



2012 Trumbull High School Alumni Directory Project Underway

The Trumbull Academic Challenge for Excellence (ACE) Foundation is spearheading the creation of a 2012 Trumbull High School Alumni Directory. This initiative is with the permission and collaboration of the Trumbull Public Schools as a service to Trumbull High School alumni.

As you can imagine, collecting and organizing the information for all 21,000 THS graduates are daunting tasks. In light of this, we have partnered with Harris Connect, a company that specializes in providing alumni services such as a directory... and the same company that compiled the most recent THS directories in 1995 and 2001.

Harris Connect is in the process of contacting THS graduates via e-mail, postcard, and/or telephone to make every effort to ensure the accuracy of alumni information. They are asking alumni to call them at 800-726-4711.

Harris Connect will also handle the printing and sales of the directory after the information gathering and verification process is completed in the next several months. The finished directory will be available for purchase in print (hardcopy or softcopy) and on a CD as a service to THS graduates.

We have entrusted Harris Connect with this task due to their proven track record of expertise, professionalism, and concern for privacy. The company's commitment to protecting the privacy and ensuring the integrity of the information collected for the directory is reflected in their published policy, which is available for reference at www.harrisconnect.com/privacy.html.

A collection of answers to Frequently Asked Questions follows below. If you have any additional questions or concerns regarding this initiative, please contact ACE Foundation President, also Trumbull Public Schools Assistant Superintendent, Dr. Gary Cialfi at (203) 452-4348 or cialfig@trumbullps.org.

FAQ about the THS Alumni Directory Project

Questions about Harris Connect and Alumni Information

Who is Harris Connect?

We've partnered with Harris Connect to produce our directory. Harris Connect has been an industry leader for nearly fifty years and, so far as we know, did a very good job in producing the two most recent directories for THS alumni. We are confident that this publication will be a valued resource for Trumbull graduates.

When can I expect to hear from Harris Connect?

Harris is in the process of sending out postcards to alumni that provide a toll free number and a request to call into them at a time convenient for you. Those who may have forgotten to phone in and are not registered on the do-not-call registry may receive a follow-up phone call. On Monday through Friday, Harris Connect makes calls beginning at 8:00 a.m. and continuing until about 9:00 p.m., in all time zones. On Saturdays, they may call from 8:00 a.m. to 5:30 p.m. If you are contacted at a time that is inconvenient for you, simply let the representative know. S/he will give you the Harris Connect toll-free number or will arrange to call you at another time.

Can I contact Harris even if I don't receive a postcard?

Absolutely. Simply call the same phone number (800-726-4711), explain that you didn't receive a postcard, and work with the representative to update your information.

What information will be included in the directory?

Designed to be the definitive reference of Trumbull High School and our alumni, the directory will make it easy for you to reconnect with former friends and classmates. Complete listings will include academic, professional, and personal information - sorted alphabetically by last name and cross-referenced by name as a student, if different. Alumni will also be listed by class year and city and state of residence, and a special section about THS will give you a look at our past and glimpse into our future.

But what if I don't want to be listed in the directory? What if I don't want certain pieces of information listed?

Harris Connect can still update your information, but will honor your specific request to exclude all or parts of your biographical data from the publication.

Questions about Purchase and Payment Options

What directory products will be available?

There are three options:

- Hardcopy edition: \$89.95
- Soft cover edition: \$69.95
- CD: \$ 79.95

If my name is listed in the directory, am I obligated to purchase a copy?

No. Although everyone will be given the opportunity to purchase his or her own copy of the directory,

your name and information will be listed regardless of whether you decide to purchase a copy, that is unless you request that some or all of your information be excluded.

What happens if I don't order a directory now, but change my mind later?

We have arranged to print as many directories as are ordered before it goes to press. So, if you do change your mind prior to publication, you can call the dedicated toll-free Customer Service number, which is 800-877-6554.

What forms of payment will be accepted for the purchase of a directory?

The directory may be paid for by major credit/debit card or check. Payment(s) may be made by credit/debit card at the time of order or by check upon receipt of the invoice(s). Harris Connect also offers installment payment plans, allowing you to pay a portion when ordering and the rest later.

If I place an order using a credit or debit card, how will the charge appear on my statement?

On most major credit card statements, the charge will appear as "HC Trumbull HS." On American Express statements, "Harris Connect Trumbull HS" will appear.

What if I decide I want to cancel the order I have placed?

Orders for the directory may be canceled by calling Harris Connect's Customer Service department at 800-877-6554. Be sure to have the account number when calling. Or for installment payers, orders can be canceled by simply writing the word "Cancel" on the invoice and returning it to Harris Connect. In either case, there is a 30-day, 100% refund guarantee.

When should I expect to receive my order?

A time frame for receipt will be provided during your call.

Questions about the CD Product

What if I don't understand how to use the CD once it is installed?

Basic operating instructions are included on the CD sleeve. The CD also comes with an easy-to-use help system providing tips on searching the database and customizing the screens.

What kind of computer do I need to use the CD?

The CD will work on PC and Apple computers.

Will I be able to print anything?

You are able to print individual records as well as pages from the editorial section.

Is tech support available?

A toll-free call or e-mail is all it takes to obtain technical assistance. Tech support is available Monday-Friday from 9:00 a.m. to 5:00 p.m. (Eastern). Tech Support and Customer Service numbers are included on the CD sleeve.

Is my information protected?

Yes, all personal information contained on the CD is encrypted and can only be viewed inside the Search Party application that's included on the CD. The encryption has never been compromised.