EASTERN AROOSTOOK
RSU 39
(Caribou & Stockholm)

"Empowering Minds, Inspiring Futures"

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October 8, 2025

Subject: Important Update on Progress/Grade Report Distribution Procedures

Dear Parents and Guardians,

We are writing to share an important update regarding how progress reports and report cards will be distributed moving forward. Recently, a procedural error occurred during the distribution of first-quarter progress reports at one of our schools. We want to clarify that this issue was not caused by any failure of our technology systems or software. Our IT infrastructure remains fully secure and is functioning properly. We want to emphasize that this was not a data breach or cybersecurity incident either—student information was never accessed by anyone outside our school system.

Although this incident was limited to a single school, we believe it is important to take proactive steps to safeguard student privacy and promote consistency throughout our district. Therefore, we are implementing the following changes across all schools for students in grades 4 through 12, as these grade levels receive electronic reports.

- **Secure Distribution:** All report cards and progress reports will now be shared exclusively through the PowerSchool Parent Portal, rather than by email.
- **Staff Training:** Staff at all schools will receive updated training on secure document handling, privacy best practices, and the use of the Parent Portal.
- **Improved Procedures:** Additional safeguards and oversight are being put in place to uphold the highest standards of information management.

Our commitment to protecting student information and maintaining your trust remains our top priority. We appreciate your understanding and support as we make these improvements. If you have any questions, please feel free to contact us.

Sincerely,

Jane McCall

Jane McCall, RSU 39 Superintendent of Schools