

**Frequently Asked Questions
Infinite Campus**

Date Posted	Category	Question	Answer
04/03/14	Attendance	Once teachers submit their attendance, will they have their ability to go back and modify attendance? For how long?	Answer forthcoming.
04/03/14	Attendance	Can we get the functionality to get a list of all of "my" students' attendance for a period of time?	Answer forthcoming.
04/03/14	Attendance	What comments are allowed, if any, in the comments section of the attendance? Some principals would like there to be no comments made until there is a process as comments can be changed but comments also show up on attendance reports.	Answer forthcoming.
04/03/14	Attendance	How do teachers print out attendance reports?	<i>Blank Attendance Spreadsheets</i> can be printed from either the Campus Instruction section or Campus Tools section. The easiest way is to go to Campus Instruction/Roster/Reports then modify as needed, click on Roster, click on Reports, modify as needed, then click Generate Report. This will print out a blank spreadsheet where you can write dates at the top and enter attendance info for each student. pre-printed dates. For other Attendance Report options, go to Attendance/Reports, then select the Course and Report you would like, then click Generate Report.
04/03/14	Attendance	How do I set up for my seating chart?	Go to Campus Instruction Beta/Roster/Seating Charts for an interactive seating chart tool.
04/03/14	Attendance	How do we print a Master attendance report?	Go to Daily Attendance/Summary Report for that Screen
04/03/14	Attendance	Will attendance modifications be done by the teacher?	No Attendance modifications will not be done by the teacher. (i.e. student comes in at 10am. I mark them Absent. I can change that to a tardy until 11:59 p.m. that day. But the next day, I will not have access to that day's attendance anymore.
04/03/14	Attendance	Does a student's attendance follow them from school to school?	No. Attendance is tied to a schedule. A schedule is tied to a school. The attendance does not follow the student to another school.
04/03/14	Attendance	What tool is used for a substitute to take attendance for a teacher?	Student Information/Attendance/Classroom Monitor
04/03/14	Attendance	Who marks the students tardy? Office Managers or Teachers?	Tardies will be the Office Manager's responsibility. Teachers will not have to do this.
04/03/14	Attendance	Will teachers have access to the school's Daily Attendance area.	Yes, read only.
04/03/14	Attendance	Is there a Perfect Attendance Report within Campus?	Yes, there is a report for perfect attendance. The district is writing a pass-through to exclude various activities such as field trips and student activities.
04/03/14	Attendance	Can office staff send messages to teachers to remind them to take attendance?	Yes.
04/03/14	Attendance	Will the office be able to show early dismissals?	Answer forthcoming.

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04/03/14	Attendance/Report Cards	Will attendance information automatically transfer to the report card?	Answer forthcoming.
04/03/14	Behavior	If I note someone as a "victim" in a behavior incident, is that information visible to family and on a transcript?	Answer forthcoming.
04/03/14	Behavior	Will the district make a way to **red alert* on students who have perpetual tardiness or absences?	No.
04/03/14	Behavior	Will teachers have the Student Behavior Tab?	No.
04/03/14	Behavior	Will teachers make Behavior Referrals electronically? Or will this be implemented next fall?	This will be implemented next fall.
04/03/14	Behavior	Will behavior data inputted in Zangle be transferred to Infinite Campus?	Yes.
04/03/14	Behavior	In the process of entering behavior and entering suspension data, some schools have office managers enter the information. At what time should this data be entered in the suspension field?	Answer forthcoming.
04/03/14	Blackboard Connect/Connect-Ed	Will contact data in Blackboard Connect be transferred over in Campus?	Yes.
04/03/14	Blackboard Connect/Connect-Ed	Will the current Blackboard Connect be replaced? If so, when?	Yes. Beginning on April 21, Messenger will replace ConnectED, but ConnectED will remain available until the end of the 2013-2014 school year. However, it will not be updated with new students after April 11.
04/03/14	Campus Community	After Go-Live, how will I get into the Campus Community "textbook?"	After April 21st, there will be an icon for Campus Community on the home page of the Infinite Campus screen. You will not have to log in to utilize Campus Community while you are in Infinite Campus. If you would like to log in to Campus Community when you are not logged in, you may go to https://community.infinitecampus.com and log in with the user name and password you created prior to April 21st.
04/03/14	Campus Community	What is Campus Community?	Campus Community is the text book for the Infinite Campus system. It contains written instructions, videos, tutorials and various tools to assist the end-user.

