



TRIBAL GAMING AND HOSPITALITY MANAGEMENT BUSINESS CERTIFICATE PROGRAM

TERO CONFERENCE

Partnership of American Indian Studies / Consulting & Business Development

Center



About Me, John MacClain



General Manager of the Two Rivers Casino and Smoke Shop.

Enrolled member of The Confederated Tribes of the Colville Reservation.

Over 30 years of experience as a casino executive in Indian Gaming, working with various Tribes in Washington, Oregon, California, Oklahoma, and New York.

Expertise in developing casino properties and managing projects, including design-builds, renovations, and expansions.

Currently instructs at the University of Washington in their Certificate in Business Essentials of Tribal Gaming & Hospitality Management.

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Partner Testimonial



Takako Wright
Tribal Development Manager
Snoqualmie Casino

OVERVIEW OF THE CONSULTING BUSINESS DEVELOPMENT CENTER

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Consulting and Business Development Center

Mission and goals

Accelerate student careers, grow businesses and jobs and open educational opportunities for underserved communities.

- Provide students an enhanced learning experience through consulting projects
- Help small businesses grow
- Create jobs and strengthen the regional economy

Impact

- The Center has created \$250 million in new revenues
- Supported 200,000 jobs in communities across WA



OVERVIEW OF THE TRIBAL GAMING PROGRAM

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Program History

Background:

In 2012 at the Tribal Leaders Summit, Virginia Cross, Chairperson of the Muckleshoot Tribe, requested that UW develop a program to enhance management skills for Tribal casino/resort employees.

Launched in 2015, the program has seen 95 employees (from over 12 Tribal Nations).

Impact:

Over 70% of graduates have earned a promotion or raise within one year of completion.

2021 Adaptation:

An online finance course (in partnership with UW American Indian Studies) reached 45 Tribal casino employees and Native American students.

2012

Inception

Virginia Cross requested UW develop management program

95

Graduates

From over 12 Tribal Nations since 2015

70%

Success Rate

Earned promotion or raise within one year

Strategic Partnerships

- Collaborations with Angel of the Winds Casino (Stillaguamish), Muckleshoot Casino Resort, Nisqually Red Wind Casino, Northwest Indian College, UW American Indian Studies, Snoqualmie Casino, Yakima Nation Legends Casino Hotel, ilani Casino Resort, and other Tribal entities.

Role:

- The advisory board has been instrumental in developing a culturally relevant curriculum taught by Native American experts.



Program Benefits for Casino Employees

Career Advancement

Perfect for employees moving into front-line management or those seeking formal business education to grow their careers.

Academic Credit

Earn 3 University of Washington credits through courses in financial management, marketing, and leadership.

Professional Network

Build relationships with peers across Washington tribal properties that extend beyond program completion.

Real-World Application

Complete a capstone project integrating knowledge into profit-driving innovations for tribal casinos.

This program offers valuable professional development for both new managers and experienced employees lacking formal business education. HR Directors, Tribal Development Coordinators, or Training Specialists can identify promising candidates to participate.

Curriculum & Learning



Region	Casino Host Site Partners		
Northern	Tulalip Casino Resort	Angel of the Winds Casino	Port Gamble Tribal Casino
Southern	Yakima Nation Legends Casino Hotel	Nisqually Red Wind Casino	ilani Casino Resort
Western	Snoqualmie Casino	Silver Reef Casino	Muckleshoot Casino Resort

SUCCESS OF PROGRAM & PARTICIPANTS

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Tribal Gaming and Hospitality Management Program

