

CLASS 2 GATHERING – 2025 AGENDA

Monday, June 2, 2025

Registration & Info

3:00 pm – 7:00 pm

Will Call

Launch Party

7:00 pm – 11:00 pm

Pool Patio and Sunrise Room

Gather for an open networking party at the pool. Enjoy food from [The Omni Truck](#), drinks, and a performance by the Little Soldiers Drummers & Dancers & [Royal Valley Singers & Dancers](#). Participate in a raffle and silent auction benefiting the Boys & Girls Club of the Prairie Band Potawatomi Nation. Listen to [DJ Ben Rich](#) with late night snacks and drinks.

*Launch Party Sponsored by Playtech & Slot Machines Unlimited

*Tribal Traditions Sponsored by Kambi

Tuesday, June 3, 2025

Registration & Info

9:00 am – 4:00 pm

Will Call

Breakfast, Expo, Networking

9:00 am – 10:00 am

Expo Room

*Breakfast Sponsored by Chalkline, GLI & Incredible Technologies

Welcome & Opening Ceremony

10:00 am – 10:30 am

General Session Room

[We-Ta-Se Color Guard](#) and Little Soldier Drum Group perform.

*Tribal Traditions Sponsored by Kambi

Opening General Session I

10:30 am – 11:20 am

General Session Room

Data Analytics featuring AI Possibilities for Bingo & Slots

AI-powered data analytics is transforming the bingo and slots industry by personalizing gameplay, optimizing performance, and boosting incremental revenue. Analyzing player behavior in real time allows for personalized promotions, adaptive game difficulty, and optimized payout structures. AI enhances fraud detection, forecasts trends, and streamlines gaming operations. Chatbots and sentiment analysis improve support and satisfaction. This smart, data-driven approach empowers developers and operators to create engaging, fair, and responsible gaming experiences, driving innovation in the digital gaming landscape.

Dr. Jason Fiege

**General Sessions Sponsored by Rush Street Interactive*

Break 11:20 am – 11:30 am

**Breaks & Beverages Sponsored by QCI*

General Session II

11:30 am – 12:20 pm

General Session Room

Utilizing Analytic Theories

Integrating analytic theories with AI in bingo and slots enhances strategic decision-making. Descriptive and diagnostic analytics reveal player behavior and engagement, while predictive analytics forecasts trends like churn and high-value user actions. Solution focused analytics suggest optimal actions for retention and monetization. Probability and pattern recognition optimize bingo, while game theory and reinforcement learning redefine slot winnings and engagement. This data-driven approach replaces intuition, improving player satisfaction and operational efficiency in a competitive Brick & Mortar Gaming market.

Moderator Eric Casey with Andrew Cardno & Erik Isner

**General Sessions Sponsored by Rush Street Interactive*

General Session III

1:00 pm – 1:40 pm

Expo Room

Cyber Security Protecting What Matters

Cybersecurity is crucial for protecting data, systems, and user privacy across industries. With increasing cyber threats like data breaches, identity theft, and ransomware, businesses use tools like firewalls, encryption, multi-factor authentication, and AI-driven threat detection for defense. In sensitive sectors like finance, healthcare, and gaming, cybersecurity ensures trust and compliance. Human factors, such as ongoing education, help prevent attacks. Ultimately, cybersecurity safeguards information, reputation, and peace of mind by staying ahead of evolving threats in a connected world.

Robert Geis & Jesse Langdon

**General Sessions Sponsored by Rush Street Interactive*

Break 1:40 pm – 1:50 pm

**Breaks & Beverages Sponsored by QCI*

Education #1A

1:50 pm – 2:30 pm

Bingo Hall

The Art of Transforming Bingo Operations to Revenue

Transforming bingo operations to maximize revenue blends tradition with innovation. Digital transformation modernizes systems, while data analytics optimize player offerings and scheduling. Loyalty programs, and dynamic promotions boost retention and spending. Automation improves efficiency, reducing costs. Mobile integration and social features expand reach, creating community experiences. Gamification and hybrid formats open new revenue

streams. By combining entertainment with data-driven strategies, operators can enhance engagement, efficiency, and profitability in a competitive digital gaming market.

Moderator Carl Jackson with Carli Ketvirtis & Melissa Webster

Education #1B

1:50 pm – 2:30 pm

General Session Room

The Illusion of Perceived Persistence

The Illusion of Perceived Persistence occurs when players believe their efforts influence outcomes in chance-based games on a Slot Machine. This taps into cognitive biases, such as the gambler's intuition. Game designers may reinforce this illusion with near-misses or progress bars to maintain engagement. While it can enhance user experience, ethical game design requires balancing entertainment with transparency. Ensuring players understand the true nature of outcomes promotes responsible play and fosters trust in digital experiences.

Moderator Dan Schrementi with Micheal Bridgman, Travis Johnson & Raven Johnston

Break 2:30 pm – 2:40 pm

*Breaks & Beverages Sponsored by QCI

General Session IV

2:40 pm – 3:30 pm

General Session Room

Unifying Frontline Player Experience

Unifying the frontline player experience in casinos enhances loyalty and engagement. By integrating systems across digital and physical touchpoints, casinos create personalized experiences with unified player profiles. Staff training ensures consistent service, supported by real-time insights into player preferences. AI and analytics help anticipate needs and tailor experiences. From onboarding to high-stakes gaming, every interaction should feel seamless and connected, transforming casual visitors into loyal patrons by making them feel recognized, valued, and immersed in the brand journey.

Moderator Steve Shehi with Carrie Beaudette, Dan Kustelski & Andy Parnell

*General Sessions Sponsored by Rush Street Interactive

Expo, Networking, Scheduled Demos

3:30 pm – 5:00 pm

Expo Room

Beer & Wine Bar

*Expo Libations Sponsored by Horizon Talent Agency

Networking Happy Hour

5:00 pm – 7:00 pm

Hotel Lobby Bar

Drinks, apps, music, and more!

