

Student Data Specialist Support for Parents/Parent Portal

My name is Jessica Householder, I am a Student Data Specialist and the newest member of the Division of Student Information Systems team.

One of my main responsibilities is to assist families with their portal accounts. This includes setting the account up, resetting passwords, navigating the portal and connecting parents and staff through the educational technology our district utilizes.

As you are aware, we have a designated email for parents who need assistance with their portal, we also now have a designated phone number that comes directly to me. That number is 380-997-7245. We encourage parents to use the parentportalaccess@columbus.k12.oh.us email for issues.

I plan to visit some of our schools during events that parents are present for so I may assist with their portal needs immediately. Examples include: Open House, Meet the Teacher Night, and Parent/Teacher conferences.

Please share your school event calendars with me so I can attend as many events as possible?

To begin, I am running reports to see where the least number of parent portals are set up. I will reach out to those parents to offer my assistance in setting up their account and giving pointers on basic navigation.

Please feel free to give my contact information to your teachers and families, and if you have any suggestions on how I might best serve your families, please let me know.