



Westmar University Alumni and Friends Association

VOLUME 15, ISSUE 4

November 2013

"Granny Franny" (Frances Wood - '53) elected Homecoming 'Granny' Queen at MidAmerican Nazarene University

After attending the 60th reunion for the class of '53 held in LeMars in September this year, an email was received at the WAFA office, in which Frances wrote "Things happened at the campus you would never believe. I enrolled in MNU in August, told the kids they could call me "Granny Franny" and that sort of stuck. One of the journalism students wanted to interview me and she wrote a story that was put on the MNU website. Some of the students wanted to nominate me for homecoming queen. I told the committee that I did not want them to be voting for me as it would cheat some girl out of the honor." The committee decided to make me Honorary Homecoming Queen - or Granny Queen. Channel WDAF 4 Fox covered the event and the story has been picked up far and wide (internet, newspapers, People magazine) since then. KCTV 5 came to the campus and interviewed me. A reporter from Queen Latifah show in



Los Angeles called me and is going to fly me to LA for a taping. I don't even know Queen Latifah but I must be the only one in Kansas who doesn't - (I live a sheltered life.)"

Frances enrolled at MNU after her husband of 59 years had passed away 2 yrs. ago, and she was beginning to get a little lonely and depressed. She told KCTV that she "needed something different to do and believe me, this is different."

"One of my grandkids calls me 'Granny Franny' and I thought that sounded kind of cute so I made up some business cards and handed them out and I think that stuck." She included her cell phone and email address.

Who knew any of this would have happened??? Certainly not me!

The MNU website says that "Frances always comes very prepared and the white-haired octogenarian settles into classrooms and cracks the books - or the laptop. They say it takes her a bit longer than most to get there because at 82, she'd rather drive country roads and city side streets than tackle highway traffic between her Topeka home and her classes in Olathe," KS.

She says the idea of returning to school was to follow an urge, not earn a degree. "It was my intent to stay here for one semester," said Wood, "I'm going to stick with that. I just had a personal need, I guess, of doing something different. I think the Lord gave me this idea. The semester started harder than she'd imagined. "I had a lot of homework, and it was a little hard, to tell the truth. It took a long time." She is taking classes on history, personal finance and the Bible.

Her last time in school was 63 years ago at Westmar College in LeMars, IA, when Harry S. Truman was president. She completed three college semesters of general classes before marriage.

Frances has three married daughters, all having college degrees and one a Ph.D. Frances was a stay-at-home mom until her youngest daughter was in the seventh grade. She then went to work as a clerk for the Atchison, Topeka & Santa Fe Railroad (now Burlington Northern) for 12 years.

Students think she is pretty amazing and several have lunch with her regularly. She has earned high marks and shares her experiences with the students. Everybody loves her. She also plays ping-pong with the students. One student said "students feel loved by her, she's like a grandma away from home.

After being honored during half time at the football game, she went on a group date with three college boys for the occasion. She told the boys they better focus on finding potential wives.

People Magazine calls Frances Wood the best-loved student at a Kansas College.

Merry Christmas

And

A Very Blessed New Year

From your WAFA Staff: Jan, Mary and JoAnn



The 2013 Pioneer Village Christmas Tree in Le Mars. Religious Vocations theme.



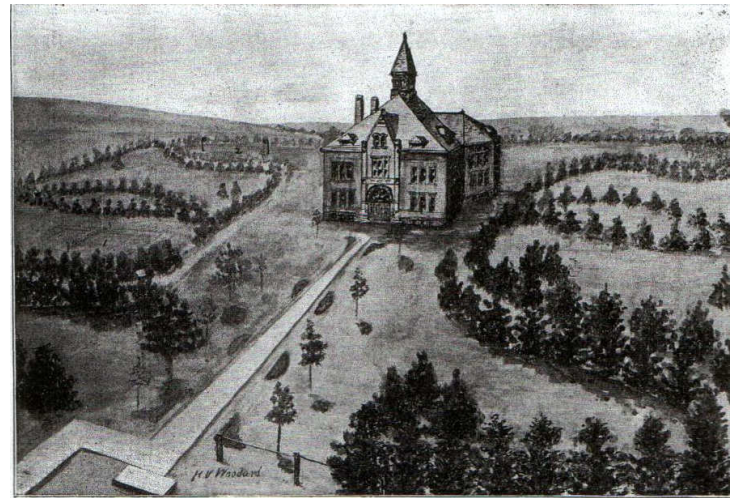
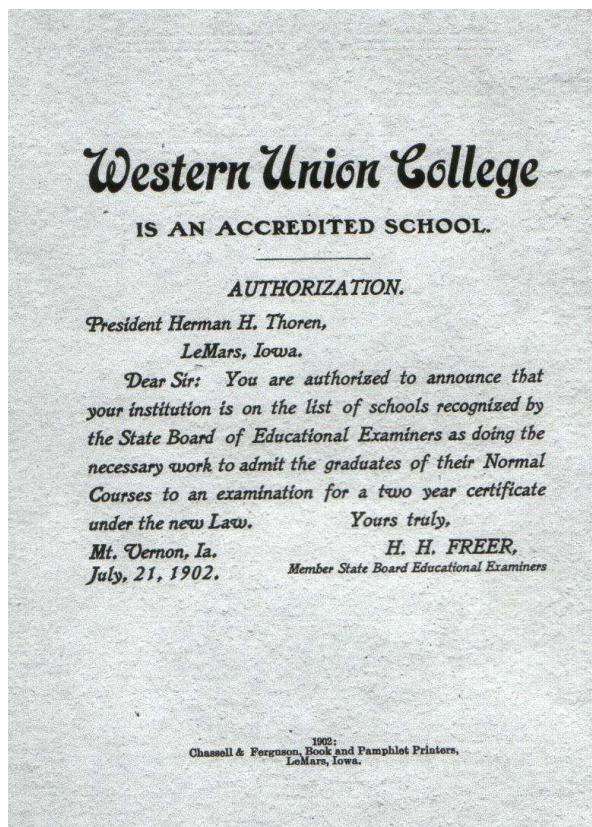
100 YEARS AGO—#1

