

From: [Jenkins, Becky - Division of Enterprise Data](#)
To: [All State KSIS Contacts](#)
Subject: KSIS Notification: Update Regarding Student Voice Survey
Date: Wednesday, March 04, 2015 11:28:24 AM
Attachments: [image001.png](#)
[image003.png](#)

Infinite Campus has provided the following update.



CAMPUS SUPPORT

Please alert all users in your district responsible for maintaining KY Student Voice Survey in Infinite Campus.

ISSUE ALERT:

Infinite Campus Support has received reports regarding the KY Student Voice Survey not being available on March 4th, 2015.

FIX: Infinite Campus has finished investigating the source of the issue. The start time for the survey window was incorrect and has been repaired. All surveys should be available now.

Infinite Campus apologizes for the inconvenience caused by this issue.

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 Campus Support.

Please note: DO NOT REPLY TO THIS MESSAGE. 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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Chris Peterson | Campus Support | [Infinite Campus, Inc.](#)
4321 109th Ave NE | Blaine, MN 55449 | **Direct 763-795-4236**
Support 1-888-461-2004 | [Campus Community](#)



From: Jenkins, Becky - Division of Enterprise Data [<mailto:becky.jenkins@education.ky.gov>]
Sent: Wednesday, March 04, 2015 8:48 AM
To: Christian Peterson
Subject: Re: KY Alert Message

Thanks Chris. I just got to hotel. Will get this out to districts right away.

Sent from my iPhone

On Mar 4, 2015, at 9:41 AM, "Christian Peterson" <christian.peterson@infinitecampus.com> wrote:

<image007.jpg>

Please alert all users in your district responsible for maintaining KY Student Voice Survey in Infinite Campus.

ISSUE ALERT:

Infinite Campus Support has received reports regarding the KY Student Voice Survey not being available on March 4th, 2015.

FIX: Infinite Campus is investigating the source of the issue. Infinite Campus will provide further updates as they become available.

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 Campus Support.

<image008.png>

Please note: DO NOT REPLY TO THIS MESSAGE. 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>.

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<image004.gif> <image005.jpg>