Overall Ratings-Impact

95%

Better understanding of business/management principles

90%

Improved individual job performance

95%

Course led to taking new initiatives and projects at work

95%

Course led to improved engagement as a team member with their colleagues

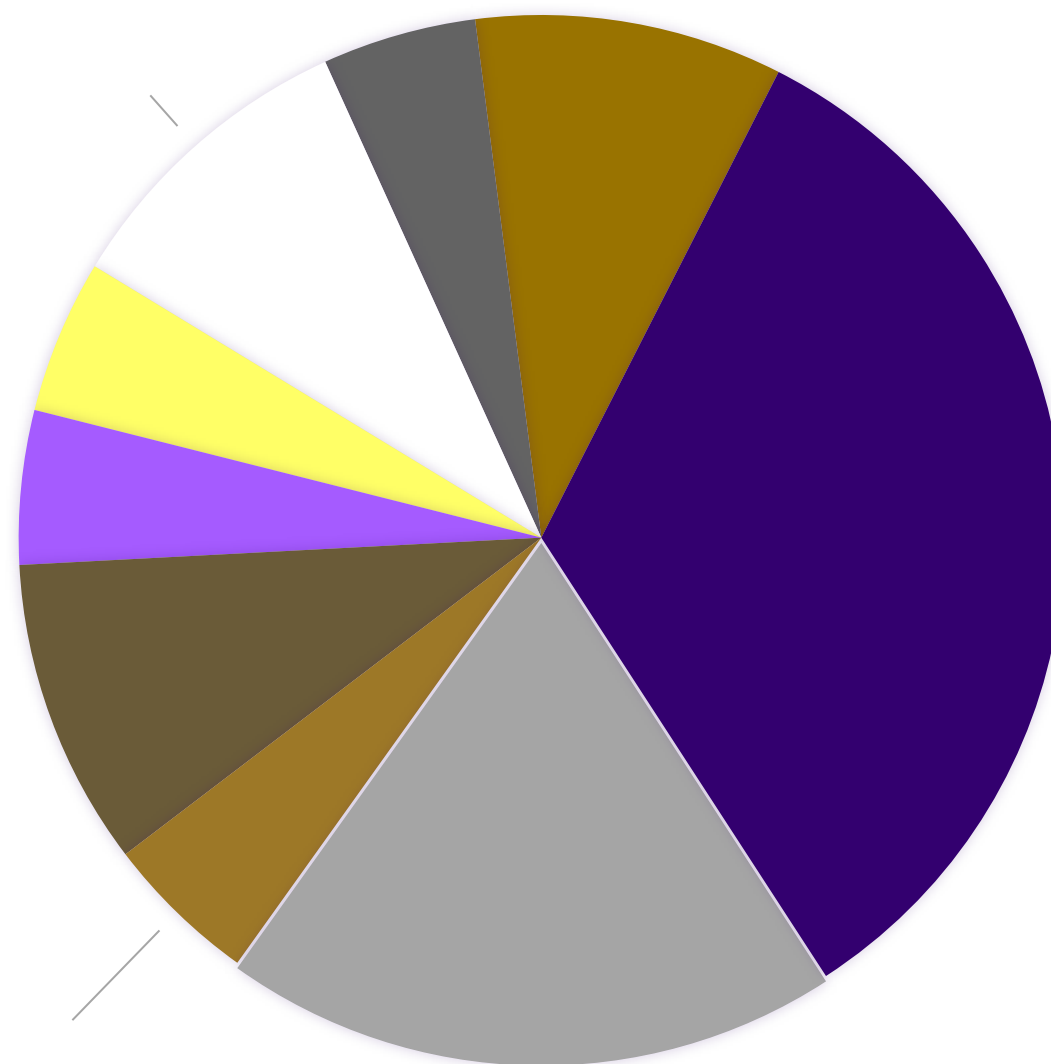
100%

Increased confidence in working for their organization

2019 NAFOA Award



Education Program of the Year
Native American Finance Officers Association



Program Graduates



UW Department
American Indian Studies

FOSTER
Consulting and Business
Development Center

Program Graduates



UW Department
American Indian Studies

FOSTER
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Development Center

Program Graduates



UW Department
American Indian Studies

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Program Graduates



UW Department
American Indian Studies

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NEXT STEPS

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Summer Program Timeline

- **Key Dates:**

- App Opens: Jan 31 | Tuition Due: June 10
- Registration Opens: April 14 | April 16 (non-UW students)
- App Deadline: July 24 | Program: Aug 18–22



Upcoming Information Sessions



April 28 - [Virtual]

5:30PM – 6:30PM



May 26 - [Virtual]

5:30PM – 6:30PM



June 30 - [Virtual]

5:30PM – 6:30PM



July 28 - [Virtual]

5:30PM – 6:30PM



How Can you Support

- **Sponsorships for student participation**
- **Share the opportunity and help recruit**
- **Be part of the advisory process (curriculum, speakers, visioning)**



Contact Info

John MacClain, MSM

Lecturer

University of Washington, Amercian Indian Studies

John.MacClain@thetworiverscasino.com

Boni Thompson-Kurke

Assistant Director

Consulting and Business Development Center

UW Foster School of Business

bthomp88@uw.edu

Kai Wise

Program Manager

University of Washington, Amercian Indian Studies

kaiwise@uw.edu

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THANK YOU!

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