

SHIFT 2

MEMBER INFORMATION CONFERENCE



WELCOME



Welcome to the MIC!

Welcome to the 2022 NISC Member Information Conference, held Monday, Sept. 26 through Thursday, Sept. 29! All times listed below are Central Standard Time (CST). We look forward to seeing you in Nashville!

Arriving in Nashville

Once you arrive, you'll have plenty of options to get you to the Gaylord Opryland Resort. We encourage you to consult the Nashville Airport Ground Transportation webpage for information. If you are staying at the Hilton Nashville Airport, complimentary shuttle service runs every 20 minutes on the hour, e.g. 1:00, 1:20, 1:40.

Registration

Conference registration is in the Delta Lobby of the Gaylord Convention Center. On Sunday, registration is open from 2 – 6 p.m., and it reopens each day of the Conference at 7 a.m.

IMPORTANT NOTE:

It is imperative you always wear your name badge to ensure you have access to classes, meals and events. If you lose your badge, please visit the NISC registration desk for assistance.

Co-op Strong

If you contributed to Co-op Strong during the registration process or ordered a Conference t-shirt, your item(s) can be picked up at the Swag Stop in the Partner Pavilion. The Pavilion opens for the Monday Welcome Reception, 6:30 – 8 p.m., and is open on Tuesday and Wednesday beginning at 8:30 a.m.

Across from the NISC Registration desk, all attendees are encouraged to stop by the Co-op Strong area throughout MIC to help assemble craft kits to benefit pediatric patients at Monroe Carell Jr. Children's Hospital at Vanderbilt.

Receptions

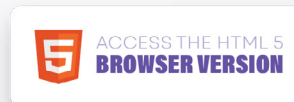
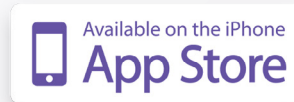
We hope you'll attend the Welcome Reception from 6 – 8:30 p.m. in the Partner Pavilion on Monday after the Opening General Session and the Partner Reception on Tuesday from 4:20 – 5:20 p.m. in the Partner Pavilion.

Tuesday Activities

If you previously purchased tickets for Best of Nashville, Brews & BBQ Tour, or Downtown Trolley Tour, shuttles will depart from the Gaylord's Presidential Portico. Individuals attending the Grand Ole Opry Show will walk to the event, departing from the Delta Portico. The tour desk will be open near NISC registration on Monday and Tuesday for ticket pick-up and questions.

MIC App

The NISC Member Information Conference (MIC) is the premier learning event of the year. With more than 140 concurrent sessions, two inspiring general sessions, over 40 Pavilion exhibitors and various networking activities throughout the week, we want you to have access to a powerful planning tool to ensure your MIC experience is an incredible one. We strongly encourage you to download the Conference app as it provides the most up to date and complete information for all sessions, locations, attendees, etc. To download the MIC app, please visit nisc-mic.coop/app or use the QR code below:



The MIC app does not display in full screen mode on most tablet devices. If you prefer a full screen experience on your tablet, we recommend using into the browser version at cvent.me/xGoq9R.

All concurrent sessions are shown on the Schedule screen, which is accessed through the calendar icon at the bottom of the app. Select All Sessions and then the Date to see a complete day's schedule. Please ensure you take time to select the sessions you plan to attend and add them to your schedule using the + sign to the right of the session or by tapping the session to read its description and using the Add Session button. This will make it easier to find your sessions at the conference. It will also give you the ability to submit questions during a session, access the session's materials, and complete session surveys, which we use in determining Member Experience awards as well as overall improvements for future MICs.

Network & WiFi

Please use the following WiFi network and password while at the Conference:

- Network NISCAAttendee
- Password MIC2022!

MICfest

Wednesday night's MICfest will be hosted at three locations in the heart of Music City's downtown district: Wildhorse Saloon, One Fourteen, and Famous Nashville. Food and drinks are provided from 6 – 8 p.m.; a cash bar is available from 8 – 10 p.m. Shuttles from the Gaylord to MICfest are available as part of Explore Broadway Early!, departing from the Presidential Portico between 4 and 4:30 p.m., and then you walk over to MICfest. Additional bus departures will be available starting at 5:30 p.m.

Return shuttles run every half hour from 7:30 – 10 p.m. If you are staying at the Hilton, please let the driver know upon boarding, so a stop is made there.

ADA Services

If you are in need of any ADA services, please contact us with your requirements as soon as possible via email at MIC@nisc.coop.

Hilton & Gaylord Shuttles

If you are staying at the Hilton, shuttles will loop between the Hilton and Gaylord on the following schedule:

- Monday, 3:30 p.m. – 8:30 p.m.
- Tuesday, 7 a.m. – 11 a.m.; 4:30 p.m. – 8:30 p.m.
- Wednesday, 7 a.m. – 11 a.m.; 2 p.m. – 6 p.m.
- Thursday, 7 a.m. – 10 a.m.

Pickup at the Hilton will depart from the main lobby. At the Gaylord, looping shuttles will pick up and drop off at the Magnolia Canopy.

Luggage Drop Off

If you'd like you can drop off your luggage in the Delta lobby on Thursday prior to attending breakfast and/or the Closing Session.

