

From: Conner, Dede - KDE Division Director

Sent: Monday, September 16, 2024 5:42 PM

To: All State KSIS Contacts

Subject: KSIS Notification: Infinite Campus Special Education Alert - Update

Infinite Campus provided the following update; it was also posted to Campus Community.

ISSUE: Special Education Save Errors

We will be updating the Kentucky Cloud database servers this evening, Thursday, September 12, 2024, We are continuing our investigation into reports that some districts are intermittently receiving errors when attempting to save records in IEP and Evaluation Plans within Infinite Campus. We are also aware of a secondary issue in which the editor is grayed out and/or cannot be adjusted, suggesting the status of the editor is "complete" when in fact the actual status is "in progress."

Our development team is continuing to work on identifying and implementing a solution to address the issue. We will provide more information as it becomes available.

There are currently around 30 Support cases for this issue. If your district is experiencing this problem, please create a Support case and include the error message received. It is not necessary to follow up by phone.

We appreciate how important this issue is for your staff and are diligently working to resolve it.

Infinite Campus, Inc.

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