



Challenging young minds to soar.

Dr. Eisa M. Cox, *Superintendent* • Joshua D. Roten, *Chairman* • Dianne Eldreth, *Vice Chairman* • Teresa Calhoun • Polly Jones • Janet Ward
January 16, 2025

Dear Parents and Staff,

PowerSchool recently alerted Ashe County schools and the North Carolina Department of Public Instruction (NCDPI) to a cybersecurity incident impacting student and teacher data across the country. This incident was not isolated to North Carolina. PowerSchool is a student information system (SIS) that has been in use in North Carolina since 2013. As you are aware, Ashe County moved away from PowerSchool and upgraded to Infinite Campus in July of 2024. Although we are no longer with PowerSchool, we were informed that there was a compromise to student and teacher data that was hosted at PowerSchool.

PowerSchool became aware of a cybersecurity incident in late December 2024, involving unauthorized access to student and teacher data. **PowerSchool has shared that the threat has been contained and that the compromised data was not shared and has been destroyed.** PowerSchool is working with law enforcement to monitor the dark web for any data exposure.

Ashe County Schools has been notified that NCDPI is working with Powerschool to assure that all notifications are made to those impacted.

It is important to stress that there is nothing Ashe County Schools or NCDPI could have done to avoid this cybersecurity incident.

In the coming days, impacted students and staff will receive notification directly from PowerSchool disclosing the data that may have been compromised.

Protecting student and educator data is a top priority, and we are taking this matter very seriously. Ashe County Schools and NCDPI are committed to protecting our students and staff, and they are actively advocating for each of them as we navigate this situation with PowerSchool.

Thank you for your support.

Sincerely,

Dr. Eisa M. Cox,
Superintendent