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04/03/14	Campus Community	How do I get into "Campus Community," Infinite Campus's textbook?	Prior to April 21 , you may access Campus Community by registering for a user id. If you would like to register, please contact Gayle McKnight at 643-7871 / gaylemc@scusd.edu for assistance. After April 21 , Campus Community will be accessible through a button at the top right of the Infinite Campus screen. ALL users will have access. The user will get the screen with "Create a Campus Community Account" on the left or "Login with Existing Account" on right screen. If the user created an account during a training session or prior to April 21, they need to enter their username and password. A "forgot my password" link is below that line just in case they have forgotten their password. Users who need to create an account will be able to do so and those who already have one should not try to create a second campusid.
04/03/14	Campus Community	Can we give this website to our staff for Hands On Virtual Labs (HOVL's)?	Yes. The Learning Guides are also interactive and can be found on the district's intranet site: http://www.scusd.edu/post/infinite-campus-training-learning-guides .
04/03/14	Census	Will teachers be able to change phone numbers for students if they find a number has changed?	No. Only designated office staff members may change student contact and demographic information (which is how it is currently done).
04/03/14	Census	In Census Wizard, what date do I enter into the Start Date of the Household?	The date you're entering the data.
04/03/14	Correspondence	Will we have the ability to email directly from the Student Information/Summary Page?	Yes.
04/03/14	Correspondence ????	Does the system allow for letters to be sent to multiple addresses?	Yes. This is determined when setting up the household.
04/03/14	Counseling	Will "Visit maintenance," the tracking of student counseling visits be available in Campus? If so, who will have access to this?	Yes. This data has been converted from the Visit Maintenance area in Zangle to the Counselor Contact Log.
04/03/14	Courses	How will courses be termed?	Elementary: Trimesters; Middle School: quarters; High School: Semesters; K-8: quarters.
04/03/14	Creating a Student	Can you create a student and enrollment without creating a household?	Yes. However, it is important to add the household information as soon as possible as it houses all of the contact information.
04/03/14	EL	How do we get to the EL Roster?	Answer forthcoming.
04/03/14	ELA	Is LEP information going to be populated by the district?	Yes.
04/03/14	Enrollment	Who enters the qualifying information for the MOC students that get enrolled into our district? The Enrollment Center or AR&E?	Answer forthcoming.
04/03/14	Enrollment	When enrolling a student, should we ask whether the student is/is not documented?	Answer forthcoming.

