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 forecast 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

Lunch Buffet & Expo 12:20 pm – 1:40 pm

Expo Room

**Lunch Sponsored by IGT, GLI, Incredible Technologies & QCI

General Session III   1:00 pm – 1:40 pm

Expo Room

Cybersecurity 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 Chad Hauschildt with Carl Jackson, 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 Event   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

Drag Queen Binglow!   9:00 pm – 10:30 pm
Bingo Hall
This isn't your grandma's bingo night – get your glow gear ready for a thrilling experience filled with
laughter, excitement, and fantastic prizes under the black lights! Hosted by Jeni Tonic!
*Binglow 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 in meeting 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"
Learn to create eye-catching social media graphics—no design skills needed. Showcase your
bingo events, promotions, and winners with bold visuals to attract attention and drive

engagement. Consistent, branded content helps build trust and excitement, encouraging more players to join. Use these graphics across Facebook, Instagram, and stories to reach a wider audience and boost your bingo revenues.

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 a 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 Scott Kania, Chad Starr & Stephen Vann

Lunch Buffet & Expo   12:10 pm – 1:30 pm
Expo Room
*Lunch Sponsored by IGT, GLI, Incredible Technologies & QCI

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 in meeting 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 can generate huge prizes to advertise and generate new excitement. Learn about 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 experience enhances player satisfaction and drives revenue.
Moderator Melissa Blau with Robert Christensen, Saam Hafezi & 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 Event   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 coin pusher machines 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.