

**From:** [Conner, Dede - Director, Division of Enterprise Data](#)  
**To:** [All State KSIS Contacts](#)  
**Subject:** KSIS Notification: Infinite Campus / eTranscript Course Issue  
**Date:** Tuesday, November 05, 2013 5:32:02 PM  
**Attachments:** [image003.png](#)

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Please share this notification with guidance counselors working with new eTranscripts – most students will be unaffected but want you to be aware of this potential issue.



# CAMPUS SUPPORT

**Alert Message**

An issue has been identified where some courses are not appearing on the Kentucky eTranscript. This issue will affect students with the following conditions.

- Manually entered or a record transferred transcript course.
- Enrollment with a schedule and no attendance marks in the same calendar year of the manually/record transferred entered courses.
- No courses posted with the Infinite Campus "Transcript Post" tool that match the actual term of the manually/record transferred entered course.

Infinite Campus is developing a fix with a planned .1342 release. This release is scheduled for deployment to Kentucky districts on Wednesday, November 13.

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*Please note: The Infinite Campus Support mailbox is unattended. If you have a question or response specific to a case, please logon to the Infinite Campus Support portal at:*  
<https://community.infinitecampus.com>.

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

campus/gm

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