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04/03/14	Enrollment	Will new enrollment information transfer (i.e. 8th graders moving to 9th, new Kinders)?	Answer forthcoming.
04/03/14	Enrollment	Where is EL student information found in Infinite Campus?	Go to: Index/Student Information/General/Academic Planning/Program Participation/LEP. Then select the correct program.
04/03/14	Enrollment	What code should be used for concapping a student?	If a student has attended their school of residence for any length of time, use <i>End Status Code T160: Regular non-discip xfer to public CA School.</i>
04/03/14	Enrollment	Will there be a field to enter a student who is on Permit?	Not on April 21. It can be added at a later time.
04/03/14	Enrollment	Where can I find a school of attendance?	Search for the Student. Go to Student Information/General/Enrollments to view the student's enrollment history.
04/03/14	Enrollment	Who is responsible for creating the 'household' to avoid the duplication of households? (i.e. Multiple students enrolling at multiple schools will result in multiple households being added to Infinite Campus).	The district is creating a process to eliminate the duplication of households within the system and will roll it out once it's determined.
04/03/14	Enrollment	How is the enrollment of transient or returning students handled?	With any new or returning student, first search the system to see if they have ever been in the system. Go to Search/ All People. Do a broad search first and then narrow down your search (i.e., Put a couple letters of their last name. From that list you can narrow your search even further with first name, date of birth). If the student is not in the system you can then Add Person. If student is in the system, you may pull up their Summary information and edit it as necessary. To search for a student or household, you may view this helpful tool: "How to Search in Infinite Campus." http://www.scusd.edu/sites/main/files/file_attachments/general_overview_how_to_search_in_infinite_campus.fixed.pdf
04/03/14	Enrollment	Will next year's kindergarten enrollment, 2014-2015, that is being inputted into Zangle be transferred to Infinite Campus?	Yes, any enrollment done in Zangle will convert to Infinite Campus.
04/03/14	Enrollment	Are birth verifications required (for state reporting) in order to Enroll a student?	Yes. A Birth Certificate (County Issue) or Passport is required to enroll a student.
04/03/14	Enrollment on Permit	How are out-of-district students entered into Infinite Campus?	Answer forthcoming.
04/03/14	Enrollment on Permit	Will household information only contain the district's addresses?	Answer forthcoming.
04/03/14	Enrollment/Household	If a parent is not supposed to have contact, where would they be listed?	They'll have a flag/alert under Contact. This can also be found in in the enrollment section.

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04/03/14	Flags	Will there be a place for undocumented students to be flagged on their summary page? In Zangle, they ran a query on birthplace, and then they would run that for their AB540/undocumented students.	Yes, in the enrollment process, go to: Census/People/Demographics to enter Ethnicity and Birth Country.
04/03/14	Flags	Are IEP, or 504 students flagged somehow on their Student Page?	Yes. You may set up a flag for various things with the Flags Tab.
04/03/14	General	Will fixes be done prior to the rollover?	After Test #3 is available, each site is to review their school's information and report any discrepancies to support@scusd.edu .
04/03/14	General	Will there be a different log in for student TA's?	Answer forthcoming.
04/03/14	General	Will teachers have access to Ad Hoc reports for students?	Answer forthcoming.
04/03/14	General	What is the current time set for log-out after inactivity?	Answer forthcoming.
04/03/14	General	Can I see information for all students in my school, including siblings of my current students?	Answer forthcoming.
04/03/14	General	If we need to access student data more than five years back, how will we do that?	Archive data will be available for searching by special request and approval.
04/03/14	General	What will be the Help Desk's hours of operation?	Beginning April 7, the Help Desk's hours will be Monday through Friday, 6:30am – 4:00pm.
04/03/14	General	What Infinite Campus modules will rollout on April 21st?	Enrollment, Student Information, Attendance, Messenger, Shout Point and the Parent and Student Portals.
04/03/14	General	What is meant when you say we should login using our "Active Directory?"	Everyone's user ID is their Active Directory ID, not their full email address. For instance, in the example of John-Doe@scusd.edu., the Active Directory would be John-Doe. It is the first part of your email address before the @scusd.edu.
04/03/14	General	Who do I contact for help and assistance?	If you are a teacher, you may contact your teacher coach or Technical Assessment Specialist. Or you may contact the Help Desk at 916-643-9445 or support@scusd.edu . They will direct your issue and/or question to a team of support technicians. If assistance is still required, you may contact Gayle McKnight at 916-643-7871 or gaylemc@scusd.edu . Visit http://www.scusd.edu/infinitecampussupport for more information.

