



ANC 2019 FAQs

REGISTRATION QUESTIONS

Q. How many people are registered?

A. We are expecting somewhere between 6,000 – 6,500 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 1 (Washington Lobby) of America's Center Convention Complex. 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 save 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? 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.

Press registration provides access to press events, General Sessions and Exhibit Areas during published hours. Admittance to education sessions is at the discretion of the session's host, and press wishing to attend pre-cons or other extra events will be expected to pay. Contact SNA's Director of Media Relations to request access to these sessions.

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.



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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 2019-2020 right here at 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 Services Booth. 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 two General Sessions and not three this year?

A. Based on attendee evaluations, we have heard that attendees want to soak up as much education as they can, so 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? When will awards be given out?

A. The School Nutrition Research and Best Practices Showcase guidelines state that you are responsible for your Each poster presenter will be provided with a corkboard approximately 4ft. [height] by 8ft. [width] on which to mount their poster presentation. Note that the posters do not need to take up the whole 4 ft. by 8 ft. space. Each poster presenter is responsible for their own supplies, including thumbtacks. Do not write, paint or make marks on the corkboard. Information on the guidelines for displaying your poster can be found

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at <http://schoolnutrition.org/meetings/anc/2019/research-best-practices-showcase/>. In the ANC 2019 Program Guide (see p. 58), there is a list of each of the posters. Use the corresponding number to locate which corkboard you are to use to display your poster.

The School Nutrition Research and Best Practices Showcase-- sometimes referred to as 'the Poster Sessions'—is being held on Monday and Tuesday from 11:00am – 4:00pm in America's Center Convention Complex, Level 2, Atrium.

Posters can be set up any time beginning on the afternoon of Sunday, July 14th between 1 pm and 4 pm.

Please have at least one author in attendance at your poster to answer attendee questions and discuss your poster during the [SNA College Section Meeting Best Practices and Research Posters: A Walking Tour](#) from 2:00 to 3:00 PM on Monday, July 15th.

Additionally, please have at least one author in attendance at your poster for the **Meet the Author session** 11:30 AM to 12:30 PM on Tuesday, July 16th to discuss your poster with attendees.

The Kathleen Stitt Award and the Best Research and Best Practices Poster awards will be given out at 12:30 PM, following the Meet the Author Session.

Q. What is a 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.

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: Sunday, July 14th, 8:00 am – 9:00 am
Topic: How to WOW (& Transform) Your Audience



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Room(s): 220/221/228/229

Major City Directors/Supervisors Section Meeting: Sunday, July 14th, 9:15 am – 10:15 am

Topic: Procurement: The Big Differences About the Biggest Districts

Room(s): 230/231/232

State Agency Section Meeting/USDA Workshop: Monday, July 15th, 12:00 – 2:00 pm

Topic: USDA Update for State Agencies

Room(s): 230/231/232

Employee/Manager Section Meeting, Tuesday, July 16th, 9:45 – 10:45 am

Topic: Managing Emojis: Keep Your Emotions Under Control Even During the Most Difficult Encounters

Room(s): Ferrara Theater

College Section Meeting: Tuesday, July 16th, 2:00 - 3:00 pm

Topic: Best Practices and Posters: A Walking Tour

Room: Atrium, Level 2

They are also included in the ANC Program and on the ANC Mobile App.

Q. Why do I only get 12.5 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. Does SNA track my CEUs?

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 and logging into My Account. The number of preapproved CEUs that will be awarded for ANC 2019 is 12.5. 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

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professional standards training trackers to track any pre-conference sessions you attended. RDN's and NDTR's can no longer pick up their certificates from the member services booth, instead they should email education@schoolnutrition.org with the number of CPEU's being claimed and their CDR number.

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

- A. The call for proposals is open for ANC 2020. Visit 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 ANC 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 1 (Plaza Lobby). 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 2020 in Nashville?

- A. To be eligible for the drawing to win an all-expense paid trip to ANC 2020, 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, or about, Monday, July 22nd 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 1 (Plaza Lobby). The staff there will be happy to help you. The complete rules for the drawing can be found on the ANC website at www.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 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 www.schoolnutrition.org/ancsweeps.

Q. Are sessions being recorded for access online later?



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- 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. 375 companies are exhibiting in 909 booth spaces; 37 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 ANC Mobile App and/or the web platform of the app, <https://anc2019.pathable.com/>. Once you have located the person you want to talk to, you can send him/her a private message.

Q. How do I find a specific booth?

- A: Please check your ANC 2019 Program Guide, the handy foldout map you were given at registration, 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.

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Q. When is the Directors-Only Time?

A. This is scheduled for Tuesday morning, 9:45-11:30am. 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 happened to the Ruby Reader contest in the magazine?

A. Ruby is taking a break this year. as we can no longer offer a prize drawing with awards sponsored by advertisers. Please stop by the *School Nutrition* magazine booth in the Exhibit Hall (at the far end of the Center Aisle) and let the team know if you would like to play the Ruby game even without prizes next year. The magazine team is also eager to hear other ideas you'd like to share about Ruby, articles, recipes and more.

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 which is located at the end of the main aisle in the Exhibit Hall (aisle 1800) and ask how you can participate.

