

North Carolina Webinar

Questions and Answers from 11/28 & 12/1 Webinars

FUNCTIONALITY

What does the North Carolina Infinite Campus contract include for PSUs?

The contract includes the Infinite Campus SIS and nearly all our Premium Products & Suites (excluding Campus Food Service). For a full list, please visit www.infinitecampus.com/ncsis. Campus Food Service is the only primary tool considered an add-on; all other products are included.

How will the implementation of Infinite Campus affect ECATS?

PSUs will continue to use ECATS.

What about our ML program? Currently we use a third-party vendor.

You may continue to use your third-party ML program, or Infinite Campus includes an ML area that will track all necessary state-reported information.

Does Infinite Campus integrate with programs like Naviance or Scribbles Software that are used as third-party verification services to send alumni transcripts to colleges/universities or businesses?

We can integrate with many third-party systems through interoperability standards and data extracts. In addition, Infinite Campus provides eTranscript with the PESC XML specification. Learn more about integration: <https://www.infinitecampus.com/pdf/info/Third-Party-Application-Integration-Information.pdf>

Is FRAM separate from Campus Food Service?

Free and Reduced Application Management (FRAM) is part of our core SIS and is therefore included in services provided to PSUs

Does Infinite Campus archive messages that are sent to contacts?

Yes.

Does Infinite Campus work with Educator's Handbook? Will it even be needed?

Infinite Campus includes a full Behavior module for tracking and reporting student conduct. This could replace Educator's Handbook.

Can the Messenger application send messages to Parents/Guardians via email and SMS?

Yes. Email, phone, and text messages. Families can choose their contact preferences for email, phone, and text messages and the types of messages they would like to receive for each (e.g., attendance, behavior, emergency, general). Alternatively, email and phone contact preferences can be set en masse by the PSU. In this example, families would have the option to opt out of these messages.

Can the Messenger application send PDFs?

Yes, attachments can be added to messages.

If Rapid is still going to be used for authentication, will we still be able to assign rights per LEA for account management within Rapid?

Rapid is an Infinite Campus Digital Learning Partner so we may be able to integrate if necessary.

Is there a two-way messaging system included? Or just one-way messaging for schools to send information?

Our messaging features are primarily for one-way communication to send information to families. However, students can communicate two-way with their teachers using our Student Questions functionality. Infinite Campus is also releasing Classroom Feed functionality in 2024 for classroom communication.

We use Canvas as our LMS. Will we have to integrate the LMS into Infinite Campus?

While Infinite Campus includes a built-in LMS, we can integrate with Canvas LMS utilizing the OneRoster 1.2 specification.

What about the transportation system Edulog? Will that be integrated as well?

Infinite Campus can integrate with Edulog with a built-in tool called Data Extract Utility (DEU). The DEU automates data transfer between the Campus database and third-party systems, such as library and transportation. Data entered in the Infinite Campus database can be scheduled and securely shared with external systems.

Will there be a way to make mass changes to student information? For example, would we be able to upload a file that would allow us to mass update student addresses or schedules?

There are many mass update wizards within Infinite Campus that allow for these changes. Additionally, users are allowed database access to run scripts and create mass changes.

For attendance, is the default present, and only gets changed if you go in and switch to absent/tardy? Or do you have to mark something for each student?

Default is present. Teachers only need to mark absent or tardies.

Is it possible to toggle between admin access vs teacher access without having to sign in and out or using a different device/browser?

Yes, it is possible to navigate between admin and teacher functionality from one single login. There is no need to toggle between levels of access.

Can you run a report per student based on their student engagement check-in responses?

There is not a report to run this information. However, it is possible to drill into an individual student's response in student engagement check-ins.

Is there a homepage in your LMS?

There is a Classroom view that is available to teachers, students, and parents. Infinite Campus is also releasing Classroom Feed functionality in 2024 for classroom communication.

Will 504's be included? Will customizable alerts be available?

