



## Nova Scotia Teachers Union

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*Dear NSTU member,*

*I am very sorry for the technical issues that have plagued the Conference Day registration system over the past week. There is no excuse for the problems you encountered and you deserve better.*

*Thank you for your patience and cooperation as we have worked through these issues. I want to assure you that we will take every step necessary so this does not happen again.*

*As of last night, the site is back up and running and the payment option is working. If you are still unable to register please call us immediately at 1-800-565-6788 so staff can assist you directly. Those who have successfully registered should have received notification of payment via PayPal, along with confirmation from the corresponding association (except for MTA, PISA and AEA registrations which will only generate a PayPal receipt).*

*I know many of you are extremely frustrated because your preferred session is now full, in spite of repeated attempts to register on your part. When the payment function was restored last night we updated the message on the NSTU website and posted notices on Facebook and Twitter immediately. Unfortunately, unrelated to the registration system issues, demand for some conferences always exceeds the number of seats available. We will continue to work with the Professional Associations to increase the total seats available.*

*Over the coming days and weeks we will fully review what transpired. The NSTU is committed to meeting your professional learning needs and providing an engaging and dynamic Conference Day, including a properly functioning registration system, is central to this commitment. We will take every step necessary to regain your confidence in our internal processes. If you have any feedback or advice you would like to provide on what we should do better, I encourage you to provide it to [conferencesupport@nstu.ca](mailto:conferencesupport@nstu.ca).*

*Janine Kerr  
NSTU Executive Director*