To the NSN Community:

I wanted to write you regarding the website problems NSN has been experiencing. We are aware of how registration for the upcoming Summit has been affected, of some interface difficulties with our website (though it's improving). On behalf of the board and the Website committee, I apologize. It certainly has not gone according to our plans and hopes, and yet the Website committee and Board did all that we did in good faith. We are still working with our website provider to resolve these issues. Please bear with us as a board, and particularly our staff as they interface with NSN members while they also wish they could have had these issues solved the day before yesterday.

These issues affect things such as the Silent Auction, Summit registration, staff and board communication to the NSN community. We are deeply sorry for the inconvenience to our membership and the staff and board are dedicated to making sure the website is user-friendly for all our members. It's just taken longer than we'd hoped. There are no excuses. Do know that we care about your frustrations and that we are doing our best to address them. And once again, I apologize on behalf of the board and staff.

All that being said, please know that it is STILL a privilege to serve the NSN community with this board and staff. I only wish ALL members could witness the work that's being done on your behalf by the staff, and by the board members who advocate for the storytelling community. I look forward to Summit registration, the website interface being routine, and the same with our staff.

In the meantime feel free to contact the staff at 800.525.4514 or email Robert Barrientos (rjbarrientos@storynet.org), Danni Altman-Newell (danni@storynet.org) or Debbie Cole (debbie@storynet.org) with questions. You can also write or call any board member.

With Respect,

Laconia Therrio
Chair, NSN