

# FAQs: SNA's 2018 ANC

## REGISTRATION QUESTIONS

**Q. How many people are registered?**

A. We are expecting somewhere between 7,000 – 7,500 school nutrition professionals and industry representatives.

**Q. My nametag is wrong. How do I fix it?**

A. Go to the main registration area on level 2 of the convention center. A staff member there can print a new name badge.

**Q. Why do we have to pre-register for the pre-conference sessions and why do some have a separate fee?**

A. The number of people who can be trained at these sessions is limited. Also, the accompanying materials can be costly to produce so we must charge for them. Pre-registration and payment saves you time during the conference and helps SNA conduct the sessions more efficiently.

**Q. I am with the press but I haven't registered yet. Do I have to pay the registration fee? I also need a phone and/or computer. What should I do?**

A. SNA provides complimentary press registrations to credentialed media. Press or media registrations can only be processed by the Director of Media Relations. Any request for a complimentary media registration should immediately be directed to Diane Pratt-Heavner (c - 703-576-7526) or Elizabeth Cowles Johnston (c – 860-770-4622).

Press registration provides access to General Sessions and Exhibit Areas during published hours. Most Education Sessions are open to the press, but a few are closed at the discretion of the speaker/sponsor. A list of these can be found at the press office. Press wishing to attend pre-cons or other extra events will be expected to pay.

## EDUCATION/PROFESSIONAL DEVELOPMENT QUESTIONS

**Q. Can you tell me more about the Key Areas and Professional Standards?**

A. Almost every education session at ANC falls under one of four Key Areas. These are designed to help you choose training that best meets your professional needs. In 2015, USDA established minimum Professional Standards for annual training for school nutrition professionals, which must be in any, some or all 4 of the Key Areas.

**Q. How do I know what sessions to count for Professional Standards annual training?**

A. A specific education/professional development plan and suggested areas of concentration should be determined with your supervisor or manager. If you and your manager agree on what sessions you will attend, you should be able to meet your annual training hours for 2018-2019 right here at ANC.

## FAQs: SNA's 2018 ANC

**Q. Do sessions count for Professional Standards and the SNA Certificate program?**

A. All sessions that have a code listed on the training tracking grid count for professional standards AND the SNA Certificate and Credentialing programs. Both programs are aligned with USDA Professional Standards.

**Q. What is the training tracking grid? Where can I get it?**

A. Copies of the training tracking grid are available at the Member Resource Center. An electronic version is also available on the ANC website.

**Q. I am interested in specific sessions on XXXX topic, how can I find those?**

A. The ANC mobile app can help you find sessions on specific topics – use the filter tool.

**Q. How come there are only 2 general sessions and not 3 this year?**

A. Based on attendee evaluations, we have heard that attendees want to soak up as much education as they can, so like last year, we added time for education sessions by eliminating one of the general sessions.

**Q. Are materials provided so that I can hang my entry for the School Nutrition Research and Best Practices Showcase (formerly Child Nutrition Showcase)? Where is the Showcase? What time does it officially open? When can I set up?**

A. The School Nutrition Research and Best Practices Showcase guidelines state that you are responsible for your own supplies and you must not write, paint or make marks on the corkboard. In the Program Guide, there is a list of each of the posters. Use this number to locate which corkboard you are to use to display your poster. The School Nutrition Research and Best Practices Showcase, which is sometimes referred to as the Poster Sessions, is being held on Tuesday and Wednesday from 11:00 a.m. – 4:00 p.m. in the Mandalay Bay South Convention Center, Level 2, Oceanside Ballroom Foyer (past registration.)

- Remember, SNA has promoted to attendees that poster presenters will be available to speak about their projects and answer questions 12:00 – 2:00 p.m. on Tuesday.
- Posters can be set up any time beginning on Monday afternoon.
- Participant names and topics are listed in the program.

**Q. What is the Member Section meeting? Am I supposed to go?**

A. SNA is committed to targeting information, programs, and services to the needs of all our members. All SNA members are assigned to a “section” based on your job and membership category. All the section meetings have been designed to bring a key topic to the forefront for all ANC attendees in each of the membership sections. The Employee/Manager Section meeting has always been popular and well attended and the Major City Directors/Supervisors, District Directors/Supervisors, and State Agency section meetings will also include time for discussion on current priorities. We encourage all ANC attendees to attend the section meetings.