Yes, 504 plans can be created and stored in Infinite Campus, along with MTSS, IEP, RTI, etc. Customizable alerts are also available for schools.

Does Infinite Campus have standards-based report card availability?

Yes.

Will we be able to "State Exclude" enrollments and create custom tabs/tools and district-defined elements?

Yes.

How does Infinite Campus auto sync work with outside vendors that have student and teacher accounts?

We can integrate with outside vendors utilizing a variety of IDPs.

Can Infinite Campus connect with Mastery Connect because we just started using that this year?

It's possible to push data to Mastery Connect utilizing our Data Extract Utility (DEU) feature.

What kind of virus scanning/protection is built-in since teachers can insert links into their assignments inside the grade book?

We don't have anything that validates individual links. We limit what other types of attachments can be attached to eliminate .exe or .dmg files that would contain viruses.

For badge scanning, can you use this functionality in the main office for student sign-in/out?

Yes. You could implement this either as a self-service kiosk and/or a monitored mode that could be used by a front office user.

If a 504 is updated will the new version automatically show in Infinite Campus?

When built within our system, it will automatically show the most current version. Historical records are still available to be viewed from the student's Documents screen.

Can we see hall passes on an app or do we need to be on a computer?

You can view any part of Infinite Campus on any device.

Can individual PSUs turn on the parent function or limit some of their access?

Yes, each calendar (or school) will be able to customize their parent portal.

Can Infinite Campus integrate with Google Classroom?

While Infinite Campus includes a built-in LMS, we can integrate with Google Classroom utilizing the OneRoster 1.2 specification.

Will test scores be uploaded. Tests like EOCs, ACT scores, PreACT scores, PSAT scores, AP scores? Will we be able to run reports to find out what students did on those particular tests?

Yes, test scores can be imported at both the state and PSU level. Infinite Campus includes built-in reports, and PSUs will be able to create their own custom reports with this information utilizing our Ad Hoc Reporting module.

For tracking graduation requirements to see if a student is on schedule, is there a way to differentiate students who may be on a different graduation path? For example, students who are graduating with 22 credits instead of 28. Or students who are substituting their 4th math course with a CTE course?

Yes, PSUs can define a variety of graduation programs with unique requirements.

Can athletic teams and athletic eligibility/scholar athlete or driver ed requirements be seen and reported on using Infinite Campus?

Yes, these can be defined within our Academic Planning toolset.

Do the unpaid fees go with the student when they transfer within the district?

Yes, fees both paid and unpaid will travel with the student within the district.

How does the school store talk to the bank that the school uses?

Infinite Campus utilizes a PCI Level 1 payment merchant for processing these transactions. Within Infinite Campus, PSUs can set up their appropriate bank accounts and map them to the appropriate school store items and all other school fees.

Is there a career development plan function in Infinite Campus?

Yes, this can be established with the Academic Planning toolset.

Can the Fee module issue refunds?

Yes.

Can parents upload notes or anything with the attendance?

Not currently.

Does Infinite Campus track student address updates?

Yes, the Household Address screen keeps a complete record of all addresses in which a student's household has resided.

Will parents be able to register their child in school via online using Infinite Campus?

Yes, this is possible with a Premium Product called Online Registration, which is available (free) to PSUs through the North Carolina Infinite Campus contract.

Can parents use ONE login to track all their students? Not separated by district.

Each district has its own instance of Infinite Campus SIS. While guardians will have one login for multiple students in a single district, they will require separate logins for different districts.

If a PSU signs up for the first cohort, when would they be able to get started on creating schedules?

It's likely that you will schedule for next year in your current SIS and those schedules will then be converted over to Infinite Campus.

Newsletters use push notifications?

There are various ways to deliver newsletter communications to families. The most common way of delivering this information is through our Announcements feature (info appears upon user login) or our Messenger functionality that sends messages via email, voice, and text.

Does Infinite Campus talk to accounting programs like SFO (School Funds Online)?

