

NORTH CAROLINA DEPARTMENT OF PUBLIC INSTRUCTION

NCSIS Updates May 2026

With Infinite Campus now fully implemented statewide for nearly a full year, we are ready to move into the next phase of this work: a sustainability and optimization phase focused on long-term support, consistency, and continued partnership. This next phase will allow us to maintain a high level of support for PSUs across North Carolina while strengthening processes, improving consistency, and ensuring the system continues to serve schools and districts well over time.

As we move into the next phase of support for Infinite Campus, the Infinite Campus Support Ticketing System will serve as the first line of support for PSU assistance. This process will help ensure support requests are documented, tracked, and addressed consistently through the established service level agreement, providing greater transparency and equitable access to support for all PSUs across North Carolina.

- PSUs will continue to have access to a variety of self-service resources, including the Infinite Campus Community, Campus Passport (24/7 on-demand autonomous training), and the NCSIS Knowledge Base.
- When additional assistance is needed beyond those tools, authorized PSU contacts may submit tickets through the Infinite Campus Support Portal. For urgent needs or escalations, PSUs can also contact their PSU Client Relationship Manager, David Zimmerman.

Continued Professional Learning

As Infinite Campus moves from statewide implementation to ongoing support, professional learning will continue with a stronger focus on sustainability, shared practices, and PSU collaboration.

Due to the conclusion of time-limited implementation funding, SIS Support staffing has been reduced. To support PSUs moving forward, NCDPI will continue to emphasize available training and support resources, including:

- **Campus Passport** through June 30, 2030, pending State Board of Education approval (June 2026)
- **Campus Community**
- **NCSIS Knowledge Base**
- **NCSIS Website**

Statewide training will remain an important part of the support model, with a focus on shared business processes, operational best practices, documentation, and collaboration across PSUs.

Ongoing support opportunities will include virtual office hours during key operational periods such as BOY, EOY, and reporting cycles; biweekly SIS Coordinator calls for updates and shared learning; and statewide events such as **NCBOLD**, **NCEd Connect Symposium**, and **Digital Leaders Exchange**.

NCDPI is proud of the collaboration, commitment, and hard work demonstrated by PSUs throughout this statewide transition. We are grateful for your continued partnership as NCSIS continues to mature, evolve, and strengthen in support of students, educators, and families across North Carolina.

NCSIS Support Team



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