## FAQs: SNA's 2018 ANC

**Q. Can I attend a section meeting if I am not in the section?**

- A. All attendees are welcome to choose to attend any section meeting that meets their interest. Speaking topics are:

**District Directors/Supervisors Section Meeting: Monday, July 9<sup>th</sup>, 8:00 – 9:00 am**

*Topic: Simple Tech Tools from Your Nerdy Best Friend*

**Major City Directors/Supervisors Section Meeting: Monday, July 9<sup>th</sup>, 9:15 – 10:15 am**

*Topic: Procurement: Big Ideas from Big Districts*

**College Section Meeting: Tuesday, July 10<sup>th</sup>, 2:15 - 3:15 pm**

*Topic: Best Practices and Posters: A Walking Tour*

**Employee/Manager Section Meeting, Wednesday, July 11<sup>th</sup>, 8:45 – 9:45 am**

*Topic: The Recipe for Earning Success in the Workplace*

**State Agency Section Meeting: Wednesday, July 11<sup>th</sup>, 12:00 – 2:00 pm**

They are also included in the ANC Program and on the mobile app.

**Q. Why do I only get 13 CEUs at this conference when in the past I received over 20?**

- A. SNA follows the requirements set by USDA for its Professional Standards regarding what can count as training that helps on the job. Offerings such as the general sessions or the wellness event do not count, so we've had to adjust our CEU policy.

**Q. Why don't I have to fill out the Continuing Education Unit (CEU) form in the back of the ANC Program Guide anymore to get CEU credits?**

- A. SNA updates each person's CEU record with the preapproved number of CEUs for this meeting. Individuals will see the number of CEUs earned and recorded in SNA's database by going to SNA's website [www.schoolnutrition.org](http://www.schoolnutrition.org) and logging into My Account. The number of preapproved CEUs that will be awarded for ANC 2018 is 13. This exceeds the number of annual training hours required for Professional Standards.

**Q. Where can I get my certificate of completion for the pre-conference sessions?**

- A. We are no longer giving out certificates of completion for SNA sessions. It will, however, appear on your online transcript in approximately 6 weeks. For your own records, you can also use the professional standards training trackers to track any pre-conference sessions you attended.

**Q. I have an idea for an education session at ANC, what do I do next?**

- A. The call for proposal are open for ANC 2019. Visit [www.schoolnutrition.org/CFP](http://www.schoolnutrition.org/CFP) to fill out a proposal for a session.

### EVALUATION QUESTIONS

**Q. How do I evaluate an education session I attend?**

- A. Sessions can be evaluated during the conference through the conference mobile app. SNA will also send you an online evaluation survey after the conference. Only a certain number of sessions will be recorded this year. If you have questions about the app, please stop by the Mobile App booth on Level

## FAQs: SNA's 2018 ANC

2, near Registration. During Exhibit Hall hours, there will also be a mobile app desk located just outside the entrance doors.

**Q: How do you enter the drawing to win a trip to ANC 2019 in St. Louis?**

A: To be eligible for the drawing to win an all-expense paid trip to ANC 2019, you simply need to evaluate at least one education session using the ANC mobile app while you are at the conference. There is no separate entry form. The random drawing will occur on Friday and SNA will contact the winner via email within 5 business days. If you have any questions on how to evaluate an education session that you attend, you can visit the App booth on Level 2 (near Registration). The staff there will be happy to help you. The complete rules for the drawing can be found on the ANC website at <https://schoolnutrition.org/ancsweeps>

**Q. Does my name get entered in the drawing for each education session I evaluate?**

A. No, your name is only entered in the drawing once. However, we encourage you to evaluate all of the education sessions that you attend. The feedback you provide on the education sessions is useful to SNA and helps us determine the types of sessions to select for webinars and sessions at future conferences. The complete rules for the drawing can be found on the ANC website at <https://schoolnutrition.org/ancsweeps>

**Q. Are sessions being recorded for access online later?**

A. Only a certain number of sessions will be recorded this year. Some of these will be available in our Virtual Expo next winter. Check back on SchoolNutrition.org for updates.

