



# SCOPE OF SERVICES TRAINING

## **OVERVIEW OF SERVICES PROVIDED**

The Infinite Campus Training Department provides expert-led sessions designed to help your staff fully leverage the functionality of Infinite Campus. Our goal is to empower your team to maximize efficiency and effectiveness with the platform. Training services delivered by a Training Specialist are billable and subject to trainer's availability.



# Training Topics Available

- Academic Planning Setup & End User
- Ad Hoc Basics
- Advanced Ad Hoc
- Assessments
- Attendance Setup & End User
- Basic Navigation
- Behavior Setup & End User
- Blended Learning
- Campus Analytics
  - Additional Survey Tools
  - Data Access/Change Tracker
  - Early Warning
  - Insights
- Campus Instruction
- Campus Learning
- Campus Payments
  - Activity Registration
  - Dependent Care
  - Mobile Payments
  - School Store
  - Tuition Billing
- Campus Workflow
  - Advanced Attendance and Appointments
  - Behavior Resolution Matrix
  - Hall Pass
  - Scanning Tools
  - Events & Actions – we do not offer training for scripts or stored procedures for Events & Actions
- Census
- Counseling
- Course Setup
- CRDC
- Cross-Site Enrollment
- Custom Forms
- Custom Tools
- Ed-Fi
- EL
- Fees
- Flags/Programs
- Food Service
- FRAM
- Grading Setup - Standards Based Grading
- Grading Setup - Traditional Grading
- Health Setup & End User
- Lockers
- Messenger Setup & End User
- Online Registration Prime/Standard (OLR)
  - Open Enrollment
- Pivot Designer
- PLP
- Portal Setup
- Records Transfer
- Report Translations
- Responsive Scheduling
- RTI
- Scheduling
- Special Education
- Student Information
- Surveys
- System Preferences
- Transcripts
- Transportation
- User Security
- Virtual Scheduling Series (Campus Passport Subscribers)

| SERVICES WE DO NOT OFFER   | RESOURCE  |
|--|---|
| <b>Troubleshooting</b>   | <a href="http://www.infinitecampus.com/support">www.infinitecampus.com/support</a>  |
| <b>Third-party Applications Troubleshooting</b>  | <a href="http://www.infinitecampus.com/support">www.infinitecampus.com/support</a>  |
| <b>Events and Actions (beyond the basics)</b><br>No training for scripts or stored procedures for Events & Actions.  | <a href="https://kb.infinitecampus.com/help/events-and-actions">https://kb.infinitecampus.com/help/events-and-actions</a> |
| <b>SQL Training</b><br>Although we don't currently offer SQL training, our Business Consulting team provides a comprehensive Schema Boot Camp through Campus Passport.                   | <a href="http://www.infinitecampus.com/passport">www.infinitecampus.com/passport</a>                                      |
| <b>Custom Report Building / Data Imports</b><br>Technical Services assists with data modifications, imports/exports, and custom reports tailored to meet your district's specific needs. | <a href="http://www.infinitecampus.com/technical-services">www.infinitecampus.com/technical-services</a>                  |

# WHAT YOU CAN EXPECT WHEN ENTERING A TRAINING CASE

## Free Resources

Your Training Specialist will begin by sharing complimentary resources tailored to your training request. These may include Knowledge Base Articles, Instructional Videos, Campus Community Tools, and On-Demand lessons to help you get started.

## Consultation to Prepare for Training

If our complimentary resources don't fully align with your objectives, your Training Specialist will arrange a complimentary consultation to discuss tailored live training options designed to maximize your team's success.

During this call, your Training Specialist will gather details about your training request, discuss your preferred training dates, and provide a quote for services. **Please note that training services are billable, and a purchase order will be required prior to scheduling training.**

## Primary Delivery Method: Customized Virtual Live Training

Once a purchase order is received, your Training Specialist will schedule and prepare for your live training session. Virtual training sessions are held via zoom and recorded. Any available recordings and resources from your training will be distributed after your session via the training case.

## Additional Resources

### Training Resources:

- [Knowledge Base](#)
- [Campus Passport](#) (expanded offerings for subscribers only)
- [Community Forums](#)
- [Yearly Event Series](#) (subscribers only)

### Support:

- The [Campus Support Team](#) is here to assist with product-related questions and issues, focusing on the tools and features developed by Infinite Campus.

