.
- ✗ Have access to parental contact information.
- ✗ Access video cameras or microphones on student devices.
- ✗ Monitor personal devices that are not used in classrooms (such as cell phones).

Linewize Monitor: What You Need to Know

What student data can **be seen and by who?**

<p>Linewize employees cannot see, access, or share student user data.</p>	<p>Linewize Moderators can only see screenshots of flagged activity. They cannot see student names and other confidential information.</p>	<p>Schools are only alerted to potentially risky activity.</p>	<p>IT departments typically remain out of the Monitor post-setup, reducing the amount of staff who can access and manage Monitor.</p>
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Linewize human moderators assess risks.

- ✓ Linewize is equipped with a team of highly-trained human moderators who analyze flagged online activity to determine the severity of potential risks.
- ✓ Linewize contacts school authorities personally if a high-risk issue is identified.
- ✓ Low-risk behavior is sent to the Monitor dashboard, where the school's nominated staff member can review and manage flagged activity at their discretion.
- ✓ Linewize's moderators help remove "false positive" risks that the AI may have flagged.

Linewize Monitor: What You Need to Know cont.

How does Linewize Monitor protect student privacy?

Privacy is a critical priority for Linewize and for districts. Linewize Monitor is the only solution to hold all four iKeepSafe student data privacy certifications:



Additionally, Linewize has also taken the Student Privacy Pledge introduced by the Future of Privacy Forum (FPF) and the Software & Information Industry Association (SIIA).

How does Linewize Monitor enable districts to keep students safe?

By adopting Linewize Monitor, schools can:

- ✓ Better maintain their duty of care by ensuring the students are safe online.
- ✓ Receive automatic alerts when suspicious online activity is detected.
- ✓ Notify parents when students attempt to or successfully access inappropriate or harmful content.
- ✓ Download student behavioral and wellbeing reports.
- ✓ Pinpoint students who may need mental health resources.
- ✓ Identify students who are at-risk (self-harm, bullying, violence, etc).
- ✓ Quickly mediate and intervene when suspicious activity is flagged.

Linewize Monitor: What You Need to Know cont.

Intellectual freedom is encouraged

Students should feel free to use their school-issued devices to research information regarding topics they're curious or want to learn more about.

Students are encouraged to search for any information they need without the fear of being over-monitored.

Students should also feel comfortable reporting instances to the school where they believe monitored activity has resulted in unfair and/or biased disciplinary action.

Minimal interference

Linewize Monitor only becomes active if a risk to student safety or wellbeing is detected. It will only alert staff when there is clear evidence of a threat to student learning or student safety.

Context and intention matter

Activity that is prematurely flagged for non-risky behavior are referred to as "false positives." Monitor's algorithms and human moderators take content and intention into consideration.

For example, if a middle school student is researching the negative effects of drugs for a paper, that student would not be flagged.

Data is not collected indefinitely

Linewize Monitor stores data for schools for 12 months. Afterwards, data is permanently deleted.

Linewize only monitors student activity in real-time and moderators cannot access student activity data retroactively.

Students are encouraged to search for any information they need **without the fear of being over-monitored.**

5 Online Student Monitoring Myths

Myth 1:

Every sensitive subject is flagged - even if it isn't a threat.

Linewize Monitor uses AI-aided technology and human moderators to only flag online activity that could negatively impact student safety, mental health, or academic performance.

Myth 2:

Monitoring tools unfairly target students of lower socioeconomic status.

Monitor uses the same set of rules, procedures, and algorithms to flag harmful online activity for every user, unbeknownst to and regardless of socioeconomic status or demographics.

We do recognize that some students use school-issued devices as personal devices at home, and therefore may be subject to more monitoring than students with personal devices.

There are several nonprofit organizations that help low-income households supply children and teens with laptops and PCs.

Additionally, the new Affordable Connectivity Program is a federal benefit program that helps student guardians pay for internet service and devices.

Myth 3:

Teachers analyze student monitoring data often.

Monitor should be managed by mental wellness and/or leadership staff. In most cases, teachers do not have administrative access to Monitor.

5 Online Student Monitoring Myths

Myth 4:

Linewize Monitor dictates how schools respond to flagged behavior.

Linewize Monitor is—first and foremost—an awareness tool for student safety protection and prevention.

As a company that focuses on our core student safety mission, we have no involvement in how districts respond to flagged activity.

Linewize does not:

- Advise on disciplinary actions
- Report directly to legal authorities without strong evidence of an imminent and serious threat to student safety
- Dictate how schools use data

Myth 5:

Linewize moderators can view personally identifiable information

At Linewize, we do our best to ensure our moderation team cannot view personally identifiable information (PII). Therefore, when a moderator assesses flagged online behavior, they are unable to see the student name, school, age, and other identifiable information.

Furthermore, Linewize Monitor understands when a user is on a page that is likely to contain sensitive information. For example, it recognizes when a webpage has a password or phone number field. In these cases, this information will be asterisked to block it from view.