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04/03/14	General	When is the last date/time that we will be able to enter data, grades, etc. into Zangle?	If you would like to enter the grades into Zangle, they must be entered prior to Friday, April 11 at 5:00 p.m. The district has extended the deadline for entering grades to Friday, April 25 at 5:00 p.m.; however, after April 11, they will need to be entered into Infinite Campus. The week of April 14 – 18 will be a “dark” period while the conversion is taking place, where neither Zangle or Infinite Campus will be available at all.
04/03/14	General	Which internet browser should I use to login to Infinite Campus?	It is recommended that you use Firefox or Chrome. If you use Explorer, it must be version 10.0 or higher. The district's version of Explorer does not meet this requirement so you must use Firefox or Chrome.
04/03/14	General	When will the district Go-Live with Infinite Campus?	On Monday, April 21, 2014 at 6:00 a.m., the district will Go-Live with Infinite Campus.
04/03/14	General	What General Student Information tabs do teachers need/have?	Summary, Schedule, Attendance, Assessment, Transportation
04/03/14	General	When will we have access to our specific data for practice/training purposes?	Test #3 will be available to view at the beginning of April (actual date will be communicated once known). Staff may go into and navigate within their sites, and look for anything that may need fixed. No changes will be kept in Test #3, so sites do not need to worry about making mistakes.
04/03/14	General	How will we know if the data coming over from Zangle will be accurate in Campus?	The district's Technology staff is working diligently in cleaning up data that has come over from Zangle. They are producing 3 Tests and with each test they are fixing and cleaning up data. Each site is being asked to review their school's data and to let the Technology Department know of anything that doesn't look right so that it may be fixed before we Go-Live.
04/03/14	General	Why is the district rolling out a new system while school is in session?	The main reason is so that schools can build their 2014-2015 calendars in the new system, not in Zangle. This was requested by school site personnel. The district also wanted to be able to train while school was still in session, rather than over the summer.
04/03/14	General	Is there a process identified for attendance for the week between when Zangle is taken off line and Go-Live?	There will be no system available from 5:00 PM on April 11th until Monday morning April 21st. That week is spring break so I don't know what kind of attendance would be needed.
04/03/14	General	How will I login to Infinite Campus at Go-Live, 4/21/14?	Users will use their Active Directory, or existing user id and password, to get into Infinite Campus.
04/03/14	General	Will the Zangle log-ins be imported so they don't have to create new accounts/log-ins for Infinite Campus? When will that happen?	Users will use their existing user id and password to get into Infinite Campus.

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04/03/14	General	Will Infinite Campus be able to run on my iPad? It would be very convenient to be able to access information as I am visiting classrooms.	Yes, on both iPad and iPhone.
04/03/14	General	Can we access Infinite Campus at home?	Yes, you may access it on any device which has browser capability, and HTML version 5. (iPads, iPods, Phones, etc.).
04/03/14	General	Will Zangle be available after Go-Live? How far back can we see records?	Yes. Data going back five years, including the 2009-2010 school year, will be converted to Infinite Campus. Zangle will not be generally available after Go-Live. Archive data will be available for searching by special request and approval.
04/03/14	General	Will Emergency Contacts be converted to Infinite Campus?	Yes. Emergency Contacts will be converted with Go-Live, on April 21. Yes, the system will integrate the emergency contacts, but it may increase the amount of incorrect data and will need to be cleaned up.
04/03/14	General	When are the teacher coaches training their teachers?	Your teacher coach will determine when they will conduct the trainings of their teachers.
04/03/14	Grading/Gradebook	How many terms can be set up within Infinite Campus?	31
04/03/14	Grading/Gradebook	Are teachers with split prep periods at two different sites (i.e., PE Prep, Music Prep), responsible for entering the grades?	Answer forthcoming.
04/03/14	Grading/Gradebook	Is the district going to provide the grading scale? Elementary?	Answer forthcoming.
04/03/14	Grading/Gradebook	Can elementary teachers who currently use Zangle to calculate grades, still do that for the remainder of the year in IC?	Answer forthcoming.
04/03/14	Grading/Gradebook	Will the grading scale change from Advanced, Proficient, Basic, etc. to emerging, etc. for next year?	Answer forthcoming.
04/03/14	Grading/Gradebook	Will prep teachers in elementary (PE, Music, etc.) be able to enter their own grades?	Answer forthcoming.
04/03/14	Grading/Gradebook	Can teachers give letter grades along with proficiency levels?	Answer forthcoming.
04/03/14	Grading/Gradebook	<i>Elementary Report Cards</i> - what will they look like this year? Same as other trimesters this year?	Answer forthcoming.
04/03/14	Grading/Gradebook	Will teachers have the access to see the Grades tab in Campus so they can monitor a student's grades in all classes?	Answer forthcoming.
04/03/14	Grading/Gradebook	What will elementary report cards and grading look like next year?	Common Core standards; organized by subject and not just teacher.

