



# Educational Technology Association

Technology for Learning

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## June 2025 ETA Report

Any questions please contact Josh Hayes, [jhayes@k12eta.org](mailto:jhayes@k12eta.org)

**Tickets (ETA Wide):** *(This is off a little since we transitioned to a new helpdesk in May)*

- Current Open: 262
- Created this month: 766

### Trainings Provided:

- Artificial Intelligence
- 3D Printing
- STEM Kits
- Virtual Reality Tours
- PowerSchool
- TSDL Workshops

### Updates:

- Clare Gladwin RESD has signed the agreement to become a member of the ETA. This expansion will significantly bolster and enhance our network operations, allowing for increased collaboration and shared resources.
- We implemented a new helpdesk software platform this month. This strategic initiative represents a significant step forward in streamlining technical support and enhancing service delivery across the Educational Technology Alliance (ETA) and all constituent districts within the Clare Gladwin region.
- Dustin Webb served as the Educational Technology Association's representative on an Artificial Intelligence Panel. The panel provided valuable insight into the adoption of AI across various business sectors and its current integration within educational institutions. It was evident that all participants are currently engaged in navigating the complexities of this emerging technology.
- We had to repost for the technician position in Crawford AuSable schools. Hopefully, we find better success with this posting.

- We continue attending cyber partner meetings (virtually) to stay informed of the newest threats. We then share this information with all the districts within the four ISD support regions of the ETA.
- Our external vulnerability scanned 113 threats in 1056 locations this month. We have no open vulnerabilities at this time.
- All backups have been verified. Google backups were checked at COOR ISD, Manistee ISD, Wexford Missaukee ISD, and West Shore ESD. Veeam (server) backups have been checked for Mason County Central, Mesick, Bear Lake, Manton, and Baldwin.
- Below are the latest statistics from last month's phishing campaign.