We can integrate with many third-party systems through interoperability standards and data extracts.

Can staff alternate between teacher and parent accounts if they have students within the PSU?

Staff members would need a teacher account and separate parent account. However, both accounts can be tied to the same person record within the system.

Can custom reports be built regarding student enrollment?

Yes, this information is available to pull into custom reports and data visualizations. Infinite Campus also includes canned enrollment reports.

When a new calendar is created do you still have to maintain updates in both calendars, enrolling new students or changes to student demographic records?

No, there are clean-up tools to make sure that enrollment data in the new calendar is relevant. Student demographic information is not calendar-specific, so it only needs to be updated once.

From my understanding, parents can: register online, sign and submit transportation forms and other parent consents. Correct?

Correct!

Is there an interface for students to choose their next year's courses?

Yes, online course requests are an option through the Campus Portal. Alternatively, we allow for future year course planning through a tool called Academic Planning. This feature can be accessed by students, parents, counselors, and other staff to help map out a student's future years and courses.

Are online enrollment aspects customizable for districts?

Yes, districts can customize their online registration application.

Our district uses School Cash Online for fees and school bookkeeping. Does Infinite Campus pull data from School Cash online ?

Infinite Campus includes its own online payments tool (for fees, activities, and bookkeeping) and it is included with the contract for all North Carolina PSUs. Infinite Campus does not integrate with different online payments companies.

Will districts be provided an API to get backend access? How often are the sandbox servers updated?

Customers are allowed full backend access to Infinite Campus. Sandboxes are updated at the frequency requested by the school.

Is there a digital user's manual?

Yes, Infinite Campus maintains a Knowledge Base with product documentation and tutorial videos. These resources are updated with every new release.

Does this program work with ClassLink?

Yes, many of our districts use ClassLink.

Can chronic absenteeism be easily calculated & monitored?

Yes, this information is available on the student's Attendance screen.

Does Infinite Campus offer SFTP and ODBC access for data exports to other applications and services?

Yes.

Does Infinite Campus have the capability for custom data fields for students?

Yes, this is possible through the frontend of the system (no programming required).

Can parents upload documents through their parent portal? Like birth certificates?

Yes, this is possible through the Online Registration application.

Will the sandbox have a snapshot of our data? If so, will it be periodically updated? Or will it be anonymous data?

Your sandbox environment is a snapshot of your data, which can be updated at your request.

What if there is a change in address...will they be able to upload appropriate documents for that change or can uploads only happen during registration?

Document upload for address changes is only available during registration. However, many districts will choose to manually approve address changes in the Campus Portal. This allows them to approve the application once the appropriate documentation is received. A front office end user can upload this documentation to a student's record once received.

How do student records get transferred between PSUs?

Infinite Campus provides a student records exchange tool for transferring records between PSUs.

Are Infinite Campus data dictionaries already available?

You will have access to data dictionaries at the start of your implementation.

Is there a capability to do risk assessments and maintain health data?

Health is a built-in module with several screening tools available.

Can Canvas content be imported into Campus Learning?

Yes. We integrate with Canvas via the OneRoster specification for score pass back and rostering.

Will state reports be built into Infinite Campus?

States can push down reports to PSUs and your state reporting will be inside of Infinite Campus.

Is there translation available?

Yes, canned translations exist as well as the ability to create and support your own within the PSU.

Is there a Health Module included?

Yes.

Re-enrollment capabilities?

Yes, Infinite Campus includes re-enrollment capabilities. Online Registration allows for annual updates. Additionally, if a student leaves school and returns, it's possible to restore the student's previous schedule.

Does Infinite Campus integrate with SchoolNet?

We can integrate with many third-party systems through interoperability standards and data extracts.

If the student checks in via kiosk, does that update Infinite Campus in real time?

Yes.

Are there specific badges that are needed to utilize the badge kiosk check ins?

