

From: [Burton, Linda - Division of Enterprise Data](#)
To: [All State KSIS Contacts](#)
Subject: KSIS Notification - Infinite Campus Grades Display Issue
Date: Wednesday, May 21, 2014 1:02:27 PM
Attachments: [image003.png](#)

KSIS Contact,

Infinite Campus issued a message to notify districts of an in-progress grades display issue. Although this does not affect all Kentucky districts, we want you to be aware in case you get questions from teachers or administrators in your district.



CAMPUS SUPPORT

Please alert all users in your district responsible for maintaining grades in Infinite Campus.

Infinite Campus has provided the following:

ISSUE ALERT: Some users are reporting that the In-Progress grades are not displaying on the Grades tab within Infinite Campus

User Path: *Student Information>General>Grades*

This issue is caused when a grading task has been marked by the teacher to **Weight Categories** where no categories exist.

User path: *Instruction>Assignments>Edit Grade Calc Options.*

FIX: Infinite Campus will be addressing this issue in a future release and will work with KDE to schedule deployment for all districts.

WORKAROUND: As a workaround, the checkbox **Weight Categories** should be unchecked for the grading task with no categories.

User Path: *Instruction>Assignments>Edit Grade Calc Options*

Click **Show Individual Term/Grading Task Combinations>** Uncheck **Weight Categories** for the grading tasks without categories.

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.

Note: please do not reply to this e-mail. If you have a question specific to a case or your account, please contact your Channel Partner/Infinite Campus Support or log on to the Infinite Campus customer portal at <https://community.infinitecampus.com>.

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Support 1-888-461-2004