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04/03/14	Grading/Gradebook	What's the best place to go in Campus Community to assist me in my gradebook?	Go to: https://community.infinitecampus.com . Knowledge Base/Campus Instruction Beta/Reporting and Analysis. Then, select the topic you would like to learn about.
04/03/14	Grading/Gradebook	How do I set up my grading categories so that my grades will continue from one quarter to the next if I am a high school teacher who grades by semester in <i>cumulative</i> manner?	In your gradebook setup, high school teachers need to select <Semester Grade> in the Grading Tasks section. Middle school teachers who grade separately for each quarter (i.e. Quarter Two starts over and does not continue from Quarter One), you need to select <Quarter Grade>.
04/03/14	Grading/Gradebook	When can we register for August trainings specific to the gradebook?	Information about this training is forthcoming. Please visit the Intranet website to register for this and other trainings at: http://www.scusd.edu/pod/sign-infinite-campus-staff-training .
04/03/14	Grading/Gradebook	Can I use my own grading scale?	No, SCUSD board policy states that there should be a standard grading scale for all schools and classrooms.
04/03/14	Grading/Gradebook	Will the gradebook be coming over in Campus?	No. See the attached helpful tool to learn how to transition Zangle grades to Infinite Campus. http://www.scusd.edu/sites/main/files/file-attachments/newest_guidelines_for_transitioning_grades.pdf
04/03/14	Grading/Gradebook	Will teachers be able to define their own grading scales? or will they be use district defined scale?	No. The district will define the scale.
04/03/14	Grading/Gradebook	Teachers would <i>really</i> like to have percentages and not just Adv, Pro, Bas, BB, FBB options in the grade book. Teachers usually decide if they are in these categories based on the percentages. Will teachers have this option?	Percentage-based grading is not the same thing as standards-based grading. They are two totally separate ways of assessing a student. Percentages from classwork do not equal standards proficiencies, so the answer to the question by default is no. The way the Campus Instruction Grade Book is set up is based on our standards-based report card, so if teachers want to add in the assignment <i>Comments</i> section details about percentage scores on tests or fluency scores they can definitely do that. More information will be forthcoming to all teachers on standards-based grading.
04/03/14	Grading/Gradebook	How do I get assignment grades our of Zangle and into Infinite Campus?	See attached document: http://www.scusd.edu/sites/main/files/file-attachments/newest_guidelines_for_transitioning_grades.pdf
04/03/14	Grading/Gradebook	Will the district submit standard score groups?	Standard score groups have been submitted to Infinite Campus.
04/03/14	Grading/Gradebook	Is it possible to migrate over total points?	The 3 rd quarter grade and percentage is all Infinite Campus needs. It's permanent information.

