

Frequently Asked Questions by participants

1. I received an email/postcard/phone call from a company asking for my personal information and a story about Youth for Understanding USA. Is this a legitimate project, or is it a scam?

We have partnered with PCI (also known as Publishing Concepts) to produce an Oral History Publication for Youth for Understanding USA. PCI is a company located in Dallas, TX that publishes directories for educational institutions, fraternities, sororities, and military organizations across the nation. This project allows Youth for Understanding USA to hear about your personal experiences and explain how Youth for Understanding USA has helped shape your lives.

2. Does Youth for Understanding USA benefit from this at all?

Yes, in a few different ways:

- a. Legacy – Preserves the oral history of our organization
- b. Updated Information – Allows us to effectively communicate with and engage alumni, families, and volunteers
- c. Pride – Wearing apparel shows support and love for our organization

3. How do I know my information will only be used for this specific purpose?

Youth for Understanding USA has a contractual agreement with PCI that states:

- a. The names, addresses and information provided to PCI by Youth for Understanding USA for the publication of the Oral History Publication will be held confidential by PCI, except to the extent that they are utilized in, or in the preparation of, the Oral History Publication and except as required by court order or law.
- b. The Oral History Publication will be made available only to alumni, families and volunteers of Youth for Understanding USA. Upon completion of the project, PCI will return to Youth for Understanding USA any and all electronic files that have been supplied by Youth for Understanding USA or produced by PCI in connection with the production of the Oral History Publication.

4. I would like to 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 all the information we have on file for you, make any updates where needed, then ask you to share your story about your experience with Youth for Understanding USA. Your story will be recorded and the sound clip provided to Youth for Understanding USA at the conclusion of the project. One of the numbers for the Youth for Understanding USA participants is 866-454-4115.

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 have questions, you may call PCI's customer service desk at 1.800.982.1590.

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

You can call back at any time to share your story, or schedule a call back with a representative.

6. I shared a story and the representative said I could send some photos. How do I do this?

You will receive an email with a link to upload up to two photos plus captions.

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 physical photos in to be printed (note: photos will be returned if you include a self-addressed, stamped envelope).

7. I'd like to add / remove info from my story.

You will receive an email prior to publication with a link to review your transcribed story and make any edits.

8. If I share a story, do I have to provide a photo? If I want a photo included, do I have to share a story?

You may share as little or as much as you'd like. Some people only want to share a story, others only want to share a photo and caption.

9. Can anyone purchase a book?

The Youth for Understanding USA Oral History Publication is available for sale only to Youth for Understanding USA alumni, families, and volunteers.

10. When will I receive my book?

The total duration of the Oral History project is about 12 months. Since we began the project in April 2020, the books will be distributed in April/May 2021.

11. Can I choose some or all of my information not to be printed in the book?

When you call to update your information, you can tell the representative what information you prefer to have excluded. You may also communicate this information to the PCI customer service desk at 1.800.982.1590 or to the organization directly.

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

Call the PCI customer service help desk at 1.800.982.1590 and they will take care of this for you.