Addressing Sexuality and Reproductive Health Activity

In openly communicating the challenges of monitoring without invading privacy around sexuality, we hope to build trust and jumpstart **meaningful, solution-oriented conversations around these tough topics.**

Challenge area:

Pornographic content context

Schools are required by law to ensure students aren't accessing pornographic content online. However, it is difficult for any monitoring technology to differentiate between 'pornography'-related activity and curious activity that may fall under the 'pornography' category.

For example, let's say a student types the following phrases into a search engine:

two women having sex pics



what is lesbian sex



Solution

As our technology evolves and machine learning plays a more crucial role in our software, our goal is for Monitor to better understand search intent in the "pornography" category.

Openly communicate keywords that may be flagged and keywords that are bypassed, particularly as it relates to sexuality and reproductive health.

Addressing Sexuality and Reproductive Health Activity

Challenge area:

Subjective analysis of flagged online activity

How students are reprimanded (if at all) for flagged online activity depends on the person(s) responsible for managing the school’s Monitor account.

Therefore, how one staff member reacts to activity related to sexuality or reproductive health may differ to how another reacts—even in the same district.

Solution

Encourage and guide districts to create a framework and policy for how Monitor users should consistently and fairly respond to sexual content.

We encourage schools to react responsibly to online activity that does not directly impact the safety and well-being of students.

Challenge area:

Laws vary from state to state

Reproductive, privacy, and consent laws vary from state to state. As a result, how data is used may depend on the school’s geographic location.

Solution

Create a more comprehensive list of keywords that Monitor shouldn’t flag.

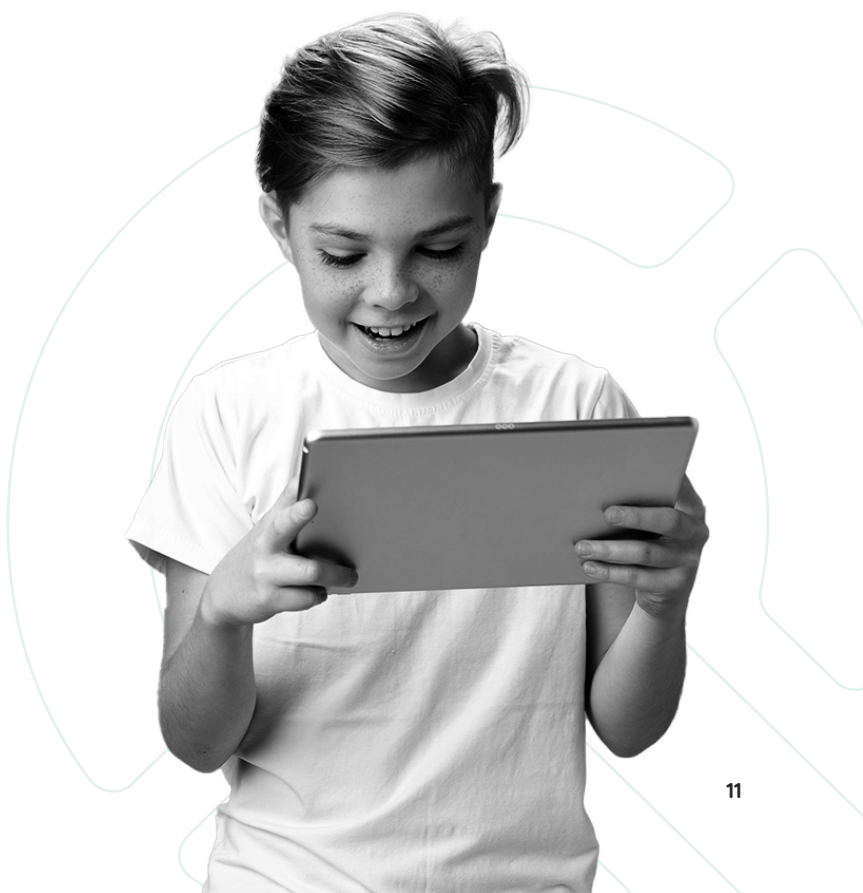
Explore features that make it possible for districts to opt of monitoring certain keywords without compromising compliance.

How Linewize Will Support Districts

Online monitoring systems will continue to (rightfully) face resistance and skepticism.

Here at Linewize, we plan to continue supporting districts in our shared mission to protect student safety.

- Make it easier for districts to communicate with transparency
- Encourage and provide guidance on how to use online monitoring to protect without inhibiting creative expression or invading privacy
- Better communicate feature capabilities and limitations
- Explore the development of features and functionalities that protect student safety and privacy
- Provide additional documentation regarding privacy and how to answer FAQs by parents and community
- Build a better, education-focused Linewize Monitor onboarding experience
- Provide additional documentation to enable schools to better communicate with governors and agencies
- Distribute our student safety framework and code of conduct





Linewize is the leading provider of digital safeguarding solutions in the U.S. For more information, visit our website or get in touch with our team of experts.

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Linewize is part of Qoria, a global technology company, dedicated to keeping children safe and well in their digital lives. We harness the power of connection to close the gaps that children fall through, and to seamlessly support them on all sides - at school, at home and everywhere in between.

Find out more
www.qoria.com