Airport Return

If you signed up as part of registration for an airport shuttle to return to the airport, it will be departing from the Delta Portico for up to four hours following Closing Session. If you did not sign up for shuttle and now want to do so, please check with the NISC registration desk to see if space is available. The shuttle is \$35.

Conference Maps

LEVEL M: DELTA MEZZANINE

ENTERPRISE SESSIONS
Canal Rooms A, B, C & D

ENT

TECHNICAL SESSIONS
Bayou Rooms C & D

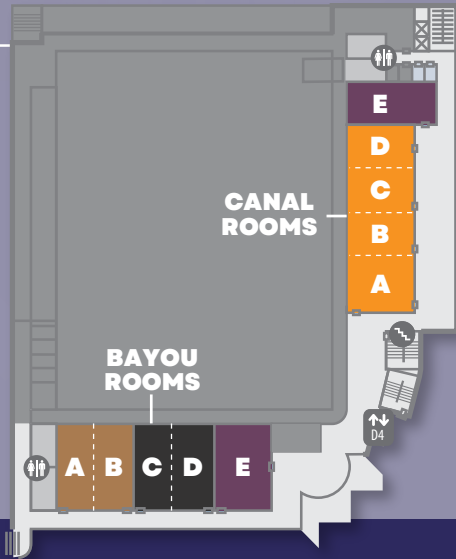
TECH

SERVICE SESSIONS
Bayou Room E
Canal Room E

SERV

VARIED SESSIONS
Bayou Rooms A & B

MISC



LEVEL 2: BALLROOMS

GOVERNOR'S BALLROOMS

PRESIDENTIAL BALLROOMS

TENNESSEE BALLROOMS

DELTA LOBBY & BALLROOM

FINANCIAL SESSIONS
Presidential A, B & D

FIN

SERVICE SESSIONS
Governor's A, C & D
Presidential C/E

SERV

OPERATIONS SESSIONS
Tennessee A, B & C

OPS

MARKETING SESSIONS
Tennessee D/E

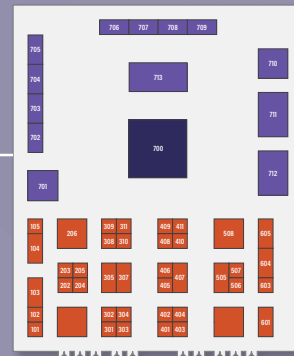
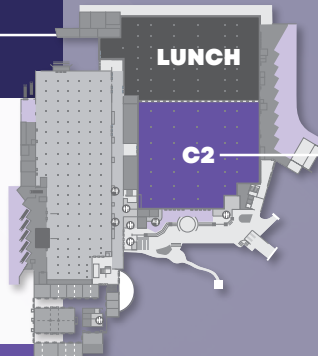
MKT

GENERAL, REGISTRATION, ROADMAPS & 'ROUND THE WORLD
Delta Lobby & Ballroom

EXHIBIT HALL C

PARTNER PAVILION & SOLUTIONS LAB
Ryman Exhibit Hall C2

LUNCH
Behind Solutions Lab



Partner Pavilion Located Down Escalator from Registration

Note: Color indicates predominant type of solution sessions held in room, but additional solution sessions may also be held. Please refer to the app for details.

Gaylord Opryland Resort & Convention Center



Overview Map

COLOR LEGEND

- Cascades
- Garden Conservatory
- Magnolia
- Delta
- Convention Center
- SoundWaves

KEY

- Concierge
- Front Desk
- Valet
- Bus
- Taxi
- Car Rental
- Restrooms
- Elevator
- Stairs
- Escalator
- FedEx Office Business Center

EVENT SPACE

- E1 Crystal Gazebo
- E2 Water's Edge
- E3 Delta Pavillion
- E4 Gaylord Opryland Events Center
- E5 Gaylord Opryland Events Center Lawn

AMENITIES

- A1 Cascades Outdoor Pool
- A2 Indoor Pool
- Relaxé Spa, Salon & Fitness Center (Level 2 of Cascades)
- A3 Delta Riverboats
- A3 Magnolia Outdoor Pool
- Gaylord Springs Golf Links (Pick-up from Magnolia & Delta, 5 min from resort)

SHOPPING

- N1 Cascades Necessities
- N2 Magnolia Necessities
- N3 Delta Necessities
- N4 Delta Island Shops

DINING

- D1 Cascades American Café
- D2 Wasabi's (Sushi Bar)
- D3 Solario Cantina (Mexican)
- D4 Ravello (Italian)
- D5 Conservatory Café (Grab & Go)
- D6 Fuse Sports Bar
- D7 Jack Daniel's (Southern)
- D8 Findley's Irish Pub
- D9 Stax (Burgers / Grab & Go)
- D10 Paisano's Pizzeria & Vino (Grab & Go)
- D11 Old Hickory Steakhouse

BAR & LOUNGE

- B12 The Falls
- B13 Conservatory Wine Bar (Lower Level)
- B14 Library Lounge
- B15 American Craft Tavern

EATERY

- E16 Cocoa Bean (Coffee)
- E17 Delta Delight (Frozen Yogurt)
- E18 Delta Marketplace