*Happy Hour Sponsored by AGS

*DJ sponsored by Eclipse

After Dark Binglow!

9:00 pm – 10:30 pm

Bingo Hall

This isn't your grandma's bingo night – get ready for a thrilling experience filled with laughter, excitement, and fantastic prizes under the black lights!

*After Dark Sponsored by iGaming Capital

Wednesday, June 4, 2025

Registration & Info

9:00 am – 4:00 pm

Will Call

Breakfast, Expo, Networking

9:00 am – 10:30 am

Expo Room

*Breakfast Sponsored by Chalkline, GLI & Incredible Technologies

Morning Greeting

10:15 am – 10:30 am

General Session Room

General Session V

10:30 am – 11:20 am

General Session Room

Differing Perspectives and the Use of NIGC Resources Part 1

This course considers differing perspectives relevant to regulatory challenges within Indian gaming. Highlighting how the resources on NIGC's website can assist to meet the gaming needs and provide tools that increase awareness and understanding. This session provides attendees the opportunity to work through scenarios and engage in insightful discussions.

Kirian Fixico

*General Sessions Sponsored by Rush Street Interactive

Break 11:20 am – 11:30 am

*Breaks & Beverages Sponsored by QCI

Education #2A

11:30 am – 12:10 pm

Bingo Hall

A Bingo Marketing "How-to"

Callie Crawford

Education #2B

11:30 am – 12:10 pm

General Session Room

Class II Development Deconstructed

Launching a Class II casino involves strategic planning, regulatory alignment, and infrastructure development. Key steps include understanding Class II gaming regulations, establishing legal foundations with tribal resolutions, and confirming land eligibility. A business plan with market analysis and operational details is essential, followed by designing scalable infrastructure with compliance systems. Partner with a certified technology provider for gaming systems and train

staff on compliance and guest experience. Adding Class II offerings can provide more flexibility and autonomy, especially in states with limited Class III agreements.

Moderator Ron Harris with Scot Kania, Chad Starr & Stephen Vann

General Session VI

12:50 pm – 1:30 pm

Expo Room

Differing Perspectives and the Use of NIGC Resources Part 2

Continuing the discussion of differing perspectives relevant to regulatory challenges within Indian gaming. Highlighting how the resources on NIGC's website can assist to meet the gaming needs and provide tools that increase awareness and understanding. This session provides attendees the opportunity to work through scenarios and engage in insightful discussions.

Kirian Fixico

*General Sessions Sponsored by Rush Street Interactive

Break 1:30 pm – 1:40 pm

*Breaks & Beverages Sponsored by QCI

Education #3A

1:40 pm – 2:20 pm

Bingo Hall

Cashin' in on Bingo Progressives

No question about it, progressive jackpots in bingo are major revenue drivers... but let's go beyond Bonanza Bingo and U' Pick 'em's into the huge variety of progressive game types out there. In-house progressives include multi-part progressive jackpots, multi-level progressives, and games that progress jackpot amounts, or the numbers needed to win, and sometimes both! High stakes insured games and bingo jackpots that are linked between tribes that can generate huge prizes to advertise and generate new excitement. Learn about the setting up progressive jackpot criteria using probability tables and packaging strategies that optimize player spend and can be tailored to your hall size and headcount.

Moderator Chad Hauschildt with Alice Irwin, Carl Jackson & Justin Lombardo

Education #3B

1:40 pm – 2:20 pm

General Session Room

Mobile on Premise

Mobile on Premise integrates mobile technology within physical casinos, allowing players to engage with games, promotions, and services via smartphones or tablets. It offers conveniences like mobile ticketing, cashless payments, personalized recommendations, and real-time updates. Players can access loyalty programs and redeem rewards easily. For operators, it streamlines operations, boosts engagement, and provides valuable data insights for improved decision-making. This seamless blend of digital and in-person experiences enhances player satisfaction and drives revenue.

Moderator Melissa Blau with Robert Christensen, Saam Hazezi & Richard Sagman

Break 2:20 pm – 2:30 pm

*Breaks & Beverages Sponsored by QCI

Closing General Session VII

2:30 pm – 3:30 pm

General Session Room

Hub and Spoke: Is it the Future of Class II?

The Hub and Spoke model for Class II gaming involves a central "hub" linked to smaller "spoke" satellite venues, offering flexibility and scalability. This approach expands reach, provides more gaming opportunities, and reduces costs by centralizing operations, compliance, and technology. It enables service to remote or underserved communities while maintaining regulatory compliance. As technology and connectivity improve, the Hub and Spoke model could drive innovation and growth in the Class II gaming sector.

Moderator Eric Casey with Melissa Blau, Russ Brien & Chris Garrow

*General Sessions Sponsored by Rush Street Interactive

Expo, Networking, Scheduled Demos

3:30 pm – 5:00 pm

Expo Room

Beer & Wine Bar

*Expo Libations Sponsored by Horizon Talent Agency

Networking Happy Hour

5:00 pm – 7:00 pm

Hotel Lobby Bar

Drinks, apps, music, and more!

*Happy Hour Sponsored by AGS

*DJ sponsored by Eclipse

Vendor Events

7:00 pm – 9:00 pm

Casino Floor

Play in an electronic roulette tournament to win prizes!

Experience firsthand The Claw in the Aries RV!

*Events Sponsored by Dynamic Gaming Solutions & Aries

Thursday, June 5, 2025

User Workshop

8:00 am – 12:00 pm

Bingo Hall

Video King

User Workshop

8:00 am – 12:00 pm

General Session Room

Planet Bingo

Agenda may change prior and during event at management discretion.