Big Growth at Infinite Campus

It’s been a big year for Infinite Campus with the company seeing significant growth across a number of areas in 2014-15. This growth, combined with evolving product offerings and expanding facilities, makes it an exciting time for Infinite Campus employees and customers.

7.3 MILLION STUDENTS
44 STATES
2K DISTRICTS

Expanding Numbers
The Hawaii and Nevada Departments of Education recently joined our five other statewide customers. Infinite Campus now serves 7.3 million students in 44 states. Across more than 2,000 districts our growth has been spurred by the scalability of the Campus platform, which is built to accommodate the unique needs of any district, both large and small.

The company’s successful ability to scale can be found in the diversity of districts that we serve. The needs of a district like Clark County, Nevada, with over 300,000 students are very different than the needs of our many smaller districts with under 100 students. All districts can successfully work with Infinite Campus because our platform is built to scale up (or down) to best accommodate any size district.

New Learning Management Tools
Over the past year Infinite Campus has introduced a suite of new learning management features that deliver powerful digital instruction capabilities directly into the classroom. These new features, offered to all customers at no additional cost, are updated monthly and include:

• Online Assessments and Assignments
• File Attachments
• Online Discussions
• Integrated Planner and Grade Book

These learning management features give teachers, parents and students access to the latest teaching and learning technologies – all within the Infinite Campus platform.

Expanding Facilities
The rapid growth of Infinite Campus means that our corporate headquarters in Blaine, Minnesota, will soon reach maximum capacity. With the company projected to grow from 400 to 800 employees in the next decade the need for expanded facilities has become a reality. Over the next two years an eight-story expansion will be built at the corporate headquarters site. This 90,000 square-foot tower (pictured below) will be one of the tallest structures in the northern Twin Cities metro and, in keeping with the space theme of our headquarters, will resemble NASA’s Vehicle Assembly Building at Kennedy Space Center.

Infinite Campus: Putting the LMS in your SIS

At Infinite Campus, we’re hard at work integrating new and powerful learning management features directly into our core SIS product. We’re building a single solution for districts that minimizes classroom administrative tasks, supports student learning and is included at no additional cost.

Today, districts using Campus Instruction already have access to LMS tools like:

Online Assessments
With a few clicks teachers can create and assign an online assessment using Campus Instruction. Auto-scoring frees teachers to provide personal feedback and focus on what students need to learn most.

Online Assignments
Teachers can post assignments online allowing students to access and submit them via the Campus Portal.

File Attachments
Campus Instruction lets teachers give their students the digital files they need to do their work. Students and parents can download these files through the Campus Portal.

Student Submissions
Students can easily attach files to assignments through the Campus Portal or enter a text response using a rich-text editor. Teachers can open and score each student’s submission directly from their Planner or Grade Book.

Discussions
Integrated directly into Campus Instruction and Campus Portal, Discussions allows teachers to augment classroom conversation with structured and secure online discussions.

Bring you the Future
Infinite Campus isn’t just bringing you the LMS tools of today, we’re hard at work designing and building the most important features of tomorrow. Best of all, free monthly updates from Infinite Campus ensure that your district always has the most effective learning management tools fully integrated into your SIS. During 2015-16 Infinite Campus will be releasing more exciting features like:

Campus Curriculum
Teachers will be able to create and share units, lesson plans and assignments aligned to standards, pace with their colleagues and produce curriculum maps.

Google Drive Integration
Teachers and students in districts that support Google Apps for Education will be able to share files from their Google Drive seamlessly through the cloud.

With Infinite Campus districts get all the administrative tools of an SIS combined with the best features of an LMS. It’s classroom management meets learning management in one easy to use system.

Learn more: infinitecampus.com/campusinstruction
**Campus Learning for Staff**

Infinite Campus doesn’t just talk the talk, we walk the walk.

We’re showing educators how personalized instruction is possible. How do we do that? By teaching Campus functionality via online, self-paced, differentiated instruction.

- During implementation, district users are given access to their learning plan, based on their role. For example, everyone has a learning object for basic navigation, but only principals have a learning object for scheduling.
- When tool rights are assigned, Campus delivers a customized list of Learning Objectives, which are to be completed sequentially in order to learn the necessary Campus skills. Content is presented in a logical sequence with a knowledge check at the end of each learning object to verify that you’ve learned the activity and are ready to move on.
- Assigned Learning Objectives cover all functionality such as assessment, instruction, census, behavior, health, attendance, fees, grading and standards, ad hoc reporting, user communication, administration, messenger, survey, scheduling and more.

Because our product continues to change and grow with each monthly enhancement, we keep learning plans up-to-date at all times.

