Tab 1

Frequently asked questions about Infinite Campus: Campus Instruction are below. If you have a question that is not answered here, contact the [Help Desk](#).

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Access, Roles, and Permissions

1. **Will I need separate logins if I serve in multiple roles (e.g. CDC , IF, Intervention)?**
   - No. There is one login for Infinite Campus that provides access to both Campus Instruction and student information. You can set your default landing page.

2. **Is my Campus ID different depending on my role (e.g., teacher vs. data manager)?**
   - No. Your Campus ID is the same regardless of your role. All staff will use **one Campus ID** to access Infinite Campus training and roles.

3. **How will it be determined who has admin vs. teacher access to Infinite Campus?**
   - Infinite Campus access syncs with your title/role in Oracle.

4. **Will teachers with additional responsibilities (ESL, Intervention, etc) have necessary admin access beyond their teacher role?**
   - This is a user rights issue. Considerations are being made for teachers with additional responsibilities such as ESL, AIG, or intervention.

5. **Will specialists for non-graded classes without student rosters have access to Campus Instruction?**
   - Only staff with assigned rosters will have access to Campus Instruction

6. **How can I change the timezone in my CampusID account?**
   - Staff can now update their timezone by logging into CampusID, clicking their name in the top right corner, and selecting "location" settings. You should select "UTC-05 Eastern Time."

7. **What do I do if my WakeID is already taken when registering for CampusID?**

- Staff can create this account with any username (even if someone else used their WakeID by mistake). Be sure to use your correct WCPSS email when creating your account and you will be able to log in using your email and CampusID password.

8. **Will grade book contacts be given admin access to help troubleshoot issues with other staff members?**
   - Access will be determined by individual roles in Oracle.
9. **How will staff access Infinite Campus each day?**
   - Staff will access Infinite Campus through the NCSIS icon in their WakeID Portal. Teachers should click the "Select an SSO Configuration" button and select "NCEd Cloud." You will then log in using your 10-digit NCUID.
10. **How do I switch my view to the teacher center on the live site?**
    - Click the silhouette in the top right corner of the screen, select profile options, and look for "Instruction Settings."

Gradebook Configuration and Functions

1. **Is the gradebook set up manually by staff or by the school?**

   The gradebook setup is different based on school level:
   - **Elementary Schools:** The Standards-Based Gradebook is populated and defined at the district level for all elementary teachers.
     - Substandards are not included in the gradebook at this time.
   - **Middle and High Schools:**
     - The district will provide a few default categories with locked weights. Teachers can make new categories with custom weights that align with their school's grading expectations.
     - Final grading calculations (40/40/20) are defined by the district.

2. **Will elementary gradebooks be pre-set with quarterly standards, or can teachers customize them like in PowerSchool?**
   - Gradebooks will be set up similarly to current practice in PowerSchool and will allow flexibility in covering objectives across quarters.

3. **Will the system support both standards-based and traditional grading for the K-8 setting?**
   - Yes. The system accommodates both standards-based grading and traditional grading in the K-8 setting.

4. **In standards-based grading, if an assignment has multiple standards, do I need to create multiple copies of that assignment?**
   - No. You can add the assignment and add multiple standards as you build it. This assignment is then viewable in the gradebook under each of the attached standards.

5. **In standards-based grading, if an assignment has multiple standards, do I need to create multiple copies of that assignment?**
   - No. You can add the assignment and add multiple standards as you build it. This assignment is then viewable in the gradebook under each of the attached standards.

6. **What does it mean when a grade has a strike through? Does this automatically calculate as a zero?**
   - Grades flagged as "cheating" will show with a strike through them and automatically calculate as a zero. Additionally, missing assignments also calculate as a zero.

7. **Should elementary teachers use points or rubrics for their assignment grading?**
   - The rubric grading scale has been set to 1-4 for academic assignments and 1-3 for work habits and conduct. All standards-based grades should use "Rubrics" as the scoring type.

8. **How do I enter conduct and work habit grades?**
   - Conduct and Work Habit grading tasks can be found in a teacher's homeroom class.

9. **Can I use "total points?"**
   - To best align with common teacher practices and board policy, gradebooks have been set to percentage based calculations. To achieve a total points calculation within the current functionality, refer to this guidance. This is only available in secondary schools.

10. **Where is the "release scores" function?**
    - This feature is tied to the LMS functions of IC and are not accessible.

11. **How do grades show up on interims?**
    - Interim reports pull from "in-progress" grades in both elementary and secondary gradebooks. This requires at least one assignment to be entered in a given standard (for ES) or category (for secondary).
    - Note: There are two potential causes of N/A errors on elementary interims. 1) only assignments graded with "rubric" scoring will show up as in-progress and 2) a standard with two assignments sharing the same date may also show up as N/A

Attendance Procedures

1. **Who can correct attendance if a change needs to be made (e.g. student marked absent, but was on a field trip)?**

    This is dependent on when the change is made:

    - **Before 3:30 p.m. on the instructional day**: The teacher can make the correction
    - **After 3:30 p.m. on the instructional day:** Office/administrative staff (e.g. data manager) must make the correction

2. **If a teacher forgets to take attendance, are students counted as present?**
    - Yes. Attendance will default to present in that situation.

