From: Conner, Dede - KDE Division Director
Sent: Friday, June 23, 2023 7:46 AM
To: All State KSIS Contacts
Subject: KSIS Notification: Infinite Campus Special Education Documents

FYI – This information was shared with Special Education Points of Contact.

CAMPUS SUPPORT

To: Infinite Campus Users

ISSUE ALERT: **KY Special Education Documents**

Infinite Campus has confirmed an issue with character limits in special education documents (Student Information>Special Education>General>Documents). In the Campus 2319.9 release, textboxes for the Conference Summary, Referral, and Evaluation/Eligibility Determination documents have been identified to be impacted by character limitations.

WORKAROUND:

KDE recommends utilizing the following workaround until an Infinite Campus release fully resolves the character limitations.

1. Type corresponding notes in a Word or Google document.
2. Upload the created document and staple it to the appropriate Campus special education document.
3. Type in the textboxes in the special education document, "See attached notes."

FIX:

This issue is being tracked with Infinite Campus Development as SIS-170746. Our team is working diligently to resolve this issue and will be working with KDE to deploy a fix as it becomes available.

We apologize for any inconvenience this has caused your district.

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

The Infinite Campus Support Team
Committed to Doing the Right Thing

Please note: If you have a question or response specific to a case, please logon to the Infinite Campus Community.

Infinite Campus, Inc.
4321 109th Ave NE
Blaine, MN 55449
Campus Support 1-888-461-2004 (for Authorized Support Contacts)