

# Webinar: Delaware, Welcome to Infinite Campus

Q&A | August 22, 2023

## FUNCTIONALITY

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**How does this product work with integrating all district data rolling up to the state level? What is your experience with this?**

Great question! Check out our video on Infinite Campus State Edition:  
<https://www.infinitecampus.com/video/delaware-department-of-education>

**If a parent has students in multiple districts, will they all show in the Campus Parent Portal?**

Each district has their 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.

**Can I customize transcripts and report cards by school? Can we control the design and layout of the report card?**

Yes.

**Will our school-configured reports cards show up in the Campus Portal?**

Yes.

**Can you turn on and off the ability to see report cards in the Campus Portal?**

Yes.

**Does this system have built-in functionality to export reports showing the information on the Campus Portal screens so they can be provided to families with limited internet access?**

Yes.

### **Is the OneRoster 1.2 grade sync one way or two way?**

The OneRoster 1.2 specification allows schools to push roster data from Infinite Campus to a third-party LMS, while assignment score data is sent from the third-party LMS to the Infinite Campus Grade Book.

### **Can gradebooks be pre-defined by building at the district level?**

Yes, districts can define at which level (i.e., district, school, teacher) grading configurations are determined.

### **Are the student assignment submissions part of the LMS piece or are they part of the gradebook?**

The Infinite Campus Grade Book is part of the LMS functionality, which is built into the core Infinite Campus SIS. This is all part of the same system and database.

### **Does the history of Standards Based Grading follow the student should they move to another school?**

Yes.

### **We have traveling teachers that work in more than one district. Will they be able to see all their classes with the one screen and login?**

Each district has their own instance of Infinite Campus SIS. Teachers will require separate logins for different districts.

### **Is there a Quick Search? If you know the name of a screen, can you use the search button to navigate to the page without having to click through the admin menu?**

Yes, Infinite Campus SIS includes a tool search in our navigation.

### **Can you save advanced searches?**

Yes, search filters can be created and shared between user groups.

### **Can McKinney-Vento be handled in Infinite Campus?**

Yes.

### **Can we see more on Homeless?**

More opportunities to come! Like most special programs, districts can capture multiple Homeless records for each individual student with start and end dates.

### **Can IEP Forms be created and signed in Infinite Campus?**

Yes, IEPs and additional Delaware Special Education documentation can be created within Infinite Campus. eSignature functionality requires in-depth discussion with the Delaware Department of Education.

### **How is security set up so other district staff can't accidentally see our data?**

Each district has their own instance of Infinite Campus SIS that is separate from other districts.

### **Can we disable the ability to update all associated addresses being updated when a change is made?**

Districts can enable/disable address updates within the Campus Portal. For more information on addresses and our unique household structures, check out our Census video: <https://www.infinitecampus.com/video/census>

### **Can a district set up their elementary schools with trimesters and middle and high schools with quarters?**

Yes, Infinite Campus allows for any number of differing term structures throughout a district. In addition, a single school can create multiple term structures to support "school within a school" models.

### **Can counselors mass sign transcripts within Infinite Campus?**

While a signature line can be added to transcripts, these must be manually signed.

### **Are previous/historical report cards available in the system?**

Yes, historical grade information for each student remains in the system.

### **What product does Infinite Campus use for reporting? Will you train us?**

Infinite Campus has built-in canned reports throughout all the various modules as well as robust custom reporting options with the Ad Hoc Reporting module. Training is provided for these features. In addition, districts can export data to third-party reporting platforms.

### **Can you add functions or calculations for areas of a report?**

Yes, this can be done within the Ad Hoc Reporting module.

**Is there a place where all reports are held and will customized reports be created for us at no cost?**

Districts can create their own custom reports within the Ad Hoc Reporting module and share amongst user groups to which they belong. In addition, Infinite Campus State Edition allows the Delaware Department of Education to create custom reports and push down to all districts in near real-time.

**For more custom areas, can we as a district have our own customization even though it is one database?**

Each district has the capability of adding new fields and screens in Infinite Campus by using the front end of the system and making them available to the appropriate users. These fields become part of the database and are available to select in ad hoc reporting.

With our Custom Forms functionality, users can import fillable district-defined PDF forms for access in Counseling, Health, Special Education, Personalized Learning Plans, Response to Intervention, or any custom modules. Database fields can be added to the form and will automatically pre-populate with data once generated for a student. Any remaining fields can be mapped to custom fields, allowing users to pull entered data from the form into custom reports and filters.

**If a student comes from an Infinite Campus district in another state, can their information be transferred?**

Yes, our National Records Exchange functionality allows for student records to be transferred across state lines. Districts must subscribe to this service, which is available at no additional cost.

## **IMPLEMENTATION AND TRAINING**

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**Will previous report cards (prior to Infinite Campus go live) be available to a parent? Are you migrating historical data?**

Yes, historical data will be migrated. Grade information from the legacy system can be made available to guardians in the Campus Portal.

**How soon will online registration be available in Delaware?**

Campus Online Registration will be available to districts as part of their initial implementation.

**Will there be separate presentations on the Special Education/IEP portions of the SIS? Has Infinite Campus onboarded other IEP programs like our legacy system, including all documents that are currently uploaded to the system?**

More information and resources on Delaware Special Education will be coming soon. We have onboarded many districts that have migrated from third-party IEP programs. Districts have the ability to upload previous special education documents to students as necessary.

### **How soon will we be given a test database to work in?**

Each district will be provided with a database with mock data that they can use at the start of each wave. 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.

### **What is the timeline for the 4 phases of wave 1 districts?**

For Wave 1, we anticipate Discovery & Planning will occur Fall 2023, Full Implementation Activities will start January 2024, Go Live will take place in Summer 2024, and Project Close will conclude the implementation through Fall 2024. Wave 2 will follow a similar timeframe beginning Fall 2024.

### **When will the training start if we are going to be live this time next year?**

For Wave 1, on-demand training content will be provided during the initial Discovery & Planning phase starting Fall 2023. Additional training opportunities will begin January 2024.

### **How will data flow when students leave our district and go to a district on the legacy system for a period of time, then come back? (as some districts will be a year behind)**

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

When a student leaves an Infinite Campus district, their enrollment record is end dated. If they return later in the year, their previous schedule can be restored with a single click. If they return in a future academic year, all previously recorded demographic information is still available and can be updated as needed.

### **What's the process or possibility of integrating/syncing Infinite Campus with other external tools, applications, and software?**

During the Discovery & Planning phases of implementation, each district will share a list of third-party systems that require integration, the direction in which data should flow, and the desired frequency of data exchange. Infinite Campus will introduce several options for third-party interoperability and will work with each district to determine the appropriate methods.

## SUPPORT

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### **Will we be speaking to a live person every time we utilize the phone support?**

Yes, Live Support is available Monday – Friday from 7:00 AM to 7:00 PM Eastern. 24/7 support is available to report a system outage.

### **How is the service desk accessed? Can anyone submit tickets/support requests? What is the turnaround time?**

Authorized support contacts can submit tickets in the online Campus Support Portal and contact Campus Support via phone. The average response time for all cases submitted is under three business hours. The average wait time for calls in the support line queue is less than 15 seconds, answered within three rings.

### **How can I be an authorized contact?**

It is the responsibility of the district to designate the appropriate, authorized support contacts. This is discussed during the implementation process and often includes members of the district's implementation team.