

**Training Committee  
Meeting Summary  
March 14, 2024**

1. Roll Call:

Calista Daigle, Chair, called the meeting to order at 1:30pm Eastern on March 14, 2024, by teleconference. The meeting was attended by 7 Voting Committee members and no Associate Members (see Attachment A).

There was no meeting in February.

The agenda was reviewed. There were no changes to the agenda and it was approved by unanimous consent.

The January 11th meeting minutes and a summary of the meeting in Columbus, OH were reviewed. A motion was made by Joe to approve the January 11, 2024 minutes as written. The motion was seconded by Salima and unanimously approved.

The overview of the winter meeting was reviewed and will be included as an attachment to the March minutes (see Attachment B). Jerry asked if there is still work to be done to review the courses to ensure they are still current and do not need updates or if the course needs to be removed. Courses have been reviewed and updates have been sent to William, but there is still work in progress to review other classes. Ilona will send a message to see if people are making progress in their reviews. This should be a continuous process that will generally be done as Standards are updated and the information may change. The Committee should consider this process the next time the SOPs are reviewed for an update.

2. Update on Initials

There is no need to have people put in their initials instead of a check mark. Jerry commented that when someone registers for the training class and checks the box, there is additional information like an IP address that is collected that makes it clear that it was checked by the person in question. Joe was the one who initially raised the question, and he is fine with this response.

3. Update on Credentials

The next credential will be for Technical Specialist/Technical Assessor. Assessors should have the same skill as a Technical Specialist related to the technical side of assessments.

Jerry has been working on preparing the requirements. What does a Technical Specialist need to know?

There are already some courses that have been developed that will help with this. There are also EPA Drinking Water courses.

William is still working on the roll out of the Quality Specialist credential.

#### 4. Survey Update

Ilna will review recommended survey programs and provide an update in April.

#### 5. Linked In

Jerry Thao is no longer able to attend the Training meetings. Calista will request an update a week before our meetings so it can be shared.

#### 6. Opportunities Workgroup

Jan has a training flyer she is completing so people can begin registering for Dorothy Love's Back to Basics classes. A heads-up regarding Mary Johnson's safety class and test kit classes will also be noted in the flyer. Also providing information on webcasts that are now posted.

#### 7. Committee Charter Update

The Committee needs to add the Assessor Forum and Mentor Session to the Charter. Calista will make some updates to the Charter and send an update by email for the Committee to review at the next meeting in April.

#### 8. Action Items

See Attachment C.

#### 9. New Business

None.

10. Next Meeting and Close

The next teleconference meeting will be April 11, 2024, at 1:30 pm Eastern.

Calista adjourned the meeting at 2:32 pm Eastern.

Attachment A

**Participants  
TNI Training Committee**

<b>Voting Members</b>	<b>Represent</b>	<b>Affiliation</b>	<b>Contact Information</b>
Calista Daigle Chair <b>Present</b>	Lab	Pace Analytical Services, LLC.	Calista.Daigle@Pacelabs.com
Jack Farrell <b>Absent</b>	Other	Analytical Excellence, Inc.	aex@ix.netcom.com
David Fricker <b>Absent</b>	AB	A2LA	dfricker@a2la.org
Salima Haniff <b>Present</b>	Lab	Bureau Veritas Laboratories	salima.haniff@bureauveritas.com
Joe Manzella <b>Present</b>	Lab	Orange County Sanitation District	JManzella@OCSD.COM
Dee Shepperd <b>Present</b>	Other	ddms, Inc.	ddbergere@gmail.com
Elizabeth Turner <b>Present</b>	Lab	Eurofins	elizabeth.turner@et.eurofinsus.com
Melanie Ross <b>Present</b>	Other	ANAB	<a href="mailto:mross@anab.org">mross@anab.org</a>
Veronika Kerdok <b>Present</b>	Lab	NYC Environmental Protection	veronikaz@dep.nyc.gov
Wanda Harney <b>Absent</b>	Lab	City of Cincinnati – Metropolitan Sewer District (MSD)	Wanda.Harney@cincinnati-oh.gov
Jerry Parr (ex-officio) <b>Present</b>	Executive Director / Ex Officio	TNI	jerry.parr@nelac-institute.org
Ilona Taunton <b>Present</b>	Program Administrator	TNI	ilona.taunton@nelac-institute.org
<b>Associate Members:</b>	<b>Present</b>		
Robin Cook		City of Daytona Beach	cookr@codb.us
Alan Ching		Weck Laboratories, Inc.	alan.ching@wecklabs.com
Mike Michaud		City of Abilene, Water Utilities	mike.michaud@abilenetx.gov
Chrystal Sheaff		Energy Laboratories	csheaff@energylab.com
Ashley Larssen			ashley.larssen@kcmo.org

<b>Voting Members</b>	<b>Represent</b>	<b>Affiliation</b>	<b>Contact Information</b>
		City of Derby, KS	
Cindy Story		Gulf Coast Authority	cstory@gcatx.org
Marlene Moore			
Jennifer Best		EPA	
David Feist		ANAB	
Michella Karapondo		EPA	
Jessica Jensen		City of Derby, KS	

Attachment B: Summary of Columbus, OH meeting

**TNI Training Committee  
Forum Summary  
Columbus, OH  
January 23, 2024**

Start: 1pm Eastern.

