

Infinite Campus District Leader Model

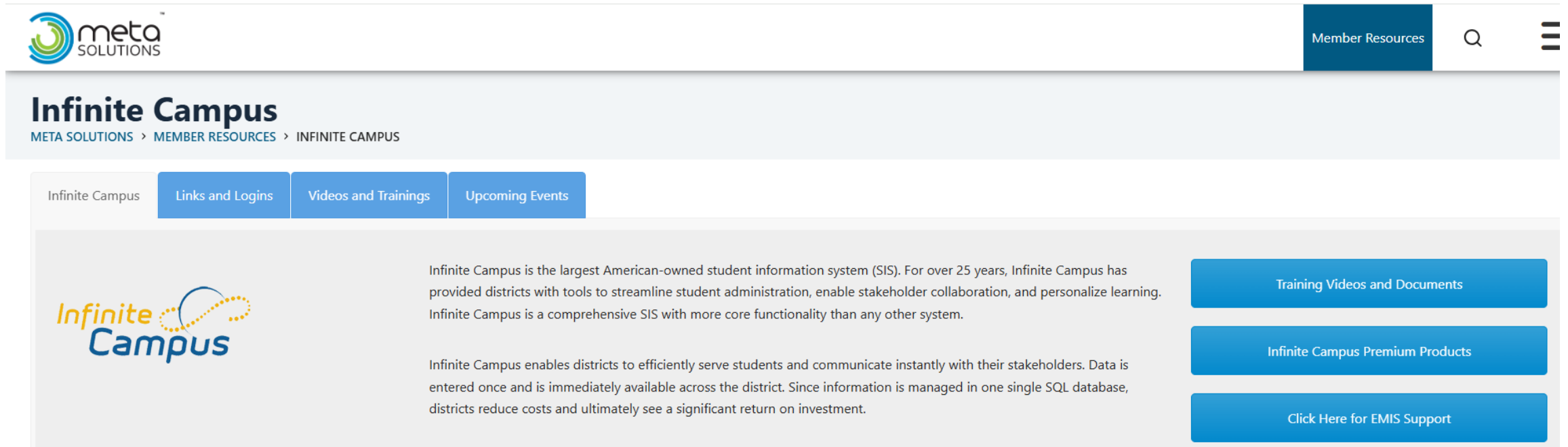
What the heck is that?

About the District Leader Role

- Attend District Leader Meetings and share relevant information with district and building staff.
- Provide first-level Infinite Campus support for district end users.
- Serve as the official point of contact for escalating unresolved Infinite Campus issues to META Support.
- Communicate district/school policies, procedures, and business practices related to Infinite Campus.
- Meet regularly with district stakeholders to review updates or changes within Infinite Campus.
- Monitor the META training calendar and notify appropriate staff of upcoming sessions.
- Coordinate with the EMIS Coordinator regarding changes that may impact reporting.
- Collaborate with the Technology Coordinator to ensure technology requirements are met and avoid system interruptions.
- Communicate with third-party vendors that interface with Infinite Campus.

Resources

- META Solutions website
 - metasolutions.net>Member Resources>Infinite Campus



The screenshot displays the Infinite Campus website. At the top left is the Meta Solutions logo. To the right is a navigation bar with a 'Member Resources' link, a search icon, and a hamburger menu icon. Below this is a light blue banner with the 'Infinite Campus' title and a breadcrumb trail: 'META SOLUTIONS > MEMBER RESOURCES > INFINITE CAMPUS'. Under the banner is a row of four buttons: 'Infinite Campus', 'Links and Logins', 'Videos and Trainings', and 'Upcoming Events'. The main content area features the 'Infinite Campus' logo on the left, followed by two paragraphs of text describing the system's history and benefits. On the right side of the main content area are three stacked blue buttons: 'Training Videos and Documents', 'Infinite Campus Premium Products', and 'Click Here for EMIS Support'.

meta SOLUTIONS

Member Resources

Infinite Campus
META SOLUTIONS > MEMBER RESOURCES > INFINITE CAMPUS

Infinite Campus Links and Logins Videos and Trainings Upcoming Events

Infinite Campus

Infinite Campus is the largest American-owned student information system (SIS). For over 25 years, Infinite Campus has provided districts with tools to streamline student administration, enable stakeholder collaboration, and personalize learning. Infinite Campus is a comprehensive SIS with more core functionality than any other system.

Infinite Campus enables districts to efficiently serve students and communicate instantly with their stakeholders. Data is entered once and is immediately available across the district. Since information is managed in one single SQL database, districts reduce costs and ultimately see a significant return on investment.

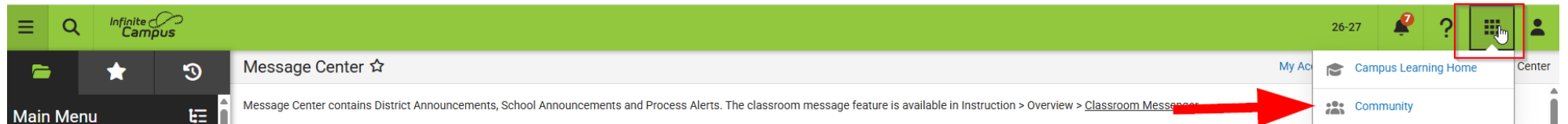
Training Videos and Documents

Infinite Campus Premium Products

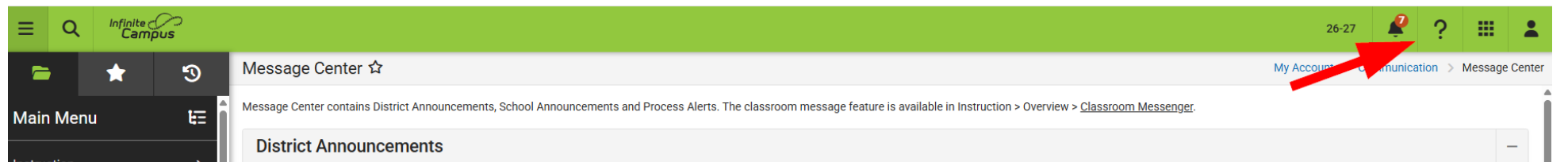
Click Here for EMIS Support

Resources

- META Solutions helpdesk
 - infinitecampushelp@metasolutions.net
- Campus Community



- Inside your Infinite Campus, specific to the displayed screen



How will this work?

If anybody notifies Infinite Campus directly – they do not answer district questions – they will forward those questions to me.

- Someone in your district that is not a District Leader submits a helpdesk ticket – META will respond to the ticket and include the District Leaders in the response. If the District Leaders need assistance with the issue, they can respond in the ticket and we will reply.
- Someone in your district that is not a District Leader submits an email directly to a META Infinite Campus Specialist asking for assistance – META will reply to the email and include the District Leaders in the response. If the District Leaders need assistance with the issue, they can reply to the email and we will reply.
- Someone in your district that is not a District Leader calls the Infinite Campus Department asking for assistance – META will confirm with a District Leader that the person calling should have access to the information they are requesting assistance with.

Districts will still receive the help needed; it may be delayed if the request is not coming from a designated District Leader.