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04/03/14	Grading/Gradebook	In the Grading section, why are some of the grades gray and some are black?	The grades in gray are for Progress. The grades in black are the term grade and contribute to the term gpa.
04/03/14	Grading/Gradebook	Will reports from the gradebook be predesigned?	This will be decided at the district level.
04/03/14	Grading/Gradebook	Will counselors be seeing Gradebook like teachers? Teachers have questions to counselors about child's attendance, reasons, etc.	Yes, the view would be same as counselors.
04/03/14	Household	When creating a household, what do I put into the field called "Household Name?"	Nothing. Keep this field blank.
04/03/14	Household	What's a Non-Household?	People who are connected to the child, but do not live with the child. No address is required for a person in a non-household.
04/03/14	Household	If a parent tied to the household is deceased, how is that marked?	Set an END DATE next to their name.
04/03/14	Household	Where is a guardian's cell phone number changed within Campus?	To Change a Guardian's cell phone number, go to Census/People/Identities. Never in Demographics.
04/03/14	Household	If a student lives in a foster home, would that home be considered their place of residence?	Yes. The "household" associated with the student does not have to be tied to a person, it can be tied to an entity.
04/03/14	Household	What makes a household?	A person who is tied to the student and resides with the student. A person must have an address to be in the household. If "dad" doesn't have an address, he will not be listed under "household." He would be listed under "non-household."
04/03/14	Lockers	Will there be a Locker module in Infinite Campus?	No. We are not planning to use the locker feature. Zangle does not track that today.
04/03/14	Messenger	When will the Messenger tool be available?	At Go-Live, on April 21, 2014. Recorded webinars will also be available to view, and will be found on the Intranet/Infinite Campus website: http://www.scusd.edu/infinite-campus-0
04/03/14	Messenger	Will clerks be able to edit the messages that go out?	If they can do that now in Zangle, they will be able to do that in Campus.
04/03/14	Messenger	What is Messenger?	Messenger will replace Connect-Ed on 4/21/14. It is a tool within the Student Information System which will enable teachers and staff to communicate with parents. They may email the parent directly from the student's information page, as well as send letters.

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04/03/14	Messenger	When will training be on Messenger module?	There will be a training at the Serna Center the week of May 5th. There will also be two webinars in April: Tuesday, April 8 from 1:00 - 3:00 and Thursday, April 10th from 9:00 - 10:00. Our class schedule is being updated continually. Please visit the Intranet/Infinite Campus website for more information: http://www.scusd.edu/pod/sign-infinite-campus-staff-training .
04/03/14	Messenger	Currently, the district sends our letters, will that change?	Answer forthcoming.
04/03/14	Monitoring	Is there a checkout form that can be generated in Campus that would indicate student text book returns, fines, etc.?	Answer forthcoming.
04/03/14	Parent Portal	Will the district encourage sites to try to get emails from parents as the parents come in to get log-ins to the portal?	Answer forthcoming.
04/03/14	Parent Portal	How do students and parents login to the Parent Portal?	Click here for instructions.
04/03/14	Parent Portal	Will there be a difference in the Parent Portal vs the Student Portal?	On the surface, there is no difference between the Parent and Student Portals. The difference is that when a parent logs in, they will see information for all of their enrolled students. Each parent will receive only one User ID. When students login, they will only be able to view their own information.
04/03/14	Parent Portal	Does the district have a process for rolling out the parent portal information to parents and students? When will the user id information be given to the sites?	The Parent Portal will be available on April 21, 2014 for parents and students. Each parent will receive one User Name/ID. Their User Name/ID information will be distributed to the sites as soon as it becomes available. In the March 25th Principals' Bulletin Board, more information regarding this was posted: http://www.scusd.edu/principal-bulletin/parent-and-student-portal-information . More information will be posted as it becomes available.
04/03/14	Parent Portal	Will there be a mobile application for parents and students?	Yes. Parents and students will be able to access the parent portal with their mobile device. The parent is first required to come into the school with an id, get a user id, set up their account, and then download the application so they can access it.
04/03/14	Permits	Can we have a district-wide process for tracking an inter- and intra-district permits?	Answer forthcoming.
04/03/14	Report Cards	Will teachers be able to print their own report cards?	No. They will enter the grades, but will not be able to print. Generation of the report cards can all be generated at once, but will not be done by the teachers.