### EXHIBIT HALL QUESTIONS

**Q. How many exhibit booths in the exhibit hall this year?**

A. 373 companies are exhibiting in 901 booth spaces; 26 are new companies.

**Q. Why can't I bring a cart into the exhibit hall?**

A. Rolling carts are a hazard to others who could trip and fall over them.

**Q. Can I take my child in to see the exhibits for just a few minutes?**

A. We're very sorry, but children under 16 years of age cannot be allowed in the exhibit hall for liability reasons (large equipment, cooking, etc). This is a policy common at many food shows and is for the safety of the children. **NO EXCEPTIONS--STRICTLY ENFORCED.** (This was stated on the registration form as well as in the exhibitor rules and regulations).

**Q. How can I reach an exhibitor on the floor of the exhibit hall?**

A. You can look up a person to contact via their organization name on the app and/or the web platform of the app, <https://anc2018.pathable.com/>. Once you have located the person you want to talk to, you can send him/her a private message.

## FAQs: SNA's 2018 ANC

**Q. How do I find a specific booth?**

A: Please check your Program Guide, the exhibitor locator kiosk at the entrance to the exhibit hall, or search on the ANC mobile app.

**Q. Where do I find out if I won a prize from one of the booths?**

A: There will be a bulletin board in the Main Aisle where Exhibitors can post winners' names, or you can return to the particular booth awarding the prize.

SNA reminds all attendees that they should check with their school and district to ensure that prizes do not exceed the allowable gift amount and should benefit the school nutrition program.

**Q. When is the Directors-Only Time?**

A. This is scheduled for Wednesday morning, 9:30-11:30am. You must have a Director-type membership category to gain access. State Agency members will also be allowed access. Badges will be checked for admittance. You may bring one manager, but this individual must enter with you at the same time.

**Q. What is the Secret Shopper program?**

A. Each year, School Nutrition magazine assembles a group of district/school member volunteers to tell us which products on the Exhibit Hall floor were most impressive or intriguing. The results of this peer-to-peer feedback are published in the October issue of the magazine. School Nutrition is always happy to expand our team of Shoppers; just stop by the magazine's booth outside of the Exhibit Hall, on Level 1 at the bottom of the escalators, and ask how you can participate.

### **ANC EVENTS QUESTIONS**

**Q. When is the Star Club Breakfast?**

A. The Breakfast will be held on Tuesday, July 10, from 8:15 - 9:30 am in South Seas CDF on Level 3. This breakfast is a membership recruitment appreciation breakfast and is invitation only. We're sorry, but no guests are allowed.

**Q. I didn't get an invitation to the (example: Tyson Foods) party. Can I go anyway, or where would I get an invitation?**

A. Several companies host functions outside of the official SNA program, meals and entertainment. The companies themselves coordinate these parties and invitations. We're very sorry that we are not able to help you out. The Information Desk can offer a lot of great ideas for things to do in the city.

## FAQs: SNA's 2018 ANC

### ***Closing Event***

SNA has bought out both shows for Thursday, July 12<sup>th</sup> so our attendees have a unique opportunity to attend a private show. If you do not recall which show you signed up for (6:00 pm or 8:30 pm), please log into the [Registration Resource Center](#) in order to view your completed registration information. Information on logging in, including your badge number, can be found in your emailed registration confirmation.

#### **Q. How/where do I pick up my tickets for the Closing Event?**

A. Tickets will be available for pick-up at SNA's Registration desk on Wednesday and Thursday. The Will Call desk will open on Wednesday, July 11, 7:30 am to 6:00 pm; and Thursday, July 12, 6:30 am to 5:00 pm. Tickets are first come-first serve; however, since it is an intimate theater, there really are not any "bad" seats. There will be a seating map at the Will Call desk so you can request a certain area that you would like your seat(s) in. If you are trying to get several seats together, please ensure you all show up at the desk at the same time to pick up your tickets as tickets cannot be claimed for other people. The exception to this is if you purchased additional tickets than they will be associated with your name and you will be able to pick up all the ones you purchased at one time.

#### **Q. How do I switch to the other show time?**

A. Prior to Wednesday morning, Registration will be able to tell you if there are any tickets available for your preferred show. After that time, you can make a change at Will Call, depending on what is available.

