

## Oral History Project Frequently Asked Questions

*1. I received an email/postcard/phone call from a company asking for my personal information and a story about Piedmont College/University. Tell me more about the project.*

We have partnered with PCI (also known as Publishing Concepts) to produce an Oral History Publication for Piedmont University. PCI is a family-owned business based in Dallas, TX, that has published directories for nationwide educational institutions, fraternities, sororities, and military organizations for over 100 years. This project allows us to hear about your personal experiences at Piedmont University and how the school helped shape your life since then. And, while we have you on the phone, we want to ensure your contact information is current.

*2. Does Piedmont University benefit from this at all?*

Yes, in a few different ways:

- Updated Information – allows us to communicate with and engage alumni effectively
- Legacy – sharing and collecting stories preserves the history of our school
- Pride – wearing apparel shows support and love for our school

*3. How do I know my information will only be used for the Oral History Project?*

Piedmont University and PCI are committed to protecting your information. The names, addresses, and information provided to PCI for the publication of the Oral History Project will be held confidential by PCI/Piedmont, except to the extent that they are utilized in, or in the preparation of, the Oral History Project and except as required by court order or law.

*4. I want to verify and update my information and share a story. How can I do this?*

- If you have received a postcard or an email with a telephone number, you may call the number to speak with a dedicated representative for the Oral History Project. The representative will verify the information we have on file for you, make any updates where needed, and then ask you to share your story about your time at Piedmont University. Your story will be recorded, and the sound clip will be provided to Piedmont University at the conclusion of the project.
- If you have received an email with an embedded link, you may go to the online site to review your information and submit a story.
- If you did not receive a postcard or email, call the dedicated Piedmont University update line at **1-888-373-1268**.
- If you live internationally or cannot call the update line, please email [customerservice@publishingconcepts.com](mailto:customerservice@publishingconcepts.com). PCI will send you a personalized link to share your written story and photo.

*5. How can I participate if I am Deaf/Hard of Hearing?*

If you want to participate and are Deaf/Hard of Hearing, please email [customerservice@publishingconcepts.com](mailto:customerservice@publishingconcepts.com). PCI will send you a personalized link to share your written story and photo.

*6. Can I choose what information is printed in the publication?*

The only information included in the publication is your name, class year, degree, story, and photo. No contact information is printed. When you call to update your contact information, it will only be used to update your alums record for the school/alumni association. You may revoke consent for your story and photo to appear any time before **January 17, 2025**, by contacting PCI's customer service helpdesk at 1-800-982-1590 / [customerservice@publishingconcepts.com](mailto:customerservice@publishingconcepts.com).

*7. I updated my information but need more time to think about what experience to share.*

You can call back any time before **January 17, 2025**, to share your story.

*8. I shared a story, and the representative said I could send a photo. How do I do this?*

You will receive an email with a link to upload one photo (black and white or color), plus a caption. If you have also purchased a book but do not have an email address on file, you will be sent a photo mailer to send a physical photo to be printed (note: the photo will be returned if you include a self-addressed, stamped envelope).

*9. Can anyone purchase a book?*

The Piedmont University Oral History Publication is available for sale only to Piedmont University alumni.

*10. When will I receive the book?*

The total duration of the Oral History Project is about 12 months. Since we began the project in July 2024, the books will be distributed in late July/Early August 2025.

*11. I ordered a book/package over the phone and would like to cancel my order. How do I do this?*

Contact PCI's customer service helpdesk at 1-800-982-1590, and they will take care of this for you.

