

## **Colorado SIS Users Group Steering Committee Meeting Minutes from October 12<sup>th</sup> 2009**

### **Location: Doubletree Hotel Denver Colorado**

**Attendees:** Hedi Skinner (RE5J Johnstown), Carrie Sullivan (Littleton), Liz Smith (Widefield), Misty Flick (Greely-Evans), Sue Warrick (Littleton), Tina Madison & Lisa Snider (Woodland Park), Jackie Twehues (Boulder Valley), Kathy Green (Centennial BOCES), Glenn Omoto & Luis Mella (Mapleton), Margaret Taylor (Jefferson County), Ann Godfrey (Brighton), Patrick Mount, Melinda Trickey (Fort Morgan), Patty Roundy (Aurora), Guy McPherson (Academy), Mark Richardson (CIC)

### **Opening Statements**

Patrick Mount CSIS Board President welcomed all attendees. The reason for holding the CSIS meeting at the Doubletree Hotel was to allow the steering committee members to see the hotel where the CSIS Users conference will be taking place in February 2010 since this is a new venue.

### **District Sharing and General Information**

#### **Shoutpoint:**

Many districts are reporting problems using Shoutpoint scheduling for future dates when contacting parent's by telephone. It appears that when scheduling a call to go out on a future date, it will call parents on the date when the message was created. Fort Morgan, Jefferson and Woodland Park have all reported this issue and are working with Infinite Campus to get this issue resolved. This issue is not affecting emails, this is only voice.

#### **Adobe Acrobat Reader 9 and Infinite Campus:**

There is an Alert on the Infinite Campus website not to use the latest Adobe Acrobat Reader 9 with Infinite Campus. Though the version is not specifically stated it appears that it is Acrobat Reader version 9.1.3 that is causing problems in Infinite Campus specifically when viewing PDF's/FDF's. The problem may be seen in not being able to view the PDF and/or not being able to save the PDF/FDF. Some districts reported this as a major issue, while others were not affected at all. The issue seems to be a missing registry update with newer versions of Acrobat Reader. If you are on Reader 9.x and are affected and are not sure what to do, please contact Melinda Trickey at Ft. Morgan [melinda.trickey@morgan.k12.co.us](mailto:melinda.trickey@morgan.k12.co.us)

### T&L Conference:

The Technology and Learning Conference is October 28<sup>th</sup> – 30<sup>th</sup> in Denver at the Colorado Convention Center. T&L will feature over 150 different vendors. Mark Richardson has free exhibit hall passes if you would like to attend. Note these passes do not get you into the Presentations. The exhibit hall passes allow you to see all the vendors and their demo's. Infinite Campus will be in the Exhibit hall showing the latest version (not yet released) of Portal and what is ahead for Infinite Campus. Information on T&L is available at: <http://www.nsba.org/tl/> Contact Mark Richardson [mrichardson@cicesp.com](mailto:mrichardson@cicesp.com) for your free passes.

### Infinite Campus Updates

Infinite Campus is changing their release schedule for major update. The new release will come out in the Spring and which will allow districts to test and upgrade before school starts in the fall. There will be other changes coming to patching and upgrading. Mark Richardson will have more details at the November meeting.

### Student Schedules and P.O. Box mailing addresses

If you use Schedule Batch to print student schedules there is an option to "print one copy per student's primary address" Please note that if you use this option that it may not contain not students schedules if they have a P.O. Box. If you do not select this option, students who have a P.O. Box will print out, but it will print both the P.O. Box and the secondary address if they have one. Create a query at your school to determine which students have a P.O. Box, and when you run the Schedule Batch, you can look for those specific student to ensure you've removed the duplicate schedule.



The image shows a screenshot of a web-based form titled "Schedule Batch Report". At the top, there is a blue header with the text "Schedule Batch Report". Below the header, there is a search bar with the number "10" entered and a dropdown arrow. Underneath the search bar, there are three options: "Ad Hoc Filter" with a radio button, "Enrollment Effective Date" with a text box containing "10/21/2009" and a calendar icon, and "Print one copy per student's primary address" with a checkbox.

### CDE Auditing:

It has been reported that school districts outside of the Denver Metro Area will no longer be audited by CDE in person (due to budget cuts and other reasons). The audit takes place over email, phone, fax and sending CD's of scanned data. Please keep your data safe if you are being audited remotely by CDE.

## **Infinite Campus Performance**

Some districts are reporting that after applying the latest patches, that they are seeing slowness with Infinite Campus. If you are experiencing this issue make sure you log a ticket to Infinite Campus or CIC, but also let Patrick Mount [mtpatrick@gmail.com](mailto:mtpatrick@gmail.com) know so that we can track this as well. Performance issues can be tough to solve, but please state what version you are using and what version you started to notice a definite slowdown. If we have this information we can work with Infinite Campus/CIC to help resolve this issue for everyone.

Areas to consider if you are experiencing slowness:

- Are you using a SQL Reports server and where is it located on the WAN?
- Make sure Locks are turned off if using SQL Reports
- Margaret Taylor (Jeffco) and Shelly Tailer (Douglas) have gone through extensive troubleshooting their own performance issues. Please contact either for possible tips, tuning, or lessons learned.

## **H1N1 Virus**

Many School Districts have begun to track H1N1 outages. Most schools are adding an attendance code specifically for H1N1 and recording any Flu-like system outages as H1N1.

## **Infinite Campus Patching**

There is still general frustration with Infinite Campus patching. Problems include that it is hard to know exactly when you will be patched – typically the notice of patching scheduled and the actual patching all take place within the same few minutes in the late afternoon or early evening.

You have some options for non hosted customers:

1. If you must have a patch installed on or near a specific date, and have put in the patch request, please contact Mark Richardson or your CIC Representative to move your patching to a higher priority level.
2. Do your own patching. You have all the tools you need to do your own patching. You are supposed to get approval from Infinite Campus before taking over patching. Using this method you have complete control. Contact [guy.mcpherson@asd20.org](mailto:guy.mcpherson@asd20.org) for more information.

## **User Conference Updates/Planning**

After the Roundtable discussion, those in attendance got a tour of the Doubletree hotel to see the banquet rooms, conference rooms and hotel rooms. We also had lunch at the hotel. Everyone was pleased with the hotel accommodations and food.

Kathy Green accepted responsibilities of Conference Presenter liaison. This is a role for the CSIS Users Conference, but this person would be responsible for coordination and communicating with all presenters. This is huge responsibility and Kathy has extensive experience in this area as a trainer and presenter. Thanks for helping out Kathy!

November 9<sup>th</sup> Meeting is at Douglas County