#### **Q. What time do I need to be at the show?**

A. Please allow at least 20 minutes to get through security (attendees will go through metal detectors when they arrive at the theater and are subject to bag checks) and find their seats. All guests must be in their seats no later than 15 minutes prior, or their seat locations will not be guaranteed. This means you will need to plan to be there 35 minutes ahead of show time.

#### **Q. Can I bring my daughter? She is 2 so she can just sit on my lap and doesn't need a seat.**

A. Guests must be over the age of 5 years old to attend the show. No one under the age of 5 years will be permitted in the theater.

#### **Q. Will there be food at the Closing Event this year?**

A. Beverages (including beer and wine) will be available for sale in the theater lobby before, and during, the show. Popcorn is also available for purchase, but plan to get dinner before or after the show.

# FAQs: SNA's 2018 ANC

## GENERAL ANC QUESTIONS

### **Q. Why did the pattern/dates of the conference change this year?**

- A. Las Vegas charges premium hotel rates over the weekend and strongly encourages groups not to hold their major conference days over the weekend. This is due to the fact that their leisure business is high over the weekends and they want the rooms available to transient travelers. The pattern and schedule will return to normal in 2019 but will be one day shorter. The conference will end on Tuesday evening after the Closing Event.

### **Q. What are the dates and locations of future ANCs?**

- A. **July 14-16, 2019, St. Louis, MO** (*the conference length shortens by one day starting this year, so it will end on Tuesday rather than Wednesday*)  
**July 12-14, 2020, Nashville, TN**  
**July 11-13, 2021, Chicago, IL**  
**July 10-12, 2022, Orlando, FL**

### **Q. Why is ANC shortening the length of the conference in 2019?**

- A. Most national associations are shortening the length of their conference as the general feedback has been that people cannot be out of the office or away from their families for more than a couple of days. Fortunately, SNA has developed a new conference format that allows attendees to earn the same number of credits and maximizes networking opportunities, including time spent in the Exhibit Hall.

### **Q. I'm having problems accessing the mobile app. Can you help me?**

- A. Our ANC mobile app has its own booth on Level 2 (near Registration), as well as outside the Exhibit Hall during Exhibit Hall hours, and staff there will be happy to help you get it on your phone and show you how to work the different functions and features.

### **Q. ADA Accessibility/Assistance Questions**

- A. The Mandalay Bay Convention Center was designed and constructed to meet ADA standards. Its physical plant, including parking, access in/out of the building, restrooms, elevator service and ramps are in accordance with ADA regulations. Segway scooters (at walking speed only) are permitted in public areas of the hotel only when the operator represents that the equipment is a mobility assistance device for a disability condition. Other operators without reported disability should be advised that the equipment is not accepted for use in Mandalay Bay public areas, including, but not limited to the tradeshow halls at the Mandalay Bay Convention Center. Use of a Segway may be excluded in areas that are relatively high foot traffic venues. This includes the Casino, theaters, Event Center, restaurants and the Convention Center. In such cases of exclusion, a guest will be offered the use of a balanced wheeled mobility device such as a wheelchair or motorized scooter.

Wheelchairs and scooters are available at all MGM Resorts hotels for a fee. To guarantee a wheelchair or scooter, please contact the Mandalay Bay bell desk at 702-322-8199.

## FAQs: SNA's 2018 ANC

### Q. Is there someplace I can go to nurse/pump?

- A. For any nursing mothers that would like some privacy, SNA has set aside a Mother's Room at the Mandalay Bay Convention Center. Please have anyone who needs access to the room call:
- Melony Bildhauer at 571-215-0855 or
  - Sara Kilkenny at 202-365-1086

### Q. Can I leave my bags behind your booth for a little while? They're so heavy and I'll be right back.

- A. SNA will be providing a Baggage Check on Wednesday, July 11 from 7:30 am to 6:00 pm and Thursday, July 12 from 6:30 am to 5:00 pm. SNA is happy to provide this complimentary service to all attendees and exhibitors. SNA is not liable for bags left anywhere else.

### Q. Do you have a general display table where I can leave copies of our publication/brochures for attendees to pick up?

- A. We're sorry, but literature displays are confined to your booth in the Exhibit Hall. If you are not an exhibitor, you are not permitted to distribute any literature to our attendees. It will be confiscated if we see it in an unauthorized location.

