

Carroll County Public Schools

Subject: PowerSchool / Naviance Nationwide Student Privacy Class Action Settlement

A nationwide class action lawsuit was recently settled involving PowerSchool Holdings LLC and its Naviance platform. CCPS utilizes Naviance and student families may receive settlement notices if they used Naviance during a specific timeframe.

Background

In August 2023, a nationwide class action lawsuit (Q.J. v. PowerSchool Holdings LLC, et al.) was filed alleging that student activity and communications on the Naviance platform were tracked by third-party analytics tools without adequate disclosure or consent. Although the case was filed in federal court in Illinois, it applies to students nationwide, including Maryland.

Why Families Are Being Notified

Families are being notified directly by the court-approved settlement administrator because their student logged into Naviance during the applicable period (August 18, 2021 – January 23, 2026). The notification does NOT indicate wrongdoing by CCPS and does not require any action by the district.

Settlement Overview

The proposed settlement includes a \$17.25 million fund for students who file claims. PowerSchool did not admit wrongdoing or liability. The company agreed to governance changes related to analytics oversight, enhanced transparency, and data minimization controls.

Overall Impact

- CCPS systems were not hacked or compromised; no ransomware or unauthorized access occurred. There was NO data breach.
- Data was collected and transmitted during normal, authorized use of the platform.
- This case concerns data analytics practices, not external threats or security failures.
- There was no violation of FERPA or student data privacy laws.

This matter highlights the limits of privacy policy assurances alone. CCPS continues to operate under a trust-but-verify vendor governance model, consistent with our cybersecurity, FERPA, and Maryland student data privacy obligations.

CCPS Response

CCPS will continue to engage PowerSchool to confirm current analytics practices, reinforce Data Privacy Agreement provisions, and perform periodic vendor risk reviews. No immediate operational changes are required, and CCPS systems were not breached.

FAQ for Families

Why am I receiving this notice?

Your student used the Naviance platform during the settlement period. The notice is sent by a court-approved administrator, not CCPS.

Was CCPS hacked?

No. This case is not a data breach and does not involve unauthorized access to CCPS systems.

What happened?

The lawsuit alleged that third-party analytics tools were used within Naviance that collected student interaction data without sufficient disclosure.

Is my child's data safe now?

PowerSchool has agreed to additional governance and oversight requirements. CCPS continues to monitor vendor privacy practices.

Do I have to file a claim?

No. Filing a claim is optional and handled directly by families.

Will CCPS receive money?

No. Any payments go directly to students who file claims.

Who can help me?

Questions about claims should be directed to the settlement administrator listed in the notice. CCPS school staff cannot file claims on behalf of families.