

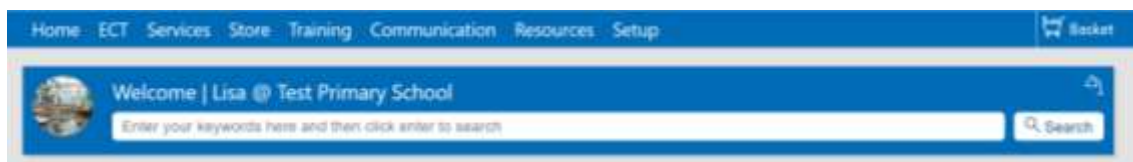


West Sussex Services for Schools

Search Tool Update within WSSfS

Following feedback from West Sussex County Council and other Local Authority customers, our WSSfS system provider (Frontline Data) have implemented changes to the search tool.

I know this change will be welcomed by schools and is one of the most common improvement areas flagged to us since the system was launched. You will notice that the search is now global across the whole website and no longer requires you to select an area in which to conduct your search.



The update from Frontline is as follows:

"This is a long-awaited update that we are excited to announce and is one that should really improve the customer's experience of finding content across the system as a whole.

With the new updates, users will be able to search for any News, Training, Resources, Store item or Team profile page from their homepage search bar, instead of having to select the type of results they are searching. They will be able to just click '**Search**' and be returned with a new page (**Global Search Page**) showcasing all results in one place.

As a starting point for all searches, the system will showcase any matching results to the search, with an indication on each result to the type of information listed on the system..

This will mean if a user was to search '**Governor**' they will be returned with all **News, Training, Resources, Store item** (the 'Store' option will search through: Contracts, Services, Products) or **Team profile pages** that are relevant to that word.

The search functionality itself has been improved, meaning that the search will be much smarter in picking up typos or near searches, so searching '**Maths**' will return all '**Mathematics**' and '**Math**' results too.

Below we have listed some of the ways in which the search can now help to give the best results possible.

- **Synonym** - Any Synonyms for words that we know are commonly searched for. Searching for NQT will return ECT results as well, maths will return mathematics and CRB will show results for DBS as well.
- **Stemming** - This will take the core of the word that is being searched for and use this to search for variations of that word. For example search – "performance" the



system will take the root word 'perform' and return results for:

Perform
Performs
Performing
Performance
Performer
Performed

- **Phrase search** - Phrase searching is enables you to use "double quotes" to search for words in a precise order and with a precise spelling. For example search - "Performance Art" will only return items with these two words next to each other and spelt in this way.
- **Misspelled words** - Frontline will also be maintaining a dictionary of commonly misspelled words to help return the results required across all spellings entered."

Now we have the confidence that the search functionality is working globally in WSSfS we would like to ask schools to contact us if items they are searching for in WSSfS do not appear. Our team are keen to identify where information is not listed in a way you might search for it so we can address this and support the technology change Frontline have implemented and make WSSfS work effectively for you. For anything you wish to find on WSSfS where the search option does not lead you to the expected outcome please email school.services@westsussex.gov.uk and provide the following information:

- The exact search terms/phrase entered
- The information you were looking to find

The changes do not mean that individual document content can be searched but we can consider the names applied when loading documents and add key words in the system background to help flag the content so it will work well with the search improvements applied. Your support with this is invaluable in improving the system for everyone."