[NOTE: If you see any reporter, broker, sales rep or anyone else distributing materials to attendees anywhere in the MBCC--except within a few feet of their booth--please inform an SNA staff member immediately.]

### Q. What is *Nutrition School News* and how can I advertise?

- A. This is an unauthorized publication produced by an outside source. They are not associated in any way with SNA. Copies left in the Mandalay Bay Convention Center or at SNA hotels are confiscated and discarded. It is our observation that the vast majority of attendees do not read this publication when handed to them in public areas and they typically go into the trash. Please contact Patty Fitzgerald, Staff VP of Communications & Marketing, for information about our official ANC publications and future advertising opportunities.

### Q. Where do I drop my Ruby Reader entry form?

- A. Visit the magazine booth outside of the Exhibit Hall on Level 1, at the bottom of the escalator. Your entry must be dropped in the entry box before the end of Exhibit Hall hours on WEDNESDAY.



## FAQs: SNA's 2018 ANC

### Q. What do I do in the case of an emergency?

- A. For all emergencies, first aid or security needs within the **Mandalay Bay Convention Center**, please contact the 24-hour operational Mandalay Bay Security Dispatch. The number (77911) can be dialed directly from any in-house phone located conveniently throughout the facility. If using a cell phone, dial **702-632-7911**. Please provide the following information when you call:
- Type of emergency
  - Number of people involved
  - Location of emergency within the facility
- Mandalay Bay Security maintains 24-hour roaming coverage throughout the interior and exterior of the Convention Center. SNA has also secured its own security exclusive to our show. In the case of an evacuation, an announcement will be made over the speaker system and Security Officers will provide additional instruction. Generally, evacuation routes will take people to either: 1) south to the Convention Center Parking Lot, to the flagpoles or 2) north into the parking lot next to the Shark Reef Husbandry Center.

### GENERAL ASSOCIATION QUESTIONS

### Q. Where are next year's School Nutrition Industry Conference, Legislative Action Conference and National Leadership Conference?

- A. **School Nutrition Industry Conference**--January 13-15, 2019, JW Marriott Austin  
**Legislative Action Conference**—February 24-26, 2019, Marriott Marquis, Washington, DC  
**National Leadership Conference**—May 9-11, 2019, Hyatt Sarasota

### Q. What do I get for my membership?

- A. Being an SNA member contributes to your professional growth by offering you a wide range of member services, programs and products: Member rates for SNA national conferences, discounts on the SNA Certificate and Credentialing Programs, a free subscription to *School Nutrition*, the national magazine, access to the members-only areas on the Web site, *and*; networking with others in the industry and participating in the leadership opportunities are all examples of the many benefits SNA offers.

Scholarships, low-cost insurance and the 15 percent member discount at the Emporium are additional benefits you can take advantage of.

In addition, SNA is a major advocate for your programs in Washington, D.C. for child nutrition and school meal programs.

### Q. I have a question about my membership?

- A. Stop by the Member Resource Center on Level 2, across from registration, where a staff member will assist you with your inquiry.

### Q. I haven't been receiving my magazine. What's wrong?

## FAQs: SNA's 2018 ANC

A. Please stop by the Member Resource Center so we can make sure we have your correct address on file.

**Q: I have an idea for an article in the magazine.**

A: The magazine has a booth outside the Exhibit Hall on Level 1, at the bottom of the escalators. Please feel free to stop by and talk to one of the editors. Or you can always contact the editor at SNA headquarters by e-mailing [snmagazine@schoolnutrition.org](mailto:snmagazine@schoolnutrition.org).

**Q. I have a question about SNA's Certificate in School Nutrition and the SNS Credentialing Program?**

A. Stop by the Member Resource Center where SNA staff is on hand to answer your questions.

**Q. What is the difference between SNA's Certificate in School Nutrition and the SNS Credentialing Program?**

A. SNA offers four certificate levels in school nutrition. A SNA certificate indicates that the school nutrition professional has successfully completed a specified number of professional development/education courses. To keep the certificate current or to move to another certificate level, the holder must obtain a specified number of CEU's and pay an annual renewal fee.