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04/03/14	Report Cards	Can report card comments be customized, or do we have to choose from the choices offered?	Report card comments will be limited to 75 characters.
04/03/14	Report Cards	Will we be able to add custom remarks onto a student's report card?	Yes, but in Infinite Campus it will be limited to 75 characters.
04/03/14	Report Cards	If a student is tied to two households in IC, will it print 2 report cards?	Yes.
04/03/14	Reports	Will there be a way to see a visual of the entire report card to check for errors, etc. once grades have been posted.	Answer forthcoming.
04/03/14	Reports	Is there a report for unscheduled students that are enrolled?	Answer forthcoming.
04/03/14	Reports	In what format are reports printed?	Most of the time, in a pdf. Ad-hoc reports can be exported to a csv file and then edited in MS Excel.
04/03/14	Reports	Is there a way to export rosters to Excel?	Yes, it can export but cannot import.
04/03/14	Rosters	For elementary sites where two teachers share students, (math/science/history/language arts) how will that look in class lists? How does it look on report cards? Both teachers' names displayed?	Answer forthcoming.
04/03/14	Rosters	How do you print a roster for substitutes?	Attendance/Reports/Sub Attendance Roster
04/03/14	Rosters	Will all of the teachers' rosters will be populated by the district so that on April 21st, the teacher will simply log in and take attendance?	Yes.
04/03/14	Rosters/Flags	Is there an easy way to print out a class roster with census information to use as a field trip roster?	Answer forthcoming.
04/03/14	Rosters/Flags	How will classes be set up if they are split, with 4th and 5th grade students in the same class?	Answer forthcoming.
04/03/14	Rosters/Flags	Will GATE and ELD designations show up as flags?	Answer forthcoming.
04/03/14	Rosters/Flags	If I don't know a student's last name but I know their first name, can I search for him/her?	Yes. Type a comma before the student's first name, then hit Search. Click on the following link to learn how to search within Infinite Campus: http://www.scusd.edu/sites/main/files/file-attachments/general_overview_how_to_search_in_infinite_campus.fixed.pdf
04/03/14	Schedule	Will we develop the master schedule in Zangle?	No. It will be developed in Infinite Campus. Infinite Campus will be here to help build the schedule.
04/03/14	Schedule	Is it possible to add a Saturday class in the calendar?	Yes, on the Days tab, make Saturday a school day. There would be no separate schedule, just an attendance.
04/03/14	Search	How do I search to see if a student is in the Campus database already?	Go to Search/All People. This will search for the student, parent, guardian, others connected to the student, address, etc.

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04/03/14	Search	How do I search for student data in Infinite Campus?	Infinite Campus searches by Last Name, First Name with a comma as the separator. It is not case specific and does not need to have a space. It recognizes any name that matches. For instance, to search for Marilyn Hickson-Smith, you may search for <i>h,m</i> or <i>h-s,m</i> or <i>hick</i> , or <i>h, mar</i> , or any other combination of things. Students in RED are inactive students. Students in Blue are current students. Please click on the link to the left for a helpful tool entitled, " <i>How to Search in Infinite Campus.</i> "
04/03/14	Search	How can I search for a student by their first name?	Place a comma before the name you'd like to search (i.e. <i>,j</i> would search for every student whose first name begins with J).
04/03/14	Search	How do I search for a student's household phone number?	Pull up the Student/Person Summary Report
04/03/14	Search	When pulling up a student's name, why are some of the students' names red and some blue?	Students highlighted in red are inactive students. Students highlighted in blue are active students.
04/03/14	Security Rights	Who will be able to see the contact information for the student?	Answer forthcoming.
04/03/14	Security Rights	When will the OMs be given the permission rights?	By the end of March 21 st everybody should have access to go in and navigate, get used to the system, look at data, etc. but that the actions they perform will not be saved.
04/03/14	Security Rights	How much access will I be given to edit and/or view student information? And how is it determined?	Search is related to what rights and privilege you have in your position. It is based on your position, role and function.
04/03/14	Shout Point	What is Shout Point?	Shout Point will replace the district's current Blackboard Connect/Connect Ed software. It will integrate with the student and household information within Campus.
04/03/14	Special Education	Special Education students - will they be included in regular classroom roster so teachers can see their information, too?	Answer forthcoming.
04/03/14	Special Education	Will Special Education student information be converted into Infinite Campus? If so, will there also be five years of data converted?	Special Education data will continue to be tracked in the Special Education system. Only a few SPED fields will be included in Infinite Campus.
04/03/14	Special Education	Will a 504 or IEP show up as a flag?	Yes.
04/03/14	Staff	Will district be putting in all staff in the system?	The onboarding process will be the same or similar.
04/03/14	Student Courses	Will Student Course Requests convert into Infinite Campus?	If request is done in Zangle, it will pull over into Infinite Campus. After, April 21, 2014, it must be done in Infinite Campus.
04/03/14	Student Information	If a student communicates a change in phone/address, who does the teacher notify to make the change?	Answer forthcoming.
04/03/14	Student Information	Is it possible that some of the information converting into Infinite Campus may be erroneous?	If it was that way in Zangle, it will roll over like that in Infinite Campus. Information was taken from the "red cards" and from Zangle. The district's Technology Services Department is working diligently to help clean up the data, but it will be an ongoing process.