ANC EVENTS QUESTIONS

Q. When is the Star Club Breakfast?

A. The Breakfast will be held on Monday, July 15, from 7:45-9:00am in Rooms 230/231/232 on Level 2. This breakfast is a membership recruitment appreciation breakfast and is invitation only. We're sorry, but no guests are allowed.

Closing Event

The Closing Event performer is Andy Grammer. The event will take place on Tuesday, July 16th 8:00-9:30pm. 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.



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

A. This year, we are not giving physical tickets for the concert. Your badge will indicate the closing event. When you arrive to the concert, you may present your badge for entry. To add the closing event to your registration, you may visit SNA's Registration desk

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

A. Food and beverages may be purchased at Au Bon Pain, which is located close to the hall entrances. Beverages (including beer and wine) will also be available for sale in the Plaza Lobby, directly outside the Closing Event room before, and during, the show.

GENERAL ANC QUESTIONS

Q. Why is SNA shortening the length of the annual 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. What are the dates and locations of future ANCs?

A. **July 12-14, 2020, Nashville, TN**
July 11-13, 2021, Chicago, IL
July 10-12, 2022, Orlando, FL
July 9-11, 2023, Denver, CO

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

A. Our ANC Mobile App has its own booth on Level 1 (Plaza Lobby) 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 America's Center Convention Complex is ADA compliant. Wheelchairs and scooters are available for rent through several local providers for a fee. People can either contact Sara Kilkenny

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if they have special needs or they can go to the Information Desk in the Convention Center and someone will be able to assist them there.

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

A. The Center offers a Mamava self-standing pod for nursing mothers. It is located in the Washington Lobby East side, outside room 106 (near the Emporium Pop-Up Shop). It is lockable and has electrical outlets and other features inside.

Q. Is there someplace I can go to grab a quick bite or coffee?

A. The Center Café which is located by the 100's rooms offers a wide selection of drinks as well as espresso drinks such as cappuccino, latte, Americano, etc. It is open every day 7am to 6pm. They also have a full menu for breakfast and lunch to choose from. Au Bon Pain is located closer to the hall entrances and offers several coffee varieties along with sparkling water and other beverages. It will have more grab n' go type food such as sandwiches, salads, and snacks. Both are equipped to accommodate large groups at any time.

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 Tuesday, July 16 from 7:00am to 5:00pm. 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.

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 America's Center Convention Complex or at SNA hotels will be 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



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Patty Fitzgerald, Staff VP of Communications & Marketing, for information about our official ANC publications and future advertising opportunities.

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

- A. The 24-hour security hotline number from any in-house phone is extension 5081. Each house phone has a sticker on it with this number. If calling from an outside line, dial 314-342-5081. The America's Center 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 and convention center staff will provide additional instruction. Once outside the building, please assemble across the street from the 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 12-14, 2020, Renaissance Indian Wells, Indian Wells, CA
Legislative Action Conference—March 8-10, 2020, Marriott Marquis, Washington, DC
National Leadership Conference—April 30 – May 2, 2020, Tempe Mission Palms Hotel & Conference Center

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 SNA's award-winning flagship publication, *School Nutrition*, 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.



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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 Services Booth on Level 1, near the exhibit hall, where a staff member will assist you with your inquiry.

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

A. Please stop by the Member Services Booth 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 inside the Exhibit Hall, at the end of the 1800 aisle. Please feel free to stop by and talk to one of the editorial staffers. Or you can always contact the editor at SNA headquarters by e-mailing 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?



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- A. The next national administration of the SNS credentialing exam will be during SNIC in January of 2020. 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.

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. Please visit the Member Services Booth for more information.

- 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 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 to request an Exam Site Request Form.

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

- 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 1, near the Exhibit Hall, 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?**

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 \$100,000 in scholarships during the 2018-19 year for members to attend conferences and for their professional development and education.



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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 Party With a Purpose “Party train” started in Austin, Texas, with an SNIC Welcome Reception. At LAC, a reception was followed by an entertaining performance of renowned improv group The Capitol Steps. During the National Leadership Conference in Sarasota, Fla., a reception included a raffle for a Tory Burch handbag. To date, Party With a Purpose events have raised nearly \$110,000. 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 Party With a Purpose, and other initiatives, are used to benefit SNA members.

Visit our ANC booth or our webpage (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.schoolnutritionfoundation.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). Contributions can be made at ANC at the School Nutrition Foundation booth in the Marketplace.

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.



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Q: How do I purchase a Golden Ticket for the 10K Raffle?

A: Tickets go on sale at 8:00 am Saturday, July 13th. Tickets are \$100 each at the Foundation Booth in the SNA Marketplace, Plaza Lobby, Level 1 (outside of the Exhibit Hall Entrance). Only 400 tickets are available, and tickets are sold on a first-come, first-serve basis. Two (2) drawings will be held on July 16, 2019 at the Tuesday General Session. Winner does not need to be present to win. If winner is not present, she/he will be notified by phone and email on or before July 18, 2019. Winner **MUST** possess ticket stub with matching serial number as the winning number. Limit three (3) tickets per person/household.