



TECHNOLOGY DEPARTMENT UPDATE

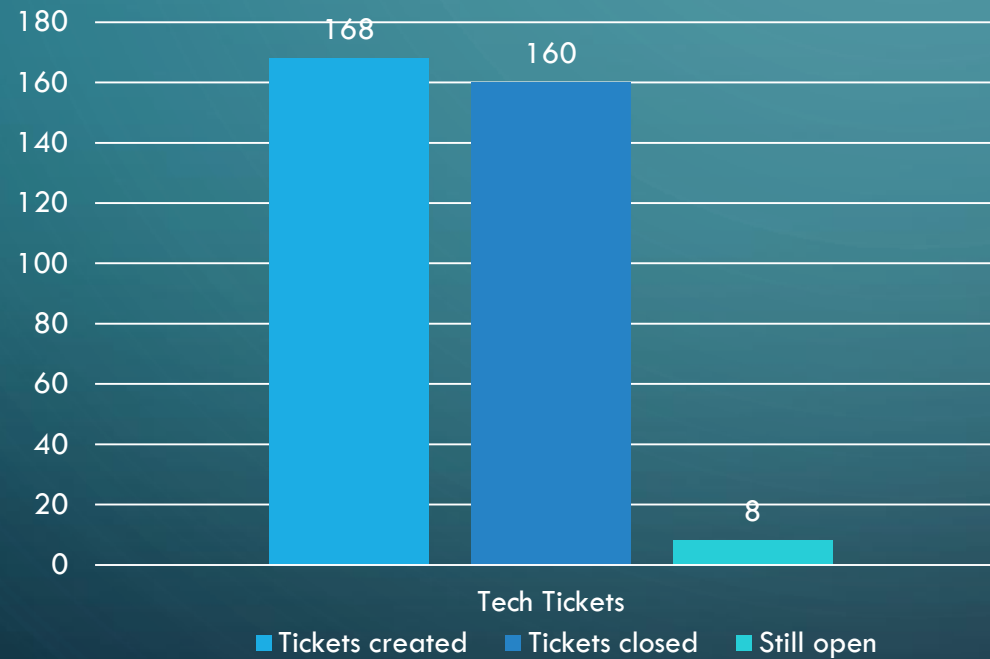
MAY, 2026

A MESSAGE FROM THE ESD TECHNOLOGY DEPARTMENT.

- Dear Staff,
- You may have heard the term “E-Rate” mentioned in conversations about our technology systems, and I wanted to take a moment to explain what it is and how it benefits our district.
- E-Rate is a federal program that provides funding to schools and libraries to help reduce the cost of telecommunications and internet services. The goal of the program is to ensure that students and staff have reliable, high-speed connectivity to support teaching, learning, and daily operations.
- Through E-Rate, we are able to offset a significant portion of our technology infrastructure costs. This includes helping pay for our internet service and wide area network (WAN), which connects our buildings and systems across the district. Without this support, these essential services would place a much larger burden on our general budget.
- In addition, E-Rate funding allows us to make important upgrades to our internal network. For example, we use these funds to replace and improve Wi-Fi access points to ensure strong and consistent wireless coverage throughout our buildings. We also use E-Rate to support upgrades to battery backup systems, which help keep our network equipment running during power interruptions and protect critical hardware.
- Overall, E-Rate plays a key role in helping us maintain a reliable, secure, and modern technology environment for both staff and students.
- If you have any questions about E-Rate or our technology systems, please feel free to reach out.
- Sincerely,
Technology Department

TICKET STATISTICS

4/1/26 – 4/30/26



Tickets that were reopened: **10 (Most are from a thank you reply)**

Average time spent: **28m 12s**

Average response time: **2h 10m 55s**

Average duration: **6h 20m 43s**

COMPLETED PROJECTS

- Upgraded one security camera outside Shadow Butte Elementary.
- Upgraded network switch in Emmett High gym.

UPCOMING PROJECTS

- Add a network switch to Emmett High main stack.
- Collect chromebooks from grades 6-11. We let the seniors keep their chromebooks.
- Change our internet filter from Deledao to Blocksi.

SUMMER PROJECTS

- Blow the dust out of all desktop computers.
- Wipe down all chromebooks.
- Remove technology from the preschool modulars.
- Classroom moves at Butte View to the other side of the building. (Move computers and lower viewboards)
- Install network equipment at True North Prep.
- Install cameras, wifi and vape sensors at True North Prep.
- Install computers, viewboards at True North Prep.
- Clean all security cameras.