Attendance: Elizabeth Turner (Vice, Chair – Meeting Host), Jerry Parr (TNI Executive Director), Ilona Taunton (TNI Training Coordinator)

The slides covered during this session are included in the attachment (Attachment 1).

1. Mentor Session and Assessment Forum

Elizabeth asked for comments from Valarie Slaven and Judy Morgan regarding each of their sessions. She also opened things up for comment from anyone in attendance.

- Jerry Parr noted that he would like to see the agenda for these sessions sooner. He needs them a month ahead of time.
- Valarie and Judy are already working on the agenda for the next Conference. They often mimic each other and that works well. They plan to continue to do that.
  - They are still working on the Back to Basics theme and the next part of this will be looking at checklists.
  - What information do you think you are missing. Knowing how to do the paperwork is great, but it is important to understand why we do what we do.
  - May look at Root Causes - break corrective action down. Retraining an analyst is not usually a corrective action. Corrective actions should not be Band-aids to pass an audit/assessment.
  - Starting to see repeat findings.
  - What make a functional SOP?  
Work instructions?  
How do you trace them?  
Document map?
  - There may be ways that TNI can help ...  
Historian for things like EPA memos, etc ...  
How to build repositories?
  - Someone suggested the training group develop a platform for people to ask questions...something like the discussion forum on Standard Methods. May

be a little harder to do. Robin monitors small lab advocate section on Linked In.

Do we need more social media platforms to have conversations?

- Maybe sessions called: Beyond the Checkbox
- Maybe a session or perhaps a training course: A day in the life of the typical x (sample) in the laboratory. Follow a sample and what needs to be taken into account. Could even take it back to regulations, sampling, etc ... tie it into the TNI modules.
- The sessions will be banquet style at the next conference – round tables.
- There was a request to still provide mentoring to new labs. Valarie mentioned that they can bring their questions to the mentoring session. TNI had this through the Advocacy group to mentor labs – mostly geared to try and mentor CA labs to prepare for TNI accreditation. It was tough to get volunteer mentors and few labs signed up. The attendee was interested in a Quality Manager mentor program where an experienced QM could be linked up with a new QM to help mentor them. TNI does offer classes that can help new QMs.

## 2. Certified Environmental Laboratory Quality Specialist.

- 850 questions have been developed for this new credential.
- The Credentials Committee will be meeting tomorrow morning. They have prepared a handout with 17 questions that could be on a Credentialing Exam to see what people think of the questions. A practice exam. Were they fair? Worded correctly?
- Low and High difficulty questions. Low - it is in the standard. High - need to apply the standard.
- Licensing tests - don't get to see the question, just feedback on subject area.
- If you decide to show people what they got wrong on the credentials exams, don't show the correct answer.
- Credential exam - 150 questions over 3 hours. It will be proctored.

## 3. Surveys

Ilona led a discussion on ways to handle the surveys given at the end of our training courses.

- Microsoft forms surveys was recommended. They compile information to drop into excel spreadsheets. Very intuitive. Could provide a QR code for people to use to complete the survey.

- Google Docs also has survey capability and a QR code too. Data collection is in one place to keep it simple.
- Surveys help to capture trends.

Ilona asked what people thought about the current questions and what they would like to see:

- It is like every other survey. Need a different way to word the questions.
- Make questions less formal.
- Need to make sure we are getting input from all people.
- Wording:
  - Want to know how the trainer did. Would you take a class from this trainer again?
  - How content of course was – Did the class meet learn your objective?
  - Where the mechanics of the course OK?
  - What other courses would you like to receive?
  - Was instructor well prepared? Prepared to do what?
  - Would you recommend the instructor to someone else? The class to someone else?
  - Did anything surprise you in the training?
- Give the survey after the certificate is received? Strong negative reaction to making completion of the survey a requirement of getting their certificate.
- May want to look at someone who professionally writes surveys. How do you get feedback.

#### 4. 2024 Courses

The slide with classes already planned was shared.

#### 5. New Training Website Page

- William (TNI IT) did an impressive presentation to demonstrate what the preliminary version of the training site can do.
- It was suggested to mark the top classes in their course descriptions and perhaps somewhere where someone could see all the top classes.

- Suggestion to update FAQs to note that courses are reviewed for currency by the Training Committee. All available webcasts and webinars are considered still applicable.
- How about a course of the month? Give a small discount?
- There are filters and the ability to do searches.
- Would it be possible to add a search for badges?
- Free courses need to be added to the site.