**Instruction Types**

- **Video**: Guided screen cast videos with narration.
- **Discussion**: Participate in forums on the Campus Community.
- **Simulation**: Interactive video with prompts.
- **Assessment**: Check proficiency of learning objects.
- **Documentation**: Read articles found in the Knowledge Base.
- **Curriculum**: Access a step-by-step “to do” list on how to complete a process.

**Campus Partners Providing Support Across the Country**

Districts appreciate having personalized service and support close to home. To respond to this, Infinite Campus has long-standing partnerships with organizations across the country. Through our partners we provide resources, training opportunities and more.

**Computer Information Concepts (CIC)**

Greely, CO | 720.437.7457 | cicisp.com
States: CO, IL, IA, KS, MO, NE, NV

**CustomTech Software, a division of Custom Computer Specialists**

Hauppauge, NY | 800.588.8919 | customtech.com
States: CT, MA, NJ, NY, PA, RI, VT

**K-12 Solutions**

Commerce, GA | 706.335.5800 | k12solutionsgroup.com
States: AL, FL, GA, TN

**Educational Service Agency Partners**

Infinite Campus partners with Educational Service Agencies (ESAs) located in the following states: CO, IL, IA, KS, MO, NE, NV, PA, TX, WI.

ESAs provide educational support programs and services to local schools and districts. They include Board of Cooperative Educational Services (BOCES), Cooperative Educational Service Agency (CESA) and Regional Education Service Agency (RESA).

**Campus Learning for Staff**

How much training is necessary? During implementation, we train districts on what they need to do for the first day of school. At minimum, they learn to locate a student (scheduling), take attendance, record behavior and print and maintain transcripts. The necessary training time varies significantly by district size, from 20 hours for small districts to 120+ days for larger districts.

State Department of Education. Every new district also receives a 12-month plan to ensure consistent, timely training for overall system success while free monthly online sessions (Teacher Tuesdays, What’s Possible Wednesdays, etc.) promote staff professional development. To read more about our implementation process, see below.

**How long will implementation take?**

Infinite Campus supports implementation three ways. To learn more about these options, please visit infinitecampus.com/services/implementation.

1. **Campus Implementation**
   - Most robust
   - District size doesn’t matter
   - (20+ week implementation)

2. **Basic Plus Implementation**
   - Online Training/Webinars
   - Recommended for districts up to seven schools
   - (12–18 week implementation)

3. **Basic Implementation**
   - 10 Webinars
   - Recommended for districts under 1,000 students
   - (12 week implementation)

**For Frequently Asked Questions, We Have Answers**

Q. How is Infinite Campus different from every other student information system (SIS)?

   The simple answer... Infinite Campus is the most powerful SIS on the market. Campus customers utilize LMS tools, student/teacher/parent portal, grade book, email messaging, free and reduced application management, state reporting, national records exchange, special education, management, state reporting, national messaging, free and reduced application teacher/parent portal, grade book, email customers utilize LMS tools, student/

Q. What type of support is available?

   Our award-winning Campus Support team quickly, within three rings, answers and resolves customer calls. We continually survey customers about their support experience, evidencing our ongoing commitment to customer satisfaction. Additionally, our online Campus Community links users to an array of helpful resources: product documentation, videos, simulations, hands-on virtual labs, forums and more. For more information, please see Personalized Service and Support at Your Fingertips on page 4.

Q. How well does Campus handle state reporting?

   State reporting is a component of the core system. Infinite Campus business analysts work closely with each state’s Department of Education and the district to ensure accurate, on-time reporting. Customers count on us to know, early on, about the ever-changing requirements and then to account for them in our timely releases.

Q. How do we know that our data will be secure?

   Our work with the Bureau of Indian Education requires us to meet stringent federal security requirements; no other SIS provider is required to meet this level of security. For more information on our comprehensive data security measures, please see Big Data, Bigger Responsibility on page 3.

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Q. With other SIS companies being sold or going out of business, what’s the future of Infinite Campus?

   In this uncertain time of mergers and acquisitions, end-of-life products and outdated functionality, Infinite Campus has a proven track record of continuous product development and corporate stability. Charlie Kratsch, founder and CEO, continues to lead the company into the next phase of corporate growth and product development. This includes integrating SIS and LMS functionality into the core product, providing true personalized learning options and ultimately accomplishing our mission of Transforming K12 Education®.

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Big Data, Bigger Responsibility

You don’t often hear about data security when things are going okay. Long lists of technical jargon and unfamiliar certifications don’t “pop” off the page. In fact, the only time you hear anything about data security is when something goes wrong; like when credit card information is stolen from a store or when social security numbers are accessed by hackers. When that happens it’s front page news because the consequences are real and they’re big.

Every day, Infinite Campus is entrusted with the personal information of millions of students. That puts the “big” in big data and means we have a tremendous duty to protect this most personal of information. We don’t take this responsibility lightly. In fact, Infinite Campus makes data security a top priority and we make sure that our vigilance on this important issue is second-to-none in the industry.

