

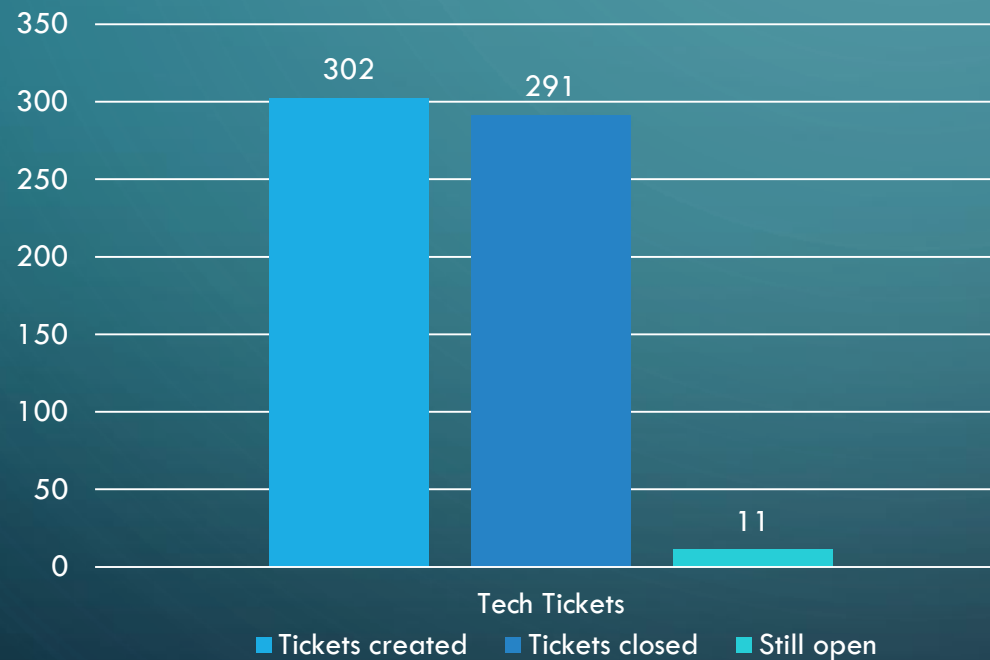


TECHNOLOGY DEPARTMENT UPDATE

OCTOBER, 2026

TICKET STATISTICS

9/1/26 – 9/30/26



Tickets that were reopened: **38 (Most are from a thank you reply)**

Average time spent: **2h 14m 10s**

Average response time: **6h 2m 16s**

Average duration: **10h 40m 33s**

A MESSAGE FROM ESD TECHNOLOGY DEPARTMENT

Welcome to this month's Technology Update! Here's what's on our radar for October.

Tech Tip of the Month: Take Back Your Time with Keyboard Shortcuts

A few shortcuts can save you minutes every day:

- **Ctrl/Cmd + Shift + V:** paste text without the formatting baggage
- **Ctrl/Cmd + F:** search any webpage or document instantly
- **Ctrl/Cmd + Shift + T:** reopen the browser tab you just closed by accident

Cybersecurity Awareness Month

October is Cybersecurity Awareness Month, and phishing emails are more convincing than ever. Before you click, ask yourself:

- Does the sender's address match who they claim to be?
- Is the message creating urgency ("Act now or your account will be locked")?
- Were you expecting this request?

If something looks off, don't click. Report it to district.tech.staff@isd221.net and we'll take a look. We'd much rather check a hundred harmless emails than miss one real threat.

Did You Know? Using AI Thoughtfully in the Classroom

AI tools are showing up in lesson planning, feedback, and student work.

A few things to keep in mind:

- Never enter student names, grades, or other personal information into an AI tool that hasn't been approved by the district.
- Always review AI-generated content for accuracy before sharing it with students.

COMPLETED PROJECTS

- Install TV'S in Emmett High School gym.
- Upgraded network switch in Emmett High School pressbox.
- Added a Wifi access point to Emmett High School concession stand.
- Changed our email filter to another vendor that lowered the cost by 23%. This also gave us more features.

UPCOMING PROJECTS

- Add a network switch to Emmett High main network stack.
- Upgrade network switches at the District Office.
- Upgrade network switches at the Transportation department.
- New Microphones to be installed in Emmett High Gym.
- Move board room and add two new TVs, microphones and camera.







