

# PSI CONSULTANT PROVIDES TECHNICAL ADVANCEMENTS AND IMPROVES COMMUNICATION FOR STUDENTS AND STAFF



## COLUMBUS CITY SCHOOLS REQUIRES RESOURCE TO AID IN OPERATIONAL PIVOTS DURING COVID-19

### THE CLIENT ►

Columbus City Schools (CCS) first enlisted Kelly Holbrook through PSI prior to the 2018/2019 school year. CCS needed a resource to take over ownership of four area schools that required a systems update. Following her successful project completion, she was enlisted for another project leading into the 2020 year.



### THE SITUATION ►

In February of 2020 the COVID-19 pandemic brought the country to a screeching halt. The economy shut down, including educational institutions. As the country navigated the unfamiliar situation, schools began planning how to provide sufficient education to students for the upcoming year.

Columbus City Schools, anticipating a myriad of questions, technical complications, and changes, needed a resource to assist with any technical issues that might arise with the new

mode of operation. Kelly Holbrook, was the perfect solution.

“My position handles a lot of customer service which I believe I am born to do,” said Holbrook. “I handle technical issues staff and students have throughout the year at the schools so that they can be operating as quickly as possible. This past year has been a roller coaster as you can imagine. I have been able to adapt to the unprecedented circumstances that staff and students have had to endure during this global pandemic.”

## THE GOALS ▶

Kelly was tasked with the main objective of being available to address any and all technical needs from the students and staff. With a large population, this was no easy task.

"My job is to make sure I am available to our clients' needs as quickly as possible so our students don't miss out on the importance of education; that has been a bumpy ride between last year and this year," she said.



## THE RESULTS ▶

- Improved communication with leadership and administration
- Enhanced outreach for more up-to-date service



- More efficient response-time for student needs
- Increased availability

*"I was recognized from PSI for lending assistance to another school while they were in transition of back filling the position and also training a new hire for a week or so. PSI is always rewarding employees for stepping up and going out of their way to help out when needed.*

*"In order to be a successful district it takes a team and I'm happy to say I'm a part of that team."*