

From: [Jenkins, Becky - Division of Enterprise Data](#)
To: [All State KSIS Contacts](#)
Subject: KSIS Notification: Safe Schools Report
Date: Wednesday, May 20, 2015 11:45:28 AM

KSIS Contact:

Please share the information below with district personnel responsible for the Safe Schools Report in your district.



CAMPUS SUPPORT

Please alert all users in your district responsible for the Safe Schools Report within Infinite Campus.

Infinite Campus has provided the following:

ISSUE ALERT: Infinite Campus has received reports of students erroneously displaying in the Safe Schools Error Report.

ISSUE DETAILS:

Students with multiple enrollments within the district will display a record for **ERO4** when a behavior incident, meeting the requirements for the Safe Schools Report, was recorded in a calendar where the student was not actively enrolled. This error displays even though there is an active enrollment within the district as of the Incident Date.

WORK AROUND:

Run the Safe Schools Error Report for the entire district and investigate instances of ERO4 where the Incident Date is within the 14-15 school year. For students who were enrolled in another calendar as of the Incident Date District staff should reenter the behavior incident record, including any behavior events and resolutions for the student, under the calendar where they were actively enrolled. The student should then be removed from the original behavior incident record. This will allow the student to report on the Safe Schools Report.

FIX:

Infinite Campus will address this issue in a future release. This issue is being tracked as SIS-86284.

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)