



California Community Colleges

CANVAS CYBERSECURITY INCIDENT: QUESTIONS & ANSWERS

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The California Community Colleges Chancellor's Office, the California Community Colleges Security Center, and Instructure (Canvas) are working closely together to monitor and respond to a reported cybersecurity incident that occurred in late April involving the Canvas learning system.

We know incidents like this can be concerning. We want to share answers to some common questions you may have regarding the incident.

WHAT HAPPENED?

Instructure, the company that provides the Canvas learning system used by our colleges, recently identified a cybersecurity incident affecting its systems.

The company has stated that it took immediate steps to contain the issue and is continuing to investigate with outside forensic experts.

This incident is affecting many colleges and universities across the country and is not specifically targeting any one California community college.

WHAT INFORMATION MAY HAVE BEEN INVOLVED?

Based on current information from Instructure, the data involved may include:

- Names
- Email addresses
- Student ID numbers (**not** Social Security numbers)
- Messages within the Canvas platform

WHAT INFORMATION WAS NOT INVOLVED?

At this time, there is **no evidence** that the following information was involved:

- Passwords
- Social Security numbers
- Financial or banking information
- Dates of birth

WERE COLLEGE SYSTEMS OR STUDENT RECORDS HACKED?

At this time, there is no indication that local college systems, including Student Information Systems (SIS), were directly affected.

Colleges only share limited information with Canvas to support course access and enrollment.

IS IT SAFE TO CONTINUE USING CANVAS?

Based on current information, the incident has been contained and Canvas remains operational.

Instructure has stated that it:

- Revoked affected credentials
- Applied security updates
- Increased monitoring
- Added additional safeguards
- Students, faculty, and staff can continue using Canvas normally while remaining alert for suspicious messages or scams.

WHAT SHOULD I WATCH OUT FOR?

The biggest concern right now is phishing or scam messages.

Because some basic information may have been accessed, scammers could send emails or texts that appear more convincing or familiar.

Examples might include:

- Messages pretending to come from your college or instructor
- Emails asking you to click a link or log in urgently
- Requests for passwords or personal information

HOW CAN I PROTECT MYSELF?

A few simple best practices can help keep your information safe:

- ✓ Be cautious with unexpected emails, texts, or messages
- ✓ Do not click links or open attachments unless you trust the source
- ✓ Never share passwords or personal information through email or text
- ✓ If something feels suspicious, contact your college directly to verify it

Remember: your college and Canvas will never ask for your password, Social Security number, or banking information through unsolicited email or text messages.

SHOULD I CHANGE MY PASSWORD?

At this time, there is no evidence that passwords were involved in the incident. However, it is always a good idea to:

- Use strong, unique passwords
- Enable multi-factor authentication (MFA) whenever available

WHAT IS BEING DONE ABOUT THIS?

The California Community Colleges Chancellor's Office and the California Community Colleges Security Center are working directly with Instructure to:

- Monitor the situation
- Assess any potential impact
- Support colleges and students
- Share verified updates and guidance

Protecting students, faculty, and staff remains our top priority.

WHERE CAN I GET UPDATES OR ASK QUESTIONS?

- Contact your campus instructor or IT department
- Visit the official Instructure Status Page for the latest updates from Instructure: <https://status.instructure.com>
- The California Community Colleges Security Center will continue to post updates to <https://cccsecuritycenter.org/updates/canvas.php> as more information becomes available. Your college may also post a similar page on its website with more localized information.

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