

Chicago State University 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 Chicago State University or Chicago Teachers College. Tell me more about the project.

We have partnered with PCI (also known as Publishing Concepts) to produce an Oral History Publication for Chicago State Foundation (a coffee table book). PCI is a family-owned business based in Dallas, TX that has published directories for educational institutions, fraternities, sororities, and military organizations across the nation for over 100 years. This project allows us to hear about your personal experiences from your time at Chicago Teachers College or Chicago State University and how the school helped to shape your life since then. And, while we have you on the phone, we want to make sure your contact information is up to date.

2. Does Chicago State Foundation benefit from this at all?

Yes, in a few different ways:

- Updated Information – allows us to effectively communicate with and engage alumni
- Legacy – sharing and collecting stories preserves the history of our school
- Revenue – any gear purchases, additional gifts, or purchase of the final product (a coffee table book) goes toward supporting current Chicago State University students through the Chicago State Foundation.
- Pride – wearing apparel shows support and love for our school.

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

PCI is 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, 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 would like to verify or update my information and share a story. How may 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 Chicago Teachers College or Chicago State University. Your story will be recorded and the sound clip provided to Chicago State Foundation 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, you may call the dedicated Chicago State update line at **1-855-890-9253**.
- If you are living internationally or are unable to call the update line, please email customerservice@publishingconcepts.com. PCI will send you a personalized link for you to share your written story and photo.

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

If you would like to participate and are Deaf/Hard of Hearing, please email customerservice@publishingconcepts.com. PCI will send you a personalized link for you to share your written story and photo.

6. Can I choose what information prints in the publication?

The only information that is included in the publication is your name, class year and degree, along with your story and photo. No contact information is printed. When you call to update your contact information, it will only be used to update your alumni record for Chicago State's Office of Alumni Affairs, which is operated out of the Chicago State Foundation. You may revoke consent for your story and/or photo to appear any time

before **December 15, 2023**, by contacting PCI's customer service helpdesk at 1-800-982-1590 / customerservice@publishingconcepts.com.

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

You can call back at any time before **December 15, 2023**, 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 in to be printed (note: the photo will only be returned if you include a self-addressed and stamped envelope).

9. Can anyone purchase a book?

The Chicago State University Oral History Publication is available for sale only to Chicago Teachers College or Chicago State University alumni. Reserve your purchase during the interview call. Additional opportunities to place your order will be available through the Fall of 2023 (exact date will be publicized by Chicago State). Once we move the project into production, there will be no more opportunity to place an order.

10. When will I receive my book?

The total duration of the Oral History Project is about 12 months. We began the project in June of 2023, so the books will be distributed in July of 2024.

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.