Our commitment to securing student data is such a core focus at Infinite Campus that we want everyone to know about what we’re doing. To achieve this level of data security takes a lot of effort, but with something this important we wouldn’t have done it any other way.

Safe and Secure
Our work with the federal government means we have to maintain higher security standards than any other SIS, including creating a yearly System Security Plan that is approved by the U.S. Department of the Interior. No other SIS provider is required to meet this level of security.

We Don’t Outsource Security
Infinite Campus is the only major SIS vendor that maintains its own network of Tier 4 data centers. Two fully redundant data centers located at separate sites provide customers with unprecedented student data system performance and reliability.

Powerful Tools
Unique to Infinite Campus, our centralized census and district employment model allows a clear description of the role or relationship a person has within the district. User administrators can focus on user security and access, rather than which parent or staff member should have access to what student information.

Ready to Meet New Challenges
Since the beginning, Infinite Campus has been ahead of the curve when it comes to online data security. One of the largest threats to today’s modern data centers and networks are Distributed Denial of Service (DDoS) attacks. Because we maintain our own Tier 4 data centers, we are able to design our systems to specifically mitigate DDoS attacks and protect our customers’ data.

Going Above and Beyond
By building data security into our everyday operations, we ensure that security is part of our company DNA. These operations include:

- All employees who work with data systems are fingerprinted, pass a federal background check, and pass regular Federal Information System Security Awareness.
- A minimum of 256 bit SSL encryption is used for all data transfers between the application server and the browser.
- We do not share any customer data with third parties nor is confidential customer data used for any marketing or research purposes.

- Our data centers are monitored 24/7/365 and utilize advanced intrusion detection systems and dynamic firewall technologies.
- All of our cloud-hosted operations are subject to yearly SOC 2 Type 1 examination reporting.

The Best Investment
With a focus on the long term and a vision to help transform K-12 education, Infinite Campus customers are assured that their investment can and will adapt to take advantage of new technologies as they become available, quickly meet the needs of any changes in state and federal policy and be prepared for the unforeseen.

Cloud Choice Hosting – The Best of Both Worlds

At Infinite Campus we have long supported both local and cloud hosting options for our customers. Depending on the unique needs of a district, either our Campus Cloud Choice Hosting or Campus Local Hosting packages might make the most sense. However, for many districts a third option, Campus Cloud Choice Hosting provides all the connectivity advantages of a cloud hosted service with all the functional advantages of local onsite hosting without the cost and worry associated with onsite servers. It is truly the best of both worlds.

Campus Cloud Choice Hosting is built from the ground up to save districts money while offering unique features that only Infinite Campus can provide.

In fact, Campus Cloud Choice Hosting is only possible because of the expertise that we’ve gained providing hosting services to thousands of districts across the country for over 20 years. With Campus Cloud Choice Hosting districts never have to compromise between cost savings and functionality.

Premium Products: Making the Complicated Simple

It’s our job to make your job simple. That’s why all our Premium Products are fully integrated with Campus SIS. That’s right, you only need one system to support all your district needs. Once information is added or updated in Campus SIS it is immediately updated across the district. No more imports, exports, or duplicate data entry. Sounds pretty simple, right? Here’s a glimpse of some of our best sellers:

Food Service
Known to create faster lunch lines, improve FRAM processing and give parents access to review meal purchases and balances.

Messenger with Voice
Increase district communication without the constant worry that phone numbers and email addresses are up to date.

Online Payments
Collect payments online for lunch, field trips, courses, athletics, optional fees (concerts, yearbooks, etc.) and more. Pay with credit, checking or savings accounts.

Online Registration
Streamline the registration process for new and current students. Parents update student information, if approved, one click updates the information in Campus.
Campus Training, Many Opportunities for You to Learn

Keeping up with product changes, hiring new staff and introducing new functionality all require training resources of one kind or another. To address training needs and assure your staff of ongoing system-related professional development, we offer Infinite Campus University (ICU). An ICU subscription connects your staff to extra support and many personalized training options:

Fast Track to Training
Say “hello” to a hotline for getting your how-to training calls automatically routed to a trainer as a high priority. Fast Track to Training is not available to non-subscribers.

Core Course Webinars
These webinars cover how current and new features and modules function. Topics include Census, Report Card and Transcript Template Creation, Ad Hoc Reporting, Data Analysis and more.

One-on-One Training
These sessions are perfect for a new employee, a current employee, or a group of staff needing basic or refresher training. The number of free hours per year with a subscription depends on student count.

Training Bundles
These special training packages are helpful when more than one session is necessary to complete a module, or when different groups are involved in various areas. If desired, districts can request the bundle and have different staff attend each session.

