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.

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 customercare@skillsusa.org

Care Team Hours
Monday/Wednesday/Friday
8 a.m. – 5 p.m. (ET)
Tuesday/Thursday
8 a.m. – 7 p.m. (ET)

We look forward to hearing from you!
Meet the SkillsUSA Customer Care Team, the faces behind the voices!

Marcia Strickland
Senior Manager, Customer Service
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 have the opportunity to work directly with dedicated SkillsUSA advisors from across the nation daily.

Lauri Domer
Program Manager, Customer Service
Lauri began serving as a Customer Care Team member in 2018. Lauri’s SkillsUSA involvement is abundant, serving in numerous roles at the national, state and local levels, including chapter advisor, assistant director for SkillsUSA Wisconsin and cluster chair at our SkillsUSA Championships. Lauri was previously a middle school guidance counselor, and she served as a specialist at Madison Technical College, where she worked with several CTSOs. Lauri’s many roles in SkillsUSA make her a great addition to the SkillsUSA Customer Care Team, and she is energized daily with helping members.

Payten Gallatin
Program Specialist, Customer Service
Payten Gallatin has been serving as a Customer Care Team member since October 2018. Payten has been involved in career and technical education for more than 10 years. Joining SkillsUSA as a high school freshman, she served as a local, state and national officer. After high school, she continued her involvement as the state officer coach for SkillsUSA Georgia. A graduate of Columbus State University (Ga.) with a degree in marketing, Payten’s deep understanding of SkillsUSA at every level makes her a great addition to the Customer Care Team. She thrives in this role of supporting SkillsUSA advisors from across the nation.

Chelsea Kinsman
Program Specialist, Customer Service
Chelsea Kinsman joined SkillsUSA Customer Care Team in October 2021. Chelsea has a background in hospitality and prides herself on efficiency, dependability and organization, having trained and worked at Chick-Fil-A and other restaurants as an assistant director, supervisor or shift leader to manage a whole team. She attended Columbus Technical College. Chelsea enjoys her customer service role of supporting SkillsUSA instructors from across the nation.

Katie Rodebaugh
Customer Service
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.

James Harper
Customer Service
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.

Kelli Engelbrecht
CEP Coach, Customer Service
Kelli Engelbrecht 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.