

Frequently Asked Questions regarding USAHS Alumni Stories Project

I received an email/postcard/phone call from a company asking for my personal information and a story about the University of St. Augustine for Health Sciences. Tell me more about the project.

The University of St. Augustine for Health Sciences has partnered with PCI (Publishing Concepts) to produce an Alumni Stories Oral History publication. 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 more than 100 years. This project allows us to hear about your personal experiences from your time at USAHS and how the school has 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!

Does the University of St. Augustine for Health Sciences 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 University
- Pride—wearing apparel shows support and love for our institution

How do I know my information will only be used for the USAHS Alumni Stories Oral History Project purposes?

PCI is committed to protecting your information. The names, addresses and information provided to PCI for the publication of the USAHS Alumni Stories 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.

How can I verify or update my information and share a story?

- If you have received a postcard or an email with a telephone number, you may call the number to speak with a dedicated PCI representative for the Alumni Stories 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 USAHS. Your story will be recorded, and the sound clip provided to the University of St. Augustine for Health Sciences 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 University of St. Augustine for Health Sciences Alumni Stories Oral History Project phone number at **1-855-877-2830**.
- If you are living internationally or are unable to call the dedicated line, please email customerservice@publishingconcepts.com. PCI will send you a personalized link for you to share your written story and photo.

How can I participate if I am deaf or hard of hearing?

If you would like to participate and need accommodations, please email customerservice@publishingconcepts.com. PCI will send you a personalized link for you to share your written story and photo.

Can I choose what information will be printed in the Alumni Stories 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 the USAHS Alumni Association. You may revoke consent for your story and/or photo to appear any time before **October 10, 2025** by contacting PCI's customer service helpdesk at 1-800-982-1590 or emailing customerservice@publishingconcepts.com.

I updated my information but need some more time to think about what experience to share. Can I still share my story?

You can call the dedicated University of St. Augustine for Health Sciences Alumni Stories Oral History Project phone number at **1-855-877-2830** at any time before October 10, 2025 to share your story.

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 be returned if you include a self-addressed, stamped envelope).

Can anyone purchase a USAHS Alumni Stories book?

The University of St. Augustine for Health Sciences Alumni Stories Oral History publication is available for sale only to University of St. Augustine for Health Sciences alumni.

Do I have to buy something?

No. This project is being done at NO COST to USAHS. The project is completely funded by the alumni who choose to purchase the book that will be produced at the end of the project.

Available Items:	Price	S&H
Loyalty Package: Book, Digital Publication, T-shirt, Quarter Zip Pullover, Travel Bag	\$459.98	\$39.98
Pride Package: Book, Digital Publication, T-shirt, Quarter Zip Pullover	\$359.98	\$29.98
Value Package: Hardbound + Digital Publication	\$269.98	\$19.98
Hardbound Publication	\$179.98	\$19.98
Digital Publication	\$179.98	\$0.00
Apparel (Quarter Zip Pullover & T-shirt)	\$79.98	\$14.98
Travel Bag	\$89.98	\$19.98

When will I receive my book/merchandise?

The total duration of the USAHS Alumni Stories Oral History Project is about 12 months. Since we began the project in April 2025, the books will be distributed in April 2026.

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 by October 10, 2025, and they will take care of this for you.

As a reminder, you are not required to purchase the book or merchandise to participate in the USAHS Alumni Stories Oral History project. Again, we'd never be able to embark on a project like this without the support of our amazing alumni and partnership with PCI. We sincerely thank every person who participates and shares their story!