

# Student Voice – Where to Get Help

List of Important Numbers	
Contact	Number
Infinite Campus Support	Follow your standard process for submitting support issues to Infinite Campus
CIITS Schoolnet Help Desk	(855) 435-7459 <a href="mailto:ciitshelp@schoolnet.com">ciitshelp@schoolnet.com</a>
Kentucky Department of Education Student Voice Coordinator: Joyce Richards	(502) 564-1479, ext. 4532
<b>Check your local listings for these contacts</b>	
A list of common contacts can be found on the KDE website at: <a href="http://applications.education.ky.gov/sdci/Other.aspx">http://applications.education.ky.gov/sdci/Other.aspx</a>	
District Student Voice Point of Contact	
School Student Voice Point of Contact	
Building Coordinator	
Principal	
District Campus Portal Staff	
District KSIS/Campus Administrator/Technical Point of Contact	
School KSIS/Campus Administrator/Technical Point of Contact	
District/School staff that oversee course scheduling and rosters	
District PGES Point of Contact	
School PGES Point of Contact	

Information available online:

Student Voice Web page:

<http://education.ky.gov/teachers/PGES/TPGES/Pages/TPGES-Student-Voice-Survey-Page.aspx>

Student Voice Implementation Guide:

<http://education.ky.gov/teachers/PGES/TPGES/Documents/SV%20Implementation%20Guide%202015.pdf>

Student Voice Administrator

Guide: [http://education.ky.gov/teachers/PGES/TPGES/Documents/Administrator\\_Guide\\_for\\_Student\\_Voice.pdf](http://education.ky.gov/teachers/PGES/TPGES/Documents/Administrator_Guide_for_Student_Voice.pdf)

Student Voice Teacher Guide:

[http://education.ky.gov/teachers/PGES/TPGES/Documents/Teacher\\_Guide\\_for\\_Student\\_Voice.pdf](http://education.ky.gov/teachers/PGES/TPGES/Documents/Teacher_Guide_for_Student_Voice.pdf)

Student Voice Student Guide:

[http://education.ky.gov/teachers/PGES/TPGES/Documents/Student\\_Guide\\_for\\_Student\\_Voice.pdf](http://education.ky.gov/teachers/PGES/TPGES/Documents/Student_Guide_for_Student_Voice.pdf)

Student Voice Student Presentation:

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[http://education.ky.gov/teachers/PGES/TPGES/Documents/Student\\_How\\_To\\_Student\\_Voice.pdf](http://education.ky.gov/teachers/PGES/TPGES/Documents/Student_How_To_Student_Voice.pdf)

<b>For Teachers Participating in or Facilitating Student Voice...</b>	
<b>If you</b>	<b>Please contact</b>
<ul style="list-style-type: none"> <li>- Are not sure which of your students or classes are supposed to respond about you</li> <li>- Are not sure when or where your students are supposed to take the survey</li> <li>- Are not sure which teacher's survey the students you are supervising should be responding to</li> <li>- Have questions about the purpose and/or policies regarding Student Voice</li> <li>- Have a collaborative teacher with one or more of your classes and are not sure which students should respond about which teacher</li> <li>- Need help determining how to provide accommodations for English Language Learners or students with disabilities</li> </ul>	School Student Voice Point of Contact
<ul style="list-style-type: none"> <li>- Have students that cannot log in to Campus Portal</li> <li>- Don't know the Campus Portal web address</li> </ul>	School KSIS/Campus Administrator/Technical Point of Contact
<ul style="list-style-type: none"> <li>- Cannot log in to CIITS or otherwise have problems viewing your results in CIITS</li> </ul>	CIITS Schoolnet Help Desk <a href="mailto:ciitshelp@schoolnet.com">ciitshelp@schoolnet.com</a> (855) 435-7459

<b>For School Student Voice Survey Coordinators...</b>	
<b>If you</b>	<b>Please contact</b>
<ul style="list-style-type: none"> <li>- Are not sure which teachers should participate in Student Voice</li> <li>- See teacher assignments or counts of students set to take the survey that don't meet your expectations even after reviewing the guidance provided in the <a href="#">Student Voice Implementation Guide</a></li> <li>- Need information about district-wide policies regarding Student Voice</li> <li>- Need guidance regarding which classes or students should respond about each teacher</li> </ul>	District Student Voice Point of Contact
<ul style="list-style-type: none"> <li>- Have students that cannot log in to Campus Portal</li> </ul>	School KSIS/Campus Administrator/Technical Point of Contact

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For District Student Voice Points of Contact...	
If you	Please contact
<ul style="list-style-type: none"> <li>- Have questions about how Student Voice should be administered after reviewing the guidance provided in the <a href="#">Student Voice Implementation Guide</a></li> <li>- Have questions about the guidance provided in the <a href="#">Student Voice Implementation Guide</a></li> <li>- Have questions about how to use and interpret the Student Voice Reports within Infinite Campus after reviewing the guidance provided in the <a href="#">Student Voice Implementation Guide</a></li> </ul>	Kentucky Department of Education Student Voice Coordinator: Joyce Richards – (502) 564-1479, ext. 4532 <a href="mailto:teacherleader@education.ky.gov">teacherleader@education.ky.gov</a>
<ul style="list-style-type: none"> <li>- Have questions about getting student account set up</li> <li>- Need help getting or setting up access (permissions) to Student Voice Reports and/or the District Assignment tab where teachers are assigned to participate</li> </ul>	District KSIS/Campus Administrator/Technical Point of Contact
<ul style="list-style-type: none"> <li>- Need to get course section rosters/schedules corrected so that teachers have the appropriate number of students available to participate in the survey</li> </ul>	District/school staff that oversee course schedules/rosters
<ul style="list-style-type: none"> <li>- Need assistance assigning or changing an individual educator's survey type</li> </ul>	Follow your standard process for submitting support issues to Infinite Campus

For District KSIS Points of Contact...	
If you	Please contact
<ul style="list-style-type: none"> <li>- Need assistance with setting up Student Portal accounts</li> <li>- Need assistance with scheduling a survey within Infinite Campus</li> <li>- Need help running or setting up Automatic Educator Assignment</li> <li>- Need assistance changing an individual educator's survey type</li> <li>- Need assistance setting up survey windows for a school</li> </ul>	Follow your standard process for submitting support issues to Infinite Campus
<ul style="list-style-type: none"> <li>- Need to know who should be given permissions to assign teachers and use reports</li> </ul>	District Student Voice Point of Contact