

## **HARRIS DIRECTORY QUESTIONS & ANSWERS**

### **Is the Harris Connect directory project legitimate?**

Yes, Harris Connect is working with Oberlin College's Alumni Association to update alumni information and produce an alumni directory. Harris Connect is the same company that we use to manage our alumni online community, OBIEWeb, so we are partners with them for the management of our alumni records.

### **Why is Oberlin working with an outside company for this project?**

Harris Connect does the work of contacting alumni, making sure that our records are updated, and producing print and CD directories that are made available to our alumni. Thus far, we have had an incredibly successful number of updates from alumni. The rate far exceeds anything we have been able to accomplish through web or reunion information updates. Oberlin College has partnered with other organizations for the production of directories since 1908 and the last directory project took place in 2003, in partnership with Harris Connect, which resulted in our 2004 edition.

### **Why is Harris Connect calling alumni even though they completed online questionnaires?**

We've asked Harris Connect to contact everyone; primarily to make absolutely sure that the data we have is current and complete. It also provides an opportunity for alumni to suppress any information they do not want to have printed in the directory. At the end of the call, alumni will be given the opportunity to reserve a copy. The telephone calls, which do end with an opportunity to purchase a directory, are supposed to serve as a validation of information, a reminder that photos and notes may be submitted, as well as an opportunity to suppress any information that the alumnus or alumna does not want listed in the directory. The call center is owned and managed by Harris Connect, so that part of the process is not being outsourced to yet another entity. Plus, the representatives on the phones do not work on commission, so they should not be aggressive about sales. All calls are recorded and we can request a copy of any call in order to hear how it was handled.

### **If an alumna or alumnus is listed in the directory, is he or she obligated to purchase a copy?**

No, names will be listed regardless of whether the alumnus or alumna decides to purchase a copy.

### **The cost of the directories seems high. For example, a soft bound copy is \$80.00.**

The directories are quality publications and of higher cost due to the limited number of copies produced. They include some history of Oberlin College and the Alumni Association, a biographical section, a class year section, a geographical section, and a career networking section. Please know that all of the contact and professional information being collected will be added to our alumni records and, therefore, will ultimately be available to alumni through OBIEWeb.

### **What if alumni don't want to be listed in the directory? What if they don't want certain pieces of information listed?**

Harris will honor specific requests to exclude all or parts of their biographical data from the publication. They can state this request during a call with Harris Connect or inform the Alumni Office ([alumni@oberlin.edu](mailto:alumni@oberlin.edu) or 440-775-8692).

### **What if alumni decide to cancel an order?**

Orders for the directory may be canceled by simply writing the word "Cancel" on the invoice and returning it to Harris or by calling the Harris Connect Customer Service Department at 1-800-877-6554. They should provide the account number when calling.

### **What if I have more questions?**

If you have additional questions, please contact the Alumni Office at [alumni@oberlin.edu](mailto:alumni@oberlin.edu) or 440-775-8692.