

# Need Help?

## Customer Care Team is Here to Serve



### CARE TEAM MEMBERSHIP COACHES FOCUS ON ...

#### *Assist NEW Chapters and NEW Advisors with*

- Establishing and operating chapters.
- Creating log-ins, adding training programs, and adding and joining members.
- Registering for local, state and national conferences.
- Retrieving pin codes and access of online resources.

#### *All new Chapters and new Advisors are*

- Followed-up with a 17-Point Touch Recruitment process:
  - Welcome and Information email.
  - Mailed Membership Kit.
  - Follow-up email.
  - Follow-up phone call.
  - Follow-up note.

### CARE TEAM MEMBERSHIP COACHES ALSO ASSIST ...

#### *All Chapters and Advisors with*

- Recruiting members and chapter operations.
- Navigating the registration system.
- Navigating the SkillsUSA website.
- Discovering more about new products, resources, programs and materials:

Career Essentials Suites.  
Chapter Excellence Program.  
SkillsUSA Store.

### CARE TEAM COACHES FOCUS ON ...

#### *Technical Support*

- Navigation of LMS via virtual, phone and email.
- Establish and set-up new user accounts.
- Assistance with making or completing a purchase.
- Assigning student keys.
- Assistance with student account set-up.
- Assistance with all reporting needs.
- Troubleshooting technology issues.

#### *Curriculum Support*

- Assistance with determining the most appropriate course.
- Walkthrough of course layout and functionality.
- Guidance on development of classroom implementation plans.
- Virtual demonstration of the learning management system and curriculum features.



## WAYS TO CONNECT WITH THE CUSTOMER CARE TEAM

### Have questions

about SkillsUSA membership or conference registration, Career Essentials, or need online support?

- **CALL** 844-875-4557
- **CHAT** on the membership registration page.
- **EMAIL** [customercareteam@skillsusa.org](mailto:customercareteam@skillsusa.org) for membership, Absorb (SkillsUSA's Learning Management System) and general support questions.

### Care Team Hours

Monday/Wednesday/Friday  
**8:00 a.m. – 5:00 p.m. (EST)**  
Tuesday/Thursday  
**11:00 a.m. – 7:00 p.m. (EST)**

*We look forward to hearing from you!*

# Meet the SkillsUSA Customer Care Team, *the faces behind the voices!*



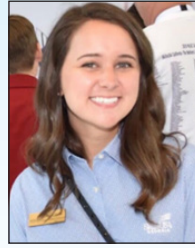
**Marcia Strickland** joined SkillsUSA in 2013 and leads the Customer Care Team. Marcia began her career and technical education career in 1999 when she joined the staff of two state-based career and technical student organizations that served special needs populations. She would become the state coordinator for each of those organizations and serve in that role until 2010. Marcia often expresses how fortunate she feels to be able to have the opportunity to work directly with dedicated SkillsUSA advisors from across the nation daily.



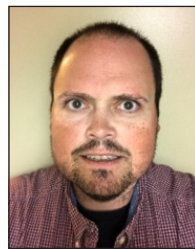
**Lauri Domer** began serving as a Customer Care Team member in the fall of 2018. Lauri's SkillsUSA involvement is abundant as she has served in several roles from chapter chaperone, middle school chapter advisor, state staff member and state director officer team. Lauri is currently serving on the SkillsUSA Championships Management Team as a Cluster Chair at the National Conference. Lauri's many roles in SkillsUSA makes her a great addition to the SkillsUSA Membership Hotline where she is energized daily with helping advisors and members.



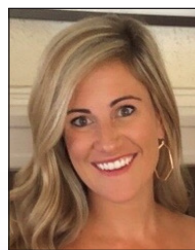
**Kelli Engelbrecht** recently joined the SkillsUSA Customer Care Team to offer guidance on the Program of Work and the Chapter Excellence Program. Kelli has 30+ years of experience in Career and Technical Education. In those years she spent 16 in the classroom teaching Design Drafting and leading her students and fellow advisors in SkillsUSA chapter procedures. SkillsUSA holds a special place in her heart due to the endearing relationships she was able to build with students and advisors and because of the personal and professional growth she witnessed in students through participating in a healthy Program of Work.



**Payten Gallatin** has been working as a Customer Care Team member since October 2018. Payten has been involved in career and technical education for 8 years. She served as a state officer for SkillsUSA Georgia in 2014 and then went on to become a National Officer for the organization in 2015. She recently graduated with a degree in marketing. Payten understands the long-term value of employability skills, which is why she loves having the opportunity to help teachers and advisors from across the nation use the Career Essentials resources.



**James Harper** joined SkillsUSA Virginia in 2010 as an advisor. He has served as a district judge, state judge, state contest chair, state cluster chair, state prize team member, state registration/scoring chairperson, and national scoring chairperson. In addition, he serves on both the SkillsUSA Virginia Board of Directors and SkillsUSA Virginia Foundation Board of Directors. In early 2019, he began working as a part-time Customer Care Team member for SkillsUSA. James enjoys working for the organization and believes strongly in the mission of SkillsUSA and career and technical education in America.



**Katie Rodebaugh** joined SkillsUSA in 2018. Katie has a background in education as a former elementary school teacher, having taught grades from first to fifth. After starting a family of her own, Katie decided to take her passion for education and re-route it into assisting educators from the outside looking in. Fully believing in the Career Essentials curriculum, Katie has found joy in assisting CTE instructors across the country with anything from Career Essentials tech support to implementation ideas and plans in their classrooms and beyond.