3. **How will limitations on teachers' attendance access impact 10-day headcount?**
    - Staff members with designated tool rights, such as Data Managers, retain the ability to edit attendance records from previous days to ensure headcount is accurate.

4. **Is there a seating chart feature available for attendance?**
    - Yes. There is a seating chart feature and you can use it for attendance. Ensure "use seating chart for attendance" is enabled in your instruction settings (by clicking on the person icon in the top right). Once this is enabled, navigating through the main menu to instruction and then attendance will bring up the seating chart with the attendance feature. **Note**: Accessing attendance from the teaching center will not activate the seating chart.
    - Teachers can add students from multiple sections to a single seating chart by scrolling down and identifying other sections that meet at the same day and time.

5. **Is there a method to see a student's attendance and grades in other classes?**
    - Yes. The advisory function allows teachers to view student data across the courses in which they are enrolled.

6. **Is there a login for substitutes to take attendance in Infinite Campus?**
    - Not at this time.

Training and Documentation

1. **Where can I access the Infinite Campus training test site (demo site) for practice?**
    - The Infinite Campus training test site is similar to a demo test site. Staff can practice using Infinite Campus in a setting that is most similar to their current role without impacting student data.
    - How to Access:
        - Open All District Staff Presentation >> On **slide 6**, choose a role most similar to your current role and record the **username** for that role >> On **slide 7**, record the password for the same role >> Log into the training site with the generic username and password

2. **Where can I find Campus Instruction training for Gradebook Contacts?**
   - All required training for Gradebook Contacts can be accessed:
     - In the Canvas Resource Hub
     - Or by logging into Campus Community and clicking the links below:
       - Standards-Based Grading
       - Traditional Grading

3. **How can new schools opening for the 2025-26 school year request on-site staff training?**
   - Principals at new schools should coordinate and communicate a training schedule with their staff during the beginning of year workdays.

4. **Will Infinite Campus support materials be available for families?**
   - Yes. The WCPSS Communications Team will provide support materials to families.

5. **Where can staff who aren't Gradebook Contacts find information training and support resources?**
   - All staff can view the WakeConnect Site which has the most critical information. Additionally, all staff can create a CampusID and take advantage of Campus Community resources.

6. **Will training be offered for other staff roles (i.e. counselors, specialists, principals)?**
   - You can find the most up to date information regarding Infinite Campus by viewing the training plan.

Discipline and Behavior Tracking

1. **The On-Demand Instruction video didn't show how to log minor vs. major referrals. How will this be handled?**
   - You can now view the behavior referral slides.

2. **Will historical behavior data (e.g., minor/major referrals) transfer to Infinite Campus?**
   - More information will be shared with principals as it becomes available.

3. **What type of incident (Major/Minor) goes to administration?**
   - All referrals submitted through the behavior office are sent to administration for resolution. All resolutions are reported to NCDPI.

Learning Management System (LMS) Integration

1. **Will Infinite Campus replace Canvas as our LMS?**
   - No. Canvas will continue to be the LMS used in WCPSS for the 2025-26 school year.
2. **Does Canvas Grade Passback sync with Infinite Campus?**
   - Yes. Canvas Grade Passback will sync with Infinite Campus. Staff can continue to use this feature.
3. **Will SchoolNet work with Infinite Campus?**
   - SchoolNet will continue to integrate with Canvas and Grades can be passed between Canvas and Infinite Campus.

Other Questions

1. **Where can staff access professional learning opportunities and track continuing education credits (CEUs) moving forward?**
   - Staff can continue to access professional learning opportunities and track their CEUs in WakeLearns.
2. **Will gradebook contacts earn CEUs for the training we have been doing?**
   - Not at this time.
3. **Will we use Messenger in Infinite Campus or continue with TalkingPoints?**
   - TalkingPoints will continue to be used across the district.
4. **Will Infinite Campus communicate with Oasis for the purposes of athletic eligibility?**
   - During the first semester, eligibility is determined by the previous year's second semester so we will pull that data from PS. We plan to update it to pull IC data sometime before the end of first semester.
5. **Will I be able to view IEPs, 504s, etc. within Infinite Campus as shown in the on-demand training?**
   - While we are transitioning behavior reporting from ECATs (SIRS) to the IC Behavior Office, Technology and Student Support Services are currently evaluating a process to migrate plans into IC.
6. **Will prior EOGs, Cog-At, IOWA and other results be entered into Infinite Campus?**
   - Yes. NCDPI will load this information.

Additional Support

1. **What support materials are available?**

- All Staff:
    - [Infinite Campus WakeConnect Support Site](#)
    - [Campus Community](#): Includes Campus Passport and Knowledgebase
- Gradebook Contacts:
    - [Canvas Course](#)

2. **Who should I contact if I still have questions**
   - Contact the [WCPSS Help Desk](#) via the [WakeID Portal](#) or 919-664-5700.