



January 10, 2025

Dear Crawford Tech Families and Staff,

I am writing to inform you today, January 10, 2025, that PowerSchool, our Student Information System (SIS) provider, has notified us of a cybersecurity incident affecting their systems that may have compromised data from our school community.

On January 9, 2025, during a PowerSchool webinar, we were informed that their security team had discovered unauthorized access to their customer support portal. PowerSchool has informed us that this breach in their systems potentially exposed information from our school's database. While PowerSchool states they have contained the incident and believes the risk of data misuse is low, we are taking this situation seriously and closely monitoring their response.

**What PowerSchool Has Reported:**

- The unauthorized access occurred through their PowerSource support portal
- The breach was limited to their SIS database; other PowerSchool products were not affected
- They have taken steps to secure their systems, including deactivating the compromised credentials
- They are working with law enforcement and cybersecurity experts

**Information PowerSchool Says Could Have Been Exposed:**

PowerSchool is still conducting their investigation to determine exactly what information was accessed from their systems. They have informed us that across their customer base, the exposed data could include:

- Parent and/or child's basic contact information (names, addresses, phone numbers, email addresses)
- For "some" individuals, sensitive Personal Identifiable Information (PII) such as:
  - Medical information
  - Student records

PowerSchool has not yet confirmed which specific data elements belonging to our school community were accessed. They are working to determine whether sensitive PII from our students and families could have been included in the breach.

**IMPORTANT:** Do not respond to any direct communications or notifications you may receive from PowerSchool about this incident. All official communications will come from Crawford Tech.

**PowerSchool's Commitments: PowerSchool has informed us they will provide:**

- Credit monitoring services for affected adults
- Identity protection services for affected minors

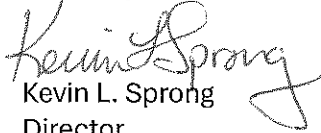
- Additional details about the specific data involved as their investigation continues

While this incident occurred within PowerSchool's systems, our school administration is actively pressing them for answers and ensuring they provide appropriate support and protection for our community. We have demanded that PowerSchool provide timely updates about their investigation and specific information about available services as soon as possible.

We encourage you to submit any questions you may have about this incident to [edouglas@crawfordctc.org](mailto:edouglas@crawfordctc.org) or call 814-724-6024 ext. 200. We will compile these questions and submit them directly to PowerSchool for response.

We share your concerns about this situation and are committed to ensuring PowerSchool fulfills their obligations to protect our community's data. We will continue to advocate for transparency and appropriate remediation measures from PowerSchool throughout this process.

Sincerely,



Kevin L. Sprong  
Director

Crawford County Career and Technical Center (Crawford Tech)