Additional Training
ICU subscription holders (and non-subscribers) are encouraged to join these free, regularly scheduled online opportunities:

- Lunch and Learn Sessions
  ICU hosts these sessions after each new monthly enhancement. You’ll see what the enhancements mean to your users and how they will improve current processes.
- Teacher Tuesdays
  These courses are designed for teachers and include the newest instruction module tools. Teacher Tuesdays are offered once a month on the same week as the Lunch and Learn Sessions.
- What’s Possible Wednesdays
  These sessions cover cool things you can do in Campus. These are also offered once a month the same week as Lunch and Learn Sessions.

Customers Can Receive Recommendations and Credits

To ensure districts use Infinite Campus to its full potential, we offer Product Assessment and Recommendations (PAR). With this optional service, our experienced staff works closely with you to thoroughly examine your processes and then help you:

- See how your data can be cleaner and more effective.
- Explore parts of the product you are not using.
- Learn tips for saving time and resources.

And best yet, the fee for PAR is credited back to your district to be used for:

- Training – Connect your staff with invaluable learning experiences.
- Infinite Campus University (ICU) – Access core system courses and more.
- Process Consulting – Expand Campus to meet your district-specific processes.
- Premium Products – Extend core functionality and eliminate third-party systems.

Personalized Service and Support at Your Fingertips

Customers want an innovative, reliable SIS that helps them manage data, inform instruction, and supports good decisions. However, they also expect quality, responsive service and support.

Infinite Campus consistently receives the highest ratings for its support services. Our personalized approach, online tutorials and learning tools, user groups, training options, and more, differentiates Infinite Campus from any other SIS vendor on the market today.

Campus Community
Immediate help is only a click away. Through the Campus Community, customers learn, interact and connect with other schools around the country. The Campus Community is a free, extensive, online resource that is available 24/7 and includes:

- Forums – Join discussions with other Campus users by areas of interest.
- Videos and Simulations – Try, see, and discuss over 1,000 videos and simulations to learn product knowledge, based on staff roles.
- Surveys – Share opinions and ideas.
- Events – View upcoming events and training opportunities in your area.
- News – Read relevant stories about K12 education.
- Messages – Send private messages to other Infinite Campus users.
- Support Case Management – Submit and manage cases (for district staff with support access rights).
- Product Documentation – Provides product information, step-by-step instructions and logic details.
- Hands-on Virtual Labs – Role-based learning plans are available for district staff that needs to learn Infinite Campus.

The Campus Community is available to all Campus users. There is an integrated single sign-on so customers can easily access Campus Community once a CampusID has been created.

Campus Support Questions? We have answers.
Our support team members answer calls within three rings and respond to critical cases in less than 30 minutes. With dedication and teamwork, problems are solved using a proactive approach and issues are addressed proficiently and successfully.

Campus support staff are available 6 a.m. – 6 p.m. CT, Monday through Friday. Experienced staff are available to diagnose and service your Campus SIS. In addition, around the clock support is available for hosted customers experiencing an application outage.

With a 97 percent support satisfaction rate, Campus Support consistently receives the highest rankings from customers. Campus Support provides a centralized point of contact for responsive, personalized solutions.

Here’s how PAR works:

STEP 1
Pre-PAR Meeting
A Campus Trainer schedules a pre-product assessment and recommendations meeting. It includes the trainer, the district’s Campus Client Executive and up to three district personnel. This meeting covers the PAR process and timeline.

STEP 2
Survey
A survey is distributed to your district staff about their perception of Infinite Campus and how they use it.

STEP 3
Data Health Check
During your district’s initial implementation, a Data Health Check was run to evaluate how clean the data was. This same Data Health Check is run during the PAR process.

STEP 4
Campus Use Statistics Report
This report shows how much of the SIS your district is using and where you can be using more of the included functionality.

STEP 5
Production Site Checklist
This checklist, with notes and highlights, explains findings and identifies modules, wizards and tools that are under utilized.

STEP 6
Recommendations
See steps your district can take to improve your use of Infinite Campus. This may include suggestions for new data practices and Campus Services like training, process consulting and custom development.

Client Services

Your voice within the company.
During implementation, you will be assigned your very own Client Executive, at no additional cost. A Client Executive maintains the relationship and keeps districts updated on current product enhancements, important notices and more.

Client Executives have broad access to company and product information, and the ability to connect districts with the appropriate resources. They strive to build and maintain strong relationships with customers, a valued role at Infinite Campus. Although they work for us, they work for you.

Extraordinary Service and Support.
When you partner with Infinite Campus, you can be certain you’ll receive outstanding service and support. Our number one priority is to make your experience a good one.

Campus Support advisors work with your district to quickly resolve any issues.

通过团队协作与合作，Campus Support团队迎接了保持校园产品不断更新挑战。