



Student Voice Survey – 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 ciitshelp@schoolnet.com
Kentucky Department of Education Student Voice Coordinator:	(502) 564-1479 teacherleader@education.ky.gov
Check your local listings for these contacts	
A list of common contacts can be found on the KDE website at: http://applications.education.ky.gov/sdci/Other.aspx	
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_Infinite_Campus_Guidelines.pdf

Student Voice Survey – A Guide for Teachers:

http://education.ky.gov/teachers/PGES/TPGES/Documents/SV_Teacher_Guide.pdf

Student Voice Survey – A Guide for Students:

http://education.ky.gov/teachers/PGES/TPGES/Documents/SV_Student_Guide.pdf

Student Voice Survey – A Guide for Students Presentation:

http://education.ky.gov/teachers/PGES/TPGES/Documents/SV_Student_Guide_Presentation.pptx



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

For School Student Voice Survey Coordinators...	
If you	Please contact
<ul style="list-style-type: none"> - Are not sure which teachers should participate in Student Voice - 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 Student Voice Implementation Guide - Need information about district-wide policies regarding Student Voice - Need guidance regarding which classes or students should respond about each teacher 	District Student Voice Point of Contact
<ul style="list-style-type: none"> - Have students that cannot log in to Campus Portal 	School KSIS/Campus Administrator/Technical Point of Contact



Student Voice Survey – Where to Get Help



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