by Wayne Marty

As an individual, or an institution, or a culture, we have not always been what we are now. Change is! Reflection upon the past can be informative, entertaining, and humbling. Anticipation of the future can be hopeful, challenging and sometimes fearful. Now is Now but 100 years ago the Now was also the Now and the original organizers of Western Union College were facing challenges and looking toward the future. Those who know even a little bit of Westmar history will recall that in August of 1900, just a few weeks before the opening of the new Western Union College of the United Evangelical Church, lightning struck the only building and it was burned to the ground. But the college opened anyway in hastily arranged available space in downtown Le Mars. The challenge was met and Western Union College moved on.

1902

100 Years Ago would be November 1913 but it's appropriate to catch up. As Julie Andrew sings in *The Sound of Music*, "Let's start at the very beginning; A very good place to start." Those of us who graduated in the "middle years" of Westmar take pride in experiencing the "Accreditation" of Westmar by the North Central Association (NCA) of Colleges and Secondary Schools, but already in 1902, Western Union College was accredited. The announcement below is printed on page 1 of the 1902 college catalogue.



THE COLLEGE CAMPUS. 1. Tennis. 2. Basket Ball.

The 1902 Academic year was divided into three terms:

- Fall term — 14 weeks with tuition of \$14
- Winter term — 12 weeks with tuition of \$12
- Spring term — 11 weeks with tuition of \$11

There were no dormitories, so no Room and Board costs were provided. A total of 202 students were enrolled with most from the adjacent Le Mars area and all had to commute from home or find their own living and eating arrangements in Le Mars or nearby. However there was already some representation from IL, WI, MN, KS, NE, and SD and even one student listed with an address of Chickasha, Indian Territory. In 1902 there were students from 8 different nearby communities that have now become Plymouth County ghost towns — Adaville, Crathorne, Dalton, Ellendale, Mammen, Neptune, O'Leary, and Ruble.

The organization of the college was already complex with 25 different Courses of Study offered in a variety of different departments — Theology, German, Normal (teaching prep), Academy (college prep), Scientific, Philosophy, Classics, Business and Commercial, Music, Oratory, and Art. Four different Bachelor degrees were offered plus various diplomas and certificates.

And the "General Rules for Students" in 1902: (exact words but not the entire rule)

1. Students are presumed to be gentlemen and ladies who respect themselves and the authority of the college...
2. Every student is expected to attend at least one religious service on Sunday. The particular choice of a church is left to the option of the student...
3. The student will learn to have a proper place for everything, and to have everything in its proper place...
4. Absence from the city without the permission of the President is prohibited. (A college president of today, would



100 Years Ago—#1— continued from page 2

have a fun time implementing that rule.)

5. The use of tobacco in any form, or any intoxicating drinks, the visiting of pool and billiard halls, loafing in the stores, and the use of profane or disrespectful and indecent language is prohibited.

6. Lady students are not allowed to receive gentlemen to their rooms...

7. Students are required to be in their rooms by and after 8 p.m....

8. No student shall be permitted to attend any secret organization...

Interlude: 1902-1913

1903 – Benjamin F. Zuehl enrolls as a freshman at Western Union College

1907 – Benjamin F. Zuehl is the first BA degree graduate of Western Union College

1912 – Benjamin F. Zuehl joins the faculty and “has charge of the Departments of Greek, Social Science, and Psychology.” He holds B.D., B.A., and M.A. degrees. (Dr. Zuehl received his Ph.D. degree in 1921, retired from the Westmar Faculty in 1962 having served as Professor, Dean, and Treasurer, and continued as a familiar campus “handyman” until his death at age 90 in 1973)

1913 – 100 Years Ago

By 1913 two additional buildings were constructed, the 1908 Gymnasium and the first dormitory, Union Hall, for housing 25 students. So, 100 Years Ago, the college had a campus of three buildings. Some of the rules had changed. Absence from the city still required permission from the president. I don’t know how that worked with so many local students. The 1913 General Rule #8 reads:

“Students must not be required by those who employ them, to work more than three hours a day for their board and room. If at all possible they must be employed at regular hours. Student labor by the hour must be paid a minimum of 17 ½ cents an hour.