No, if the student's badge has a barcode that represents the student, you can use that. You can also utilize QR codes and RFIDs (Infinite Campus does not generate the QR codes). Infinite Campus also offers a built-in badge designer, if needed.

Use of the badge scanning. Is there additional equipment for scanning?

Infinite Campus has hardware that is available for purchase:

<https://www.infinitecampus.com/sales/hardware>

Does a parent have one record even if they have more than one student?

A parent would have a single login to access all their students within a single PSU.

Will parents need to create their own portal accounts?

New families will be given an access key as soon as they finish their Online Registration. Otherwise, there are many tools to send out activation keys to parents so they can create their own account.

Will parents be able to update addresses through their portal? Or just their emails and phone numbers? What about emergency contacts?

They can update addresses and phone numbers through the Campus Portal. There are options to have this auto-approved or manually approved by front office staff. Emergency contacts can also be changed in the Campus Portal.

Is there a Mobile App?

Yes, we offer a mobile app for parents and students: Campus Parent & Campus Student. These are available for Apple and Android devices.

Does Infinite Campus allow for integration with Clever?

Yes! There are a few ways to connect with Clever. Most use the OneRoster specification, but there are a few ways.

Will there be automated API or SFTP capability for data to be exported nightly?

Yes, we include the Data Extract Utility (DEU) that automates data integration between the Campus

database and third-party systems such as library and transportation. Data entered in the Infinite Campus database can be scheduled and securely shared with external systems, eliminating rekeying and transcription errors. Users can specify any field in the database schema for inclusion in extract definitions, including custom fields defined by the customer using our built-in tools. DEU provides verification and validation tools including the Campus Data Extract Options Editor and the Campus Detail Information Editor and provides the option to test the server connections and queries before extracting. DEU generates extract files in CSV, TAB, Tilde, or Vertical Bar formats and delivers extracts via SMB, SFTP, or FTPS protocol to third-party systems. Users can schedule daily, weekly, or monthly extracts and perform manual, unscheduled extracts anytime.

Does Infinite Campus have the capability to integrate with Schoology?

Yes, absolutely, through the OneRoster specification.

Is it possible for Infinite Campus to be changed from a traditional 2 semester setup to a trimester setup?

Your PSU, and even individual schools, will have full control of your calendars and terms.

Curious as to the data structure for contact information. Are contacts saved per student, or is one contact assigned to multiple students?

Every person is entered a single time, and you will build a relationship between them. So, one contact assigned to multiple students. If they exist multiple times in your current student information system, you most likely will need to clean that up before conversion.

In Infinite Campus, can you lock the Grade Book after report cards are printed so that teachers can't change a grade without permission?

Yes, grading windows control posted grade timing.

Is there a tool that consolidates people in Infinite Campus?

Absolutely, there is a Combine Person tool for that.

If there's no statewide EOY shutdown, that sounds like I can close out my year whenever I choose. If that is true, how do we handle students who leave me and enroll with a district that has already closed out EOY when I haven't closed my EOY?

There are tools that will allow you to clean up students that leave your PSU after you roll your data forward.

Does Infinite Campus allow plugins to be installed?

It's likely you will be able to eliminate many of your third-party integrations with Infinite Campus. If you need to connect with third-party vendors we have a variety of ways to do that through extracts, imports, and different specifications.

Messenger 2.0: Is this available for teachers to only contact parents for their classroom?

There are messaging tools specifically for teachers outside of Messenger 2.0.

Does Infinite Campus have any API endpoint functionality? Can API calls be made to Infinite Campus to update records and/or pull data from Infinite Campus?

We integrate with many different tools to push/pull data into Infinite Campus. We provide database access and subscribe to the 1EdTech specifications for data integrations (OneRoster API).

Does Infinite Campus support SAML 2.0 SSO via OKTA, AzureAD, etc.?

Yes! All are options. IDPs can be connected through SAML or Active Directory and users can authenticate through OKTA.

Can we write sql type Reports and maintain them in Infinite Campus?