The SNA credential is the School Nutrition Specialist (SNS). This credential is awarded after the school nutrition professional successfully passes a credentialing exam that is administered by SNA and is graded by an independent testing company. The SNS credential enhances the professional image of school nutrition professionals, elevates professional standards and enhances individual performance and achievements in school nutrition.

**Q. When will the next SNS credentialing exam be offered?**

A. The next national administration of the SNS credentialing exam will be during SNIC in January of 2019. In addition, several states are hosting the exam at their state conferences before that time. Stop by the Member Services booth for more information or visit [www.schoolnutrition.org/sns](http://www.schoolnutrition.org/sns).

Use the SNS Credentialing Handbook as your first resource to prepare for the exam. It contains the Content Outline for the exam and provides a comprehensive list of resource materials. We also have a study guide bundle available for purchase here at the ANC Emporium's Pop-up Shop or online at the SNA Bookstore.

**Q. How do I sign-up to take the SNS credentialing exam and what types of questions are on the exam?**

A. Stop by the Member Resource Center to get information on the SNS Credentialing Program or visit [www.schoolnutrition.org/sns](http://www.schoolnutrition.org/sns) to download the SNS credentialing handbook.

**Q. Can the SNS credentialing exam be administered in my state or region?**

A. Yes. Please contact SNA's Credentialing Staff at [certsns@schoolnutrition.org](mailto:certsns@schoolnutrition.org) to request an Exam Site Request Form.

**Q. How can I get a scholarship from SNA?**

## **FAQs: SNA's 2018 ANC**

A. Scholarships for SNA members are provided through the School Nutrition Foundation (SNF). Applications and criteria for professional development and conference scholarships are available at <http://www.schoolnutrition.org/scholarships>. Please stop by the SNF booth on Level 2, near Registration, to learn more.

**Q. I cannot log into the website, I forgot my Password.**

A. See a staff person at the Member Resource Center or contact SNA when you return home.

### **SCHOOL NUTRITION FOUNDATION (SNF) QUESTIONS**

**Q. What does the School Nutrition Foundation (SNF) do?**

A. The School Nutrition Foundation is the philanthropic sister organization of the School Nutrition Association, and provides financial support for professional development, educational programs and scholarships for School Nutrition Association members. SNF also supports research to assist SNA members. For example, SNF has awarded 66 professional development educational scholarships for 2017-18.

The Foundation works with allied organizations in sponsoring the Breakfast in the Classroom program and Schools as Nutrition Hubs, both of which are designed to increase participation of students in meals other than lunch. The Foundation sponsors the Celebration of School Nutrition Heroes at LAC where five heroes are recognized annually for going above and beyond to make a difference in their schools and/or communities.

The Foundation does not receive financial support from SNA dues. The Foundation secures funding from School Nutrition Association members, state agencies, state associations, industry partners, foundations, and others interested in the school nutrition profession. These funds, which are raised through the Annual Fund campaign, the Celebration of School Nutrition Heroes, and other initiatives, are used to benefit SNA members.

**Visit our ANC booth or our webpage ([schoolnutrition.org/snf](http://schoolnutrition.org/snf)) to learn more about our programs and resources.**

**Q. Does SNF offer scholarships?**

A. SNF offers scholarships and grants to support education, conference attendance, and kitchen equipment for SNA members. To learn more about specific scholarships, visit the SNF booth at ANC or visit our scholarship web page: [www.schoolnutrition.org/scholarships](http://www.schoolnutrition.org/scholarships).

**Q. What is the SNF Annual Fund?**

A. The Annual Fund is a way for SNA members to support the Foundation each year in its efforts to provide education, research, and scholarships for SNA members. Contributions to the Annual Fund are tax-deductible and can be made in memory or in honor of another person(s).

In 2018, the state affiliates are competing to attain the highest percentage participation and to get dollars back for State scholarships.

Contributions can be made at ANC at the School Nutrition Foundation desk at the Member Resource Center Booth.

## **FAQs: SNA's 2018 ANC**

**Q. What is the difference between the SNF Annual Fund and the SNA PAC?**

- A. The SNF Annual Fund provides support to the Foundation to provide education, research, and scholarships for SNA members. Contributions are tax-deductible.

SNA-PAC is a political action committee that supports SNA's political goals by collecting money from people who share these goals and making contributions to political candidates who support these goals. Contributions to PAC are not tax-deductible.