

Hopkins County School District

MADISONVILLE, KENTUCKY / 6,892 STUDENTS

Hopkins County School District (HCSD) located in Madisonville, Ky. serves 6,892 students. HCSD has been using Infinite Campus as their student information system (SIS) since 2007. Shortly after seeing the benefits of Campus SIS, Hopkins purchased Campus Messenger with Voice, Food Service and Online Payments. All three systems work seamlessly, eliminating the cost and complexity of using third-party systems.

Campus Food Service

Serving nearly 7,000 meals daily, HCSD realized they needed to replace their outdated food service system, Horizon One Source. This system continued to have problems keeping eligibility statuses updated and accurate.

Since they were already using Infinite Campus for their SIS, they didn't have to look any further than Campus Food Service for a comprehensive solution.

When using Infinite Campus, information is entered once and immediately available everywhere, including the Food Service module.

According to Laura James, Technology Specialist at HCSD, "Prior to Infinite Campus, we were entering meal applications in two programs. Now we enter information once saving us time and money. Our district appreciates that all the data is in one place and continuously updated."

Parents also see the benefits of Campus Food Service. Parents view food purchases, money spent, and

account balances through the Campus Portal and Mobile Portal. In addition, because HCSD also has Campus Online Payments, parents can submit lunch payments 24/7.

FRAM

Free and Reduced Application Management (FRAM) is included with the Campus core SIS. It uses data already stored in the database and gives immediate results when processing applications.

Students get a free, reduced or paid meal status while ensuring data confidentiality in the cafeteria. Parents now have the convenience to submit applications online using the Campus Portal.

"Our favorite feature of Campus Food Service is how user-friendly the POS and FRAM application have been for our office and cafeteria staff. They just make sense," said James.

State Reporting

HCSD quickly found ease in state reporting using Campus Food Service. Data accuracy has not only saved their staff hours of time, but increases their eligibility for funding.

HCSD only has to enter information once and it is available across the district in real time, reducing the margin of data error.

Campus Online Payments

In addition to Campus Food Service, HCSD uses Online Payments. This is a reliable, and secure electronic payment processing solution for both food service and fee transactions. It eliminates cash handling, reduces lost checks, improves cash flow, creates office efficiencies and enhances internal controls.

Payments can be made 24/7 on the Campus Portal using a credit card, checking or savings account, with real-time transaction verification.

"Parents appreciate the ability to add money to student accounts using Campus Online Payments," said James.

Campus Messenger with Voice

Previously, HCSD was using Blackboard Connect for their messaging system and realized they needed something that works seamlessly with their SIS.

"We wanted to eliminate a third-party product with uploads and downloads," said Shari Winstead, HCSD Assistant Superintendent.

Campus Messenger with Voice not only works seamlessly with Campus SIS, it simplifies communications to staff, students and parents through an easy-to-use Web interface, both for routine and emergency calls.

Using system data, messages are sent within minutes to contacts via email, phone or text messaging.

"We wanted to eliminate a third-party product with uploads and downloads."

Shari Winstead
Assistant Superintendent
Hopkins County School District

About Campus

- ▶ We are the largest American-owned student information system. Campus applications manage 6 million students in 43 states.

Campus Portal

HCSD parents can conveniently log on to the Portal to update phone numbers, emails and contact information. This ensures messages get to the right person, at the right time.

In addition, they can also set up preferences to indicate how they would prefer to receive messages (voice, text and email).

"Providing more options for parents to manage their accounts was important to us. We found this was difficult with previous systems," said Winstead.

Support

Throughout the district, HCSD has benefited from the excellence of Campus Support.

With a 97 percent customer satisfaction rating, Campus Support provides customers with a centralized point-of-contact for responsive, personalized solutions and advice.

"Infinite Campus makes sure the end user is prepared for success. From initial questions, data conversion, implementation and go live; the support is excellent," said James.

Training

Whether learning the core SIS or one of the many premium products, HCSD found the Campus Trainers to be top quality.

"Our trainer was exceptional and helped us each step of the way," said Winstead.

Training is an important part of purchasing a system. Infinite Campus ensures staff is armed with the knowledge they need to be efficient with data and business processes.

High quality training for core teams during implementation provides districts with a launching point for using the system.

"Our lead trainer was well versed in the program and shared knowledge in a way that made our staff feel comfortable. In addition, our trainer was onsite for our "go live" date and led us through common questions from the schools," stated James.

Results

Campus Food Service, Online Payments and Messenger with Voice has extended the power of the Campus SIS and enabled HCSD to save staff time, increase efficiencies and eliminate third-party systems.

Choosing one system with infinite possibilities has proven to be the best decision for HCSD.

"Parents appreciate the ability to add money to student accounts using Campus Online Payments."

*Laura James
Technology Specialist
Hopkins County School District*