Guidance on the Modification and/or Deletion of Behavior Incidents and Events

One of the primary goals of data and information management is to gather and record data in a manner that most accurately reflects the actuality of the occurrence. In the case of behavior management data this means collecting multiple points of data that represent the incident, event and any resolutions assigned to the event. While the Infinite Campus Behavior Referral tool is designed to help the referrer organize and submit this necessary data for the behavior administrator to act, the designed workflow is most efficient when the referrer fully completes the referral and does so by loading the correct data into the correct fields. While most referrals are submitted complete and accurate, the behavior referral tool cannot prevent a referrer from making an error upon submission. The following scenarios outline the most commonly observed errors in behavior referral and provide guidance on how to address these errors.

1. The referrer submits a behavior referral that contains an incident only without any associated event or participant:

   a. The behavior administrator can choose to contact the referrer and gather the necessary information to complete the behavior referral. Using the Behavior Management tool, the behavior administrator can complete the incident and event sections of the referral and add participants and details as appropriate. Once all the necessary information has been recorded, the behavior administrator can then act and assign resolutions as appropriate.

   b. The behavior administrator can contact the referrer and inform them that the referral was submitted incomplete and will be deleted. The behavior administrator can then instruct the referrer to submit new referral with the necessary information. The behavior administrator can then save a copy of the incomplete referral as a Portable Document Format (.pdf) and proceed with deleting the incomplete referral.

2. The referrer submits a behavior referral with either no details or with details that are deemed not appropriate due to: content, lack of objectivity, identification of student or coherence:

   a. The behavior administrator can choose to contact the referrer and gather the necessary information to complete/edit the behavior referral. Using the Behavior Management tool, the behavior administrator can complete the incident and event sections of the referral and add or edit participants and details as appropriate. Once all the necessary information has been recorded the behavior administrator can then act and assign resolutions as appropriate.

   b. The behavior administrator can contact the referrer and inform them that the referral was submitted incomplete or incorrectly and will be deleted. The behavior administrator can then instruct the referrer to submit new referral with the complete and correct information. The behavior administrator can then save a copy of the incomplete referral as a .pdf and proceed with deleting the incomplete referral.

   c. The behavior administrator may assign a resolution of "No Action Taken" with the resolution comment of "Insufficient or incorrect details". After adding the resolution, notify the

referrer that they may submit a corrected referral. Once the resolution has been added and the referrer notified, the behavior administrator may choose to leave the referral as it stands, or they may choose to print a .pdf copy of the referral and delete the referral.

3. The referrer submits a duplicate referral:

   a. The behavior administrator can contact the referrer and inform them that the referral was submitted as a duplicate and will be deleted. The behavior administrator can then save a copy of the incomplete referral as a .pdf and proceed with deleting the incomplete referral.

   b. The behavior administrator may assign a resolution of "No Action Taken" with the resolution comment of "Duplicate Referral". After adding the resolution, notify the referrer that they have submitted a duplicate referral. Once the resolution has been added and the referrer notified, the behavior administrator may choose to leave the referral as it stands, or they may choose to print a .pdf copy of the referral and delete the referral.

When determining which action to take when in response to one of the above scenarios consider the following question: How can I most accurately reflect the actuality of the event? Sometimes the delete function is a necessary tool to ensure that data being reported to the Ohio Department of Education is both accurate and representative of the occurrence.

Remember, when making an edit or delete it is always appropriate to document the data prior to making such a change. Infinite Campus provides a print option that can be used to either print the referral or save it as a .pdf. Additionally, Columbus City Schools employs the use of a data change tracker that is set up to record historical changes such as additions, edits and deletions on behavior data among many other data types. Should the situation arise where that data needs to be reviewed, please submit a Campus Support Form so that we can further assist you.