Frequently Asked Questions Infinite Campus

Date Posted	Category	Question	Answer
04/03/14	Student Information	Will teachers have the ability to revise the student's information?	No, they will have read-only access.
04/03/14	Student Information	Is there ever a time I would delete any student, household, enrollment, schedule, information?	No. Never delete information on the student. Put an END DATE. Deleting it will delete all of the history.
04/03/14	Student Information	Will School Administrators be given rights to read a student's records/attendance from another school they previously attended?	Rights to a child's history would have to be given to the person to see that child.
04/03/14	Student Information	How are the schools going to find time to check the accuracy of 1,800 students?	We will not ask schools to specifically check the accuracy of every student. There are some specific anomalies we have found, for which we will send a list to each school of those students to check. We also ask schools to spot check students, especially those they know have complex households, have frequently changed schools, etc.
04/03/14	Student Information	Will we be able to scan in birth certificates, immunization records, etc.?	Yes.
04/03/14	Student Information	Will all Zangle information be rolled over?	Yes. Data going back five years, including the 2009-2010 school year, will be converted to Infinite Campus. Zangle will not be generally available after Go-Live. Archive data will be available for searching by special request and approval.
04/03/14	Student Information	Is there something the sites can do to help with the clean up process of student information?	Yes. Sites can go onto Infinite Campus and review their school's data and report any discrepancies as soon as possible prior to the April 21, 2014 conversion if they would like it corrected by the conversion date. Registrars and Office Managers, and whoever does census information, can help by verifying each student's summary information, parents, contact numbers, address, etc.
04/03/14	Student Information? Or Schedule?	Can you ever delete a course from a student's schedule?	A common rule within Campus is to NOT delete information. However, in this case, if a student HAS NOT attended the course for even one minute the course may be Deleted. However, if the student HAS attended the course for even one minute, you must enter an END DATE.
04/03/14	Teachers	What Tabs are available to teachers?	Answer forthcoming.
04/03/14	Training	Are we planning on having summer training (especially for elementary teachers)?	Yes. There will be Gradebook training in August. Registration for this class if forthcoming. Please check our website for upcoming training dates and registration information. http://www.scusd.edu/pod/sign-infinite-campus-staff-training

**Frequently Asked Questions
Infinite Campus**

Date Posted	Category	Question	Answer
04/03/14	Training for Certified Staff	I am the school librarian at Luther Burbank and I am also a certificated teacher. May I attend an Infinite Campus Training session?	The training plan is for the designated teacher coaches at each site to attend the scheduled training, then to train the rest of the teachers at their home schools. That should include the librarians also. You can follow up with your school's Technology Specialist, Shonna Franzella, to make sure you are included.
04/03/14	Transcripts	If a student was a student two years ago, and comes in for his/her transcript, would it be possible to generate it for them?	Possible, but not sure of your access.
04/03/14	Transcripts	Who will be entering student transcript information?	The same as today in Zangle.
04/03/14	Transportation	Will Transportation and Bus assignment information be entered by the person enrolling the student or the district's Transportation Department? (under Student Info/General Info/ Transportation).	Answer forthcoming.
04/03/14	Transportation	Can we do a report on each student that rides the bus?	Depends on the district and what they choose to populate. Functionality allows is, but some pieces will still need to be added to capability.