

Monticello School District ISD 882

MONTICELLO, MN / 4,200 STUDENTS

Monticello School District ISD 882 serves about 4,200 students in Monticello and the surrounding area, located about 40 miles north west of Minneapolis. After receiving a notification that their legacy student information system (SIS) was shutting down, they started looking at new vendors. Monticello selected Infinite Campus because of neighboring districts' positive referrals, powerful features and outstanding customer support.

Implementation

"Implementation was phenomenal," said Sue Heidt, the district's Director of Technology. "The organization and guidance from our Campus Trainer during implementation was fantastic. Our lead trainer had a great grasp on what our needs were, and I can't speak



Sue Heidt, Director of Technology

enough about how valuable that was. She helped us into the water easily, and didn't dump us into the deep end of the pool. Also, our Campus Project Manager kept us on schedule and budget and was able to guide us in the right direction on any needed customization."

Heidt said they immediately learned how to utilize Campus Community, which is accessible from Infinite Campus system and contains learning tools, user forums, virtual labs and more. "Our staff felt really comfortable," Heidt said.

Favorite Features

From an operational standpoint, Heidt said the most valuable tool is their subscription to Infinite Campus University (ICU). "I don't think we could function without it." ICU offers access to lunch and learn sessions, one-on-one training, webinars and more. This optional service gives a variety of opportunity for staff to learn about Infinite Campus and how to use it more effectively.

With an ICU subscription, Monticello can call Campus and immediately get directed to a trainer for personalized attention and support. "The training you get is amazing. Whenever we call, the support staff is so knowledgeable."

Students enjoy the Campus Student mobile app, which quickly displays their schedules, grades and assignments. "It's simple, and everything they need is right there," Heidt said.

Outstanding Support

"Support has been above and beyond our expectations," Heidt said. "They don't run from problems, they help you through it."



Monticello School District includes five schools - the newest is Eastview Education Center, which opened in 2017 and is home to kindergarten, preschool, ECFE, the Connect 5 transition program, and more. They also have two elementary schools, one middle school, an alternative learning center, and one high school.

Infinite Campus utilizes a customer satisfaction tool to gather feedback on the services provided to customers when they contact Campus Support. The support team has retained a 97% satisfaction rate and had multiple team members recognized by HDI, the Association for Technical Support Professionals.

Overall

"Overall our experience has just been so positive," said Heidt. "I think Infinite Campus is well-designed, simple to use, stable, and offers fantastic support."

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