Email to all ScholarPack schools re discontinuing ScholarPack

Hi <FIRST NAME>,

I wanted to get in touch to share some important news: we have decided to discontinue ScholarPack in February 2026. We will instead move all schools using ScholarPack to Arbor MIS. This is a big change, but we're confident it will be a positive one, so I wanted to take some time to share why we're doing this and what it means next for <SCHOOL NAME>.

Why have we made this decision?

ScholarPack and Arbor have been working together as one team for the past four years. We've used that time to build a deeper understanding of what primary schools are looking for in an MIS, both by speaking with 100s of customers, and by training our teams to work across both MIS systems.

We initially thought that primary schools wanted the choice between a streamlined, admin-focused system like ScholarPack, and a more feature-rich, strategic system like Arbor. What we've found is that schools overwhelmingly choose Arbor for their primary school. In fact, Arbor is now used by 6,000 primaries vs 1,100 using ScholarPack, and it's chosen by 7 in 10 primary schools switching MIS.

Because we can see that primary schools increasingly prefer Arbor, and because it offers features we know many ScholarPack schools want, we've decided to discontinue ScholarPack in February 2026.

When do you plan to discontinue ScholarPack?

- On 12th February 2026, giving you 12 months to make the switch
- This means that January 2026 will be the last Census we support on ScholarPack

What will happen to my school?

- We'll move your school to Arbor Core before this date at no extra cost
- Arbor Core includes all the same features as your current ScholarPack package plus extras
- you can't get in ScholarPack like report scheduling, SMS and email, clubs and trips management, and more - all for the same price
- We'll train your team on how to use Arbor
- If you'd like to, you can choose to upgrade to access more features like Payments and Parent Portal

What do I need to do next?

1. **As a first step, join a special ScholarPack Schools Forum from 13th-27th February** to hear more about why we're doing this, and what it means for your school
2. **We'll invite you to a live demo of Arbor** so you can see the system in-action

3. **Book a consultation with a School Partnership Manager** who knows both Arbor and ScholarPack so you can ask questions about your move. You can also use this call to let us know if you'd like to choose a different package

4. **Agree your migration date with us,** and we'll then support you through onboarding and training

We know you're likely to have lots more questions - we've put together this guide for ScholarPack schools with more information on Arbor, the onboarding process, and some FAQs on billing and invoicing.

We look forward to speaking with you at the forums over the next fortnight.

All the best,

James and Thanai

CEO - Arbor, and Managing Director - ScholarPack

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