Absolutely! Lots of our districts incorporate their SSRS reports inside of Infinite Campus.

When can we get access to a Data Dictionary?

As soon as implementation kicks off, you'll have access.

Will there be a lot of customizations for North Carolina or will we be able to use the general Infinite Campus references and training?

Since we have a fully inclusive system, you will be able to use generic references and training material.

Does Infinite Campus integrate with Canvas?

Yes, through the OneRoster specification.

Will state test scores be imported into Infinite Campus, and will the scores be available on the student and parent portals for viewing?

State test scores can be easily imported into Infinite Campus and that information can then be viewable on the Student and Parent Portals.

For middle and elementary school, how do those Early Warning graphs look? Since they aren't graduating so is it passing of the grade or promotion to the next school?

We can look at possibly showing elementary and/or middle school in future demos, but yes, persisting to the next grade level is the focus for those grade levels.

Can we create our own visualizations?

Yes, you can.

Can schools use a standards based grading system along with other grades using regular 100 point scale?

Yes.

How easy is it for parents to get into this portal?

Parents can access the Parent Portal via a free app (Android or IOS) or browser.

Can we get a report on what students have completed based on each form?

Yes, you will be able to see who's been assigned and who has completed it.

Do we get notified if the parent fills out the transportation consent form?

Yes! You can set up notifications in a few ways.

Does the Hall Pass functionality require specific label printers and supplies for teachers to use? Cost?

Infinite Campus does sell hardware if needed. Many schools buy from us and some purchase their own. This can be discussed during your implementation planning meetings. You can view our hardware options at www.infinitecampus.com/hardware.

Can online purchases through the Parent and Student Portals be structured in such a way where a student who meets scholarship criteria would automatically see a reduced fee/price?

A student's food service eligibility can impact the price they pay (if any) for various items in the school store, yes! There are other ways to do this as well.

For intervention progress monitoring, can you manually put in data or is it only from what is already in Infinite Campus? Also, can you create intervention plans for groups of students with similar needs or are they all individual?

PSUs can manually add data to various plans. There is a tool to add plans to students in mass. Plans can also be created by the PSU.

Is there a way to add multiple bank accounts for the school store or anything on the financial software? Do you do tax letters for any donation of \$250 or over?

Infinite Campus does not provide tools for tax letter creation. We can add as many bank accounts and fund accounts as needed.

Do both Infinite Campus and Online Registration Prime have the ability to validate addresses? If so, is that included in the contract? And what database is it compared against?

Districts typically import addresses from their county or area into their database so parents can select from that list of validated addresses. This is usually the best way to handle this as we do not compare against any other database during address entry.

Can Infinite Campus be translated into Spanish for our ML families?

Yes, translations can be added to the Parent Portal, Online Registration, and Report Cards.

For school store/fees - can families pay via credit card? What is that fee? Who is absorbing the cost? Are funds collected deposited into the school's bank account nightly?

Parents can pay by credit card and PSUs are able to indicate the amount the user will be charged for each credit/debit card payment they make. The service fee may cover the costs (if any) that the district must pay to the payment vendor or other processing fees that may occur. Deposits are made nightly.

Can we be notified when parents fill out Online Registration Prime for initial registration and when they update information?

Yes, notifications are included.

How is progress monitoring data put in?

A plan is attached to a student or a group of students. We then add professionals as a team to this student. Those team members are assigned roles and those with proper permissions can record intervention delivery / scores etc. Users with sufficient permissions can see those deliveries, scores, progress, etc.

Is there a classroom student screen monitoring tool such as GoGuardian?

This is not something we currently offer but we may be able to send data to systems like this if necessary.

I see it translates to Spanish, does it translate to other languages?

You can translate to any language you would like. Please know that we support other languages, but translations are handled by our end-users and entered into Infinite Campus.

Is there a built-in way to access background tables directly? Are there options for mass imports and modifications?

