

From: [Jenkins, Becky - Division of Enterprise Data](#)
To: [All State KSIS Contacts](#)
Subject: KSIS Notification: Preschool Enrollment Count
Date: Wednesday, March 18, 2015 9:40:29 AM

Infinite Campus has provided the following information.



CAMPUS SUPPORT

Please alert all users in your district responsible for the Preschool Enrollment Count within Infinite Campus.

Infinite Campus has provided the following:

ISSUE ALERT: Infinite Campus has identified an issue with the Preschool Enrollment Count Extract. (KY State Reporting>Preschool Enrollment Count) Students who have a setting of Head Start are not being included in the report.

FIX: Infinite Campus has identified the cause of this issue and is working towards a prompt resolution. Infinite Campus will be addressing this issue in a RX release and will be working with KDE to schedule the deployment of the fix.

An update will be sent when the RX is scheduled.

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>.

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Campus Support 1-888-461-2004 (for Authorized Support Contacts)