Rule #2 in the Regulations Concerning Rooms states:

“Landladies who keep young women roomers are required to furnish a heated and lighted parlor on Friday and Sunday evenings from 7:00 to 10:30.” I am guessing that Saturday night was not included so that the young ladies could retire early and be up for church on Sunday morning.

The Gleam, as the official Student Newspaper did not come into existence until 1919 when it replaced the Western Union Journal and continued with a similar purpose. Following are some selections from the **November 1913 Western Union Journal**:

“We are glad to announce that definite steps have been taken toward the publication of an Annual this year. This will be the first Annual for W.U.C. and we are pleased to note in this, another step forward.” (The 1914 Annual was published as “The Pilot” and continued every year thereafter except for 1943 in the middle of WW II. The name of the annual was changed to “The Eagle” in 1937.)

“Since the last issue of the Journal our football outlook has darkened considerably. We had not expected a brilliant record for this year but we had hoped to keep the scores of our opponents within the bounds of reason... The best of our men are only very mediocre players, while the greater percent of them had never played in a game before this year.” Marty Note: This commentary may be, in part, because many 1913 students would have remembered the 1911 football season. Following is a comparison from that first 1914 Annual:

WUC	1911	WUC	1913
87 Alton	0	0 Yankton	82
27 Creighton	0	26 Trinity H.S.	0
16 Buena Vista	0	0 Morningside Resv.	13
30 Mankato	0	0 Buena Vista	82
21 Buena Vista	0		
57 Neb. St.	0		
39 Augustana	0		
5 SD St. Sch of Mines	0		

A further comment from the 1913 Journal:

“One thing which is killing the true spirit of athletics today is the placing of victory as the primary thing to be striven for. The primary thing is to acquit oneself manfully and honorable – win or lose.. It takes more manhood to lose a game well than it does to win it, and a poor loser does not deserve to become a winner. It is so in the game of Life. One cannot always be outwardly a winner but should be prepared for sudden reverses and out of them build up a greater and nobler victory. “ Maybe some things do not change.

By Wayne Marty November 2013

Alumni News: Faculty ‘87-’90—**Harry Parker**, served as Prof. in the fine arts dept. at Westmar, now serves as the chair of the Dept. of Theatre at Texas Christian University. He recently received the Chancellor’s Award for Distinguished Achievement as a Creative Teacher and Scholar as co-creator and managing director of the Trinity Shakespeare Festival. He was also praised for serving as national chairman of the Kennedy Center American College Theatre Festival. The award carries with it a cash award of \$20,000. [www.magazine.tcu.edu/TCU People](http://www.magazine.tcu.edu/TCU%20People)



Alumni Deaths

Western Union '36—**Ruth (Wedd) Parkinson**, 99, formerly of LeMars, died Oct 23, 2013 in Vienna, VA. She met her husband Schubert Parkinson '34 (dec'd) at Western Union. In 1946 they opened a music store in their home and later opened a downtown store called Parkinson's Music. She retired in 1990 and was active in church and volunteer activities. Among survivors are her daughter Pam '66 and husband Donald Hirshman '67. www.lemarssentinel.com

Western Union '44—**Vesta M (Bletscher) Linderman**, 92, Falls City, NE, died Sept. 10, 2013. She taught for 12 years in rural schools. She and her husband Elmer farmed. She was active in the Bethel UMC and did volunteer work in the community. Her son Keith Linderman, (dec'd) was a member of the class of '70. <http://dorrlandclark.com>

Western Union '46—**Margaret Mortensen**, 90, of Alta, IA, died Sept. 16, 2013. She taught every elementary grade and especially loved teaching science. She believed in allowing her students to experiment and her classroom provided lots of "hands on" experiences. She was very involved in church and community activities. www.nicklasdjensenfh.com

Western Union '48—**Herman F. Etzel, Jr**, 91, of Sioux City, IA, died Oct. 17, 2013. He served as staff sergeant in the US Army in the Pacific Theater with the 181st Inf., Wildcat Div. until the end of WWII. He was a teacher and a coach, retiring in 1984. He is survived by his wife Dorothy (Begg) '47 and children. www.meyerbrochapels.com

'55—**Richard Straube**, 80, of Windsor, CO, died Sept. 4, 2013. He was a teacher, becoming an Assoc. Prof. at St. Cloud State U. in MN from '66-'71 and pursued his doctorate at UNC in Greeley. He worked in Saratoga, WY for Arch Mineral Co. and then Barker Const. Co. until retiring in 1999. He served in the Army in Tokyo. His interests were in car restoration and hubcaps. Among survivors are sisters Sharon Straube Schlundt '55 and Carol Straube DeForce '63.

'56—**Minnie McKeever**, 79, of Sioux Rapids, IA, died Oct. 19, 2013. She taught music and then business classes for 30 years and had many piano and organ students. In later years she played the piano at nursing homes and went on a mission trip to the Dominican Republic. www.spencer-dailyreporter.com

'58—**Merlyn R. Miