

Web Activity Monitoring Frequently Asked Questions

Web Activity Monitoring is a service offered through Gaggle Safety Management. It provides monitoring and human review of student activity within the browser.

How does Web Activity Monitoring work?

Web Activity Monitoring reviews content typed into all text areas within the browser. This includes search engines, chats, posts, comments, drafts, and more.

Input with concerning content is escalated for review by the Gaggle Safety Team. The Safety Team reviews concerning content discovered through Web Activity Monitoring using the same criteria and categorization guidelines they use for all concerning content. Based on the category and severity of the content, the Safety Team will issue an alert to Emergency Contacts as appropriate.

What information is included in a Web Activity Monitoring alert?

Alert category and severity (QCON/PSS)	Username
User email address	School/Group Name
Search terms	URL for the executed search
Time of the search	Screen capture of the student screen
Content typed into a form or field in the browser	

Which search engines are currently supported?

Google	Yahoo
Bing	DuckDuckGo
百度一下	你就知道
Ask.com	Yandex.com

Does Web Activity Monitoring need to be installed at the account level or can it be activated on district owned devices only?

Districts can choose to install the extension on district owned devices (device-based installation) or based on the student login (account-based). Gaggle's extension requires that the student be logged in to the browser to know which student is using the device.

With account-based installation, any device the student is logged into will be monitored. This includes personal devices that may be shared at the student's home. Device-based installation will monitor activity only on district-owned devices.

How is Web Activity Monitoring installed?

Web Activity Monitor works through an extension installed on the browser*. Gaggle's implementation team will work directly with you to determine the best installation path for your district and how to assign the extension to your student devices and accounts.

*Google Chrome and Microsoft Edge browsers are currently supported. Apple Safari browser support is coming during the Summer of 2024.

Does Web Activity Monitoring impact network or device performance?

No. In the hundreds of districts where Web Activity Monitoring has been deployed and meticulously monitored, no impact has been detected on networks or devices.

Will Web Activity Monitoring change how students use their school accounts or devices?

No. Students won't experience any difference in how their school accounts or devices work. Web Activity Monitoring works quietly in the background, ensuring their online experience remains smooth and uninterrupted.

How does Web Activity Monitoring impact Emergency Contacts?

Emergency Contacts can expect to receive notifications about harmful browser activity of students. The alerts from Web Activity Monitoring will look nearly identical to the alerts Emergency Contacts have grown accustomed to receiving from Gaggle Safety Management. However, these alerts will include screen captures to add helpful context. By providing Emergency Contacts with these detailed and context-rich alerts, Web Activity Monitoring significantly improves their ability to protect and support students in real time.

How can Web Activity Monitoring be configured for your district?

Capture Page Image: Capture the student's screen where the concerning content appears as an image. The screen capture will be linked in the alert email and in the Portal.

Monitor School Devices Only: Limits the extension to district owned devices only.

Monitor by IP Address: Limits the extension to monitor web activity while the device is working within a certain IP address range.

How many additional alerts will our Emergency Contacts receive with Web Activity Monitoring enabled?

While there is variability between districts in the number of Web Activity Monitoring alerts that are created, districts do see an increase in alerts when Web Activity Monitoring becomes enabled.

Alerts generated through Web Activity Monitoring are categorized and shared with Emergency Contacts in alignment with your district processes. Web Activity Monitoring alerts contain a screen capture that can be helpful in providing more context when responding to alerts.

Districts that enabled Web Activity Monitoring have expressed appreciation for the additional insights it has provided to their staff and support it has provided to their students.

What are the steps to enable Web Activity Monitoring for our district?

1. Reach out to your Customer Success Specialist or your Customer Success Manager and let them know you are interested in enabling Web Activity Monitoring. Share with them which browser or browsers you are using.
2. Consider how you'd like to have Web Activity Monitoring configured for your district.
3. Note how you currently manage browser extensions for your devices (Google, InTune, MS Group Policy, or other).
4. Inform your district Emergency Contacts of the new functionality so they are ready to respond to Web Activity Monitoring alerts.