## 6. Open Discussion

- Consider Subscription Service to the trainings. Jerry and Ilona shared that certain TNI memberships include free courses.
- Could there be discounts for college students that want to take our courses. Maybe for young professional groups too.
- Look at YouTube channel options.

The meeting was adjourned at 3pm Eastern.

Attachment C: Training Committee Action Item Summary

	<b>Task Description</b>	<b>Document Number</b>	<b>TNI Contact</b>	<b>Committee Contact</b>	<b>Start Date</b>	<b>Complete Date</b>	<b>Communication</b>	<b>Notes</b>
5	Develop Marketing Plan			TBD	3/12/21			The Sept and Oct 2020 meetings both discussed the need to evaluate marketing because a number of ABs are not aware of the classes available. 11/13/20: Committee decided not to form this Workgroup at this time. 3/12/21 – Committee started talking about marketing. 5/21/21: Work on social media presence.
9	Prepare TNI handout for assessment opening meetings or to send prior to the assessment. It can include a brief segment where the assessors show the lab where to find information related to training courses offered, SIRs, PT tables and other information on the TNI website that new labs may not know how to access.		Jerry	Jerry	2/12/21			11/20/20: DRAFT to be discussed at next meeting. 1/15/21: Jerry is working on this. 2/12/21: Jerry is working on tri-fold brochure. 3/12/21: Combine with #6 – are talking points for ABs needed?

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13	Prepare webcast to help with Training Application process.		Ilona		4/1/21			PowerPoint completed. Need to record and post. On Hold until updates are made to Catalog that may impact information trainees need to provide.
14	Reach out to vendors for possible training opportunities.		Jerry		3/12/21 HOLD			Discussed: 3/12/21 Placed on Hold – 5/21/21
16	Develop FAQ for potential Trainers.		Jerry		4/9/21		Complete.	Jerry and Ilona worked on this and Jerry has sent to William for posting.
20	Update EDS site to eliminate GLP category once SOP 1-110 complete.		Ilona/Jerry		10/27/23			10/27/23: Jerry is working on this with William. 12/19/23: This will happen with the online training catalog is implemented. See #21. CLOSE
21	Develop Training Catalog			Elizabeth Turner	TBD			4-8-22: Elizabeth to lead this effort. 6-24-22: Shared template. Need to work with Training Opportunities Workgroup to make course descriptions more consistent. 2/17/23: SOP 1-128 will need to be finalized. 6/23/23: Continue work on SOP. 8/3/23: Review comments from 8/3/23 meeting and incorporate into SOP as

	Task Description	Document Number	TNI Contact	Committee Contact	Start Date	Complete Date	Communication	Notes
								needed. Update and Committee vote needed. 9/28/23 – Calista, Elizabeth and Ilona assigned to review comments and finalize SOP for a vote in October. 10/27/23 – Reviewed and will be sent out for email vote. 12/19/23: SOP 1-128 was approved by the Board and implementation is being worked on.
22	Prepare SOP for developing tests.	SOP 1-129	Ilona/Jerry	Marlene Mark Jerry	2/2023			Added 10/14/22. 2/17/23: Marlene and Mark will start work on this to present at March meeting. 8/3/23: Marlene, Mark and Jerry's work on this SOP was presented. Incorporate comments and begin working on final SOP. Jerry will represent Credentialing Committee input. 9/28/23: Jerry presented a DRAFT of the SOP. Updates are being made and a final DRAFT will be submitted to the Committee for vote in October. 10/27/23: Reviewed and being sent by email for final vote. Finalized. See update below.
24	Help develop SOP 1-128 (Content of TNI Training Courses)	SOP 1-128		Calista Ilona Elizabeth			Complete  CLOSED	Added 11/22/22. See item 21 above.

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25	Trainer Evaluation – Charter				TBD			3/17/23: Started discussion. Will start work on this topic in Fall 2023. 12/27/23: Question whether this is still needed. Survey is done at the end of the class.
26	Follow-up on LASEC proposal to have mentor and assessor forums be managed by the Training Committee.			Calista Ilona Jerry	TBD			On hold. LASEC is not sure they want to do this anymore. 12/1/23: Will begin managing it after the Winter Forum. 12/19/23: Will be part of Winter meeting agenda.
27	Update SOP 1-129 Rev 1	SOP 1-129	Jerry	Ilona	12/1/23			12/1/23: Needed to be updated with integrity related features. The Committee approved the changes, but it needs to go to Policy since it was a revision and just editing. 12/19/23: Stil in progress.
28	Pick a new meeting schedule.			Calista	12/1/23	12/19/23		New meeting scheduled – 2 <sup>nd</sup> Thursday at 1:30pm Eastern.
29	Develop new course Survey process. Old system is no longer working.		Ilona		TBD High Priority			