

FAQs

What is the National Service Training Event schedule?

[Click here to view the schedule and workshop times](#) of the event. This is also accessible on the home screen of the app via the “schedule” icon. All listed times in the schedule are local to the event location. You are currently in the Eastern time zone.

Overall, please note the official event start/end times for the East event:

- Start Time: Monday, May 15 at 12:00pm Eastern
- End Time: Wednesday, May 17 at 12:00pm Eastern

How do I access workshop materials?

All speakers are invited to upload and share any presentations, handouts, and resources they use during workshops. [View and/or download workshop materials.](#)

How do I gain Wi-Fi access?

The event Wi-Fi access is available to all attendees in the event center with workshops and plenary sessions. The network name is Charleston Coliseum. Once you select the network, you will be directed to follow a series of prompts to gain full access to the wifi network.

How can I get in touch with a speaker?

You can view all speaker information via this app. From the home screen of the app, there is a “speakers” icon that will let you see their name and contact information. You can also view the schedule which lists who the presenter is for each presentation.

How can I get in touch with an exhibitor/sponsor?

All exhibitor and sponsor information is available in the event program. There is an exhibitor space on the first floor in the Elk River Atrium of the convention center where you can visit with exhibitors and sponsors at their table. From the home screen of the app, there is a “sponsors” icon that will let you view their information as well.

When do I sign up for a session?

There is no need to sign up or register for a workshop session. All sessions are first come first serve, if there is a room that is at capacity we ask that you review the schedule and choose another great workshop session.

If I arrive late, will I be able to get into the session?

Yes, you will be able to enter a session if you arrive late. Please be respectful when entering the room so not to disturb the session, speaker, or attendees. Some rooms may be at capacity, so if the room ambassador says there is no room available, we ask that you review the schedule and choose another great workshop session.

What are the hours of operation of the restaurant/bar at the Marriott hotel?

The [Brick Salt Bar + Kitchen](#) is available for food and beverages onsite at the Marriott hotel. It is open everyday from 7-11am and 5-11pm.

What are things to do around the event center/hotel?

Looking for things to do in your downtime? Check out our [custom Google map](#) for this event that highlights crowdsourced recommendations for places to eat, things to do, and sites to see! Check the event registration desk for other resources that may be available. And be sure to visit our photo booth — in person at the event or [virtually from your device](#).

What are the current health and safety protocols?

As a reminder, we have a [health and safety code of conduct](#) for all attendees, speakers, and sponsors of our event. If you have any questions, please see an event coordinator.

What is the address of the event?

The event location is:
Charleston Coliseum & Convention Center

200 Civic Center Drive
Charleston, WV 25301

The headquarters hotel location is:
Charleston Marriott Town Center
200 Lee Street East
Charleston, WV 25301

Where can I download the event music playlist?

Listen to our [National Service Training playlist](#) (curated by registrants) on Spotify.

Is there a gender-non-specific restroom?

Yes, a gender-non-specific restroom is available on the first floor near the Grand Ballroom off the Elk River Atrium.

Is there a lactation room or a quiet space available?

If you are in need of a lactation space, please use the nursing room on the first floor off the Grand Lobby. If you need a quiet space or prayer room, please use Room 205 on the second floor. We are also trying to accommodate individual needs by offering longer breaks throughout the agenda so participants have the ability to take breaks in their hotel rooms as needed.