From: Conner, Dede - KDE Division Director
Sent: Monday, March 9, 2026 1:21 PM
To: All State KSIS Contacts
Subject: KSIS Notification: ISSUE ALERT: District to KYSE Syncing Delays

KSIS Contacts:

See the following message for details on an issue that Campus is investigating with data communications between the district s and state editions.

Lisa Keeter
KSIS Service Manager Kentucky Department of Education
(502) 564-2020 Ext. 2462
Book time to meet with me
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Infinite Campus
Campus Support

ISSUE ALERT: We are aware of an issue impacting districts in Kentucky, which is causing delays for records being sent between districts and Kentucky State Edition (KYSE).

This connection issue is occurring between Infinite Campus District Edition and State Edition. Student Locator, Records Transfer, State ID assignment, Combine Person, and some state reports are currently experiencing performance issues with the queue to State Edition, causing delays in transmitting this data.

FIX: We are currently troubleshooting the root cause of this issue, and when the connection is restored, a follow-up notice will be sent.

As always, if you are experiencing an issue with Infinite Campus, please submit a support case. If it needs immediate attention, please follow up on your case submission by calling Campus Support at 1-888-461-2004.

Best regards,
Campus Support

Infinite Campus
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