There are various batch tools to import data and additional imports can happen through ODBC database access. You can also access data from database tables using our Data Extract Utility.

Does Infinite Campus mass assign and mass reschedule all courses and students? Even after the EOY process?

The Scheduling board allows you to build the master schedule whenever your schools would like. There is no shut down, even as the years roll over you can use the scheduling board to shuffle students' schedules.

What is the best function of Infinite Campus for librarians?

We like the ability for students to sign in/out of the library via a scanner to easily track who was in the library and when. But, there are various tools that librarians could use to see information about students.

Is there a callout feature that would replace SwiftReachK12?

Campus Messenger with Voice (included with NCDPI's contract) could be used in place of SwiftReachK12.

Is there an application system for staff? We currently use Applicant Tracking through the current student information system.

Infinite Campus does not include an Applicant Tracking system.

IMPLEMENTATION

When will NC districts have access to a training/test environment?

Each district will be provided with a database with mock data that they can use at the start of each phase. District project team members will get their first look at a site with their data in it after Trial 1 of data conversion. Once districts receive their production site at go live, they will also have access to a sandbox and staging sites.

Is there a timeline for when each district will change over?

Phase 1 implementation will begin in January 2024 with districts going live on July 1, 2024. Phase 2 districts will start implementation in Fall 2024 and go live on July 1, 2025.

How do we know who is in what phase?

To be considered for Phase 1 implementation of Infinite Campus, please complete the application form: <https://ncsis.gov>

Will Phase 1 districts be required to run dual systems with Infinite Campus and the student information system?

No, districts will only need to operate within Infinite Campus.

Will all files being generated from the current student information system automatically be created in the new platform?

In general, the most pertinent data will be converted over. Anything else you'd like to convert over can be discussed and considered during implementation meetings.

Is North Carolina the largest implementation for Infinite Campus so far?

North Carolina is a unique contract in that most states don't have a single SIS solution. It is the largest contract of its type, but we have successfully implemented 8 other State Education Agencies and several districts with 50,000-300,000 students. Last summer alone, we implemented 150+ districts.

How should we expect to hear from our implementation point person?

NCDPI is managing the phase system, and we will reach out once your implementation begins.

What happens when one county has the current student information system and one has Infinite Campus and you have to transfer a student?

Student transfer processes during the implementation will be discussed with NCDPI as part of our state-level implementation planning process.

Can you speak to how students will be transferred when they leave Phase I PSUs and enroll in Phase II PSUs & vice versa?

These discussions are underway and the solution will be shared as soon as they are finalized.

Will LEAs be responsible for the migration of data from the current student information system to Infinite Campus?

It will be a team effort! Because of the SIS consistency across the state, the process will be very smooth.

Does Infinite Campus sync Parent/Guardian/Alert data with visitor management systems like IdentAKid or Raptor?

We can export data to many third-party applications. We can explore your exact needs during implementation.

Is there a list of third-party applications that have existing integrations with Infinite Campus?

We integrate with many applications in many different ways. We can use OneRoster and/or LTI with all the vendors at www.infinitecampus.com/dlpp, however we can integrate with many others through extracts, imports, etc. Learn more about integration: <https://www.infinitecampus.com/pdf/info/Third-Party-Application-Integration-Information.pdf>

Will PSUs with implementation in June 2025 have access to a sandbox sooner? If data is entered in the sandbox, can it be uploaded into the live instance before June 2025?

You will have access to a training environment and a conversion site (for data) towards the start of your implementation, several months before go live.

Does Infinite Campus work with LINQ which is used by Human Resources and Child Nutrition? Could Infinite Campus replace Meals Plus?

We do not have a custom integration tool built specifically for that tool, but we do have an included data extract utility to move data on a scheduled basis with multiple format options.

Does Infinite Campus integrate with BrightArrow?

We integrate with many applications in many different ways. We can use OneRoster and/or LTI with all of the vendors at www.infinitecampus.com/dlpp and can integrate with many others through extracts, imports, etc.

When will we know the PSU's opt-in cost and costs for any à la carte addons?

Campus Food Service is the only primary tool considered an add-on; all other products are included. For a full list, visit www.infinitecampus.com/ncsis.

Does IC integrate with FinalForms and Schoology?

We have a document management platform built into Infinite Campus, and we use OneRoster to sync seamlessly with Schoology.

If you can enroll students at any time, even with enrollments overlapping or still existing at another PSU...wouldn't this impact state funding?

With the Campus State Edition there are options for DPI to auto-end primary enrollments so we can follow DPI policies and procedures. We also have data validations, checks, and canned reports that will find dual primary enrollments.

I understand that there have been many statewide implementations, have there been any other states where data is transferred/accessible between districts within the state?

Yes, we have managed 8 other state implementations through which records transfers are possible. North Carolina will be the 9th SEA that we implement.

Each PSU gets a Sandbox for training etc., right? Is the sandbox available at no cost to the PSU for the entire time we are using IC ?

Yes, each PSU will receive access to a Sandbox at no cost as a customer of Infinite Campus!

Does Infinite Campus integrate with educator's handbook?

We are not familiar with that product, but with a quick look, it appears to be a behavior-related tool. We do include a core Behavior module that schools may use for all things behavior-reporting related.

Are there plans to move the Early Warning System from ECATS into Infinite Campus? Are there any plans to move away from ECATS?

There are no plans to move away from ECATS at this time.

Will students' existing ID numbers remain the same?

Student ID numbers will remain the same.

Does IC integrate with Thrillshare/Aptegy services?

Yes, you will be able to extract data from Infinite Campus and push it to those systems. Infinite Campus does feature a built-in messaging system that's included with the contract.

Does Infinite Campus integrate with SchoolMint?

Yes, Data Extract Utility (DEU) automates data integration between the Campus database and third-party systems such as SchoolMint. Infinite Campus Online Registration enables a PSU to register students.

For the early warning system - are there assessment data platforms that integrate? (NWEA MAP). Students needing Tier II or Tier III intervention plans - can they be entered and monitored through Infinite Campus or will ECATS still be used?

ECATS can still be used, but Infinite Campus does have this functionality.

What is the cost to LEAs/PSUs for Infinite Campus? Is it a per pupil amount or structured another way?

NCDPI has purchased the SIS and all Premium Products and Suites (excluding Campus Food Service) at no cost to PSUs. Food Service costs (student-based) can be discussed during implementation or through our sales team: sales@infinitecampus.com

Are Passport and YES available to all Infinite Campus users including admins and teachers?

Every user, yes!

If parents have permission granted for the current student information system, can we use that same permission and roll their permissions over to Infinite Campus?

Because our databases are structured differently, this is not possible, but your training team will help make this a simple process for you!

If we are part of Phase 1, and our high schools begin working on 2024-2025 course requests in January/February...how would we do that?

Would we still collect in the current student information system or have to delay collecting this from students until we reach the implementation phase in April?

You will likely schedule with your current student information system and then those schedules will be converted to IC, but this can be discussed with your implementation team.

Does IC support Titan?

We do integrate with Titan (Food Service) by sending data out to it.

SUPPORT

Will there be a specific North Carolina support team?

Our support team is not state-specific. However, North Carolina will have their own Client Relationship Manager(s). In addition, we do have localization teams in place to support each state's unique reporting needs.

Will Infinite Campus provide a direct method for obtaining support for PSUs?

Campus Support is the best in the industry. Calls will be answered by a live person, based in Minnesota...in an average of 15 seconds or less.

Are there any specific ports that need to be opened or whitelisted?

We do have this documented. Your implementation team can provide you with this information to make sure your network is ready to go.

Is there a certification test or class that will be required for the district's technical contacts for entering tickets or receiving support?

There are no required certifications or classes that Authorized Support Contacts need to take to submit a ticket/receive support.

12.12.2023