



**SUNCOAST
CHRISTIAN COLLEGE**



CASE STUDY - SUNCOAST CHRISTIAN COLLEGE



CyberHound and Suncoast Christian College - Protecting At-Risk Students

CyberHound’s student welfare and internet management solution has helped to protect Sunshine Coast students after identifying self-harm talk in online conversations. The patented technology was implemented by Suncoast Christian College to ensure the cyber safety and wellbeing of students at school and off campus and has assisted the school to identify students in need, by alerting student welfare staff when self-harm is discussed on social media sites.



The CyberHound solution has already been able to stop a sexual predator from outside the school contacting a student on their school-provided laptop. The reporting and alerting system from CyberHound has proved invaluable in bringing these unwanted advances to our attention for us to action.

Greg Mattiske, Principal, Suncoast Christian College



Suncoast Christian College (SCC) is on Queensland’s Sunshine Coast in Australia and is a member of Associated Christian Schools (christianschools.org.au). The College fosters community and builds social and emotional wellbeing across 860 students from Prep to Year 12, with Biblical values underpinning relationships, conduct, presentation and work ethic. SCC provides a digital learning environment through its one-to-one laptop program for Years 7-12.

Prior to installing the CyberHound solution, SCC was able to block inappropriate web use at school, but once the school-issued laptops were taken off the network, the school was

unable to extend this protection. This means that as students connected their laptops to the internet at home or elsewhere, they were able to browse any inappropriate internet content or potentially waste time on social media sites when they were meant to be doing homework. Additionally, students were also exposed to cyber predators and bullying via social media.

“Before we rolled out the CyberHound technology we worried constantly about students’ use of web-based technologies and social media.” Suncoast Christian College Principal, Greg Mattiske.

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We have a very firm policy on bullying and we are delighted to have the ability to pick this up and even identify the victims of cyber bullying through the CyberHound technology – both inside and outside the school.

Greg Mattiske, Principal, Suncoast Christian College



The answer for SCC was the Unified Threat Management solution from CyberHound. The solution includes CyberHound's pattern-matching technology to identify communications that reflect potentially destructive behaviour. In this way schools can identify perpetrators of inappropriate communication and the silent victims – vulnerable students who are subject to cyberbullying, racism, contemplating the use of drugs or even considering self-harm.

The system was deployed on a highly redundant virtual server rackmount at the school. Social media control is provided via the patented ClearView technology, along with Category Web Filtering to manage internet use, and NetGuard IPS to provide the school with protection against other cyber threats.

The CyberHound RoamSafe remote filtering agent was deployed on student laptops so that all policies set by the school would continue to apply to laptops whether they were used on the school network, on the bus or at home. Students are therefore protected inside and outside the school.

“The CyberHound solution enabled our school to further support families by extending the cyber-protection provided at school to homes and wherever the school laptops are connected to the internet,” Mr Mattiske said.

Since installing the CyberHound solution, Suncoast Christian College has dramatically improved and transformed the cyber safety and wellbeing of students.

“We now feel completely comfortable that we have a framework to reliably and predictably manage laptop use in a pre-defined and acceptable way. Not only are we delighted but also the parents have applauded our use of this technology and have become real supporters of the program,” Mr Mattiske says.

On one occasion the system identified a series of predatory messages sent to a student on Facebook from an adult outside the college. The inbound messages were blocked, so they didn't distress the student and a College administrator was alerted. The school was able to intervene quickly and report the predatory behaviour.

CyberHound's system has also been a vital tool in helping the school deal with students considering self-harm. The technology is able to detect relevant communications on popular social media sites, such as Facebook, LinkedIn and Twitter, and even Google or Bing searches and alert staff to suspicious language.

On at least one occasion, staff members at the College have been alerted to an extremely serious self-harm situation that could have resulted in tragedy, without the early warning system provided by CyberHound.

In a typical school there are hundreds of thousands of online communications every day – many coming from outside. These range from email and web searches to chat messages and social media updates. ClearView analyses these messages and identifies inappropriate content such as profanity, racism, aggressive behaviour and sexual or gender slurs. Any inappropriate content (inbound or outbound) is blocked so the intended recipient is protected and an alert is simultaneously sent to appropriate school staff members. Students sending inappropriate content receive a warning message about the use of inappropriate language.

CyberHound's technology has been created and continues to develop with the assistance of schools and various professional advisors. It is provided as an ongoing service with very frequent updates that reflect the changing nature of risks to students.

Our pastoral care team has been able to offer timely and specific assistance to our students considering self-harm by utilising the CyberHound reporting and alerting system.

Greg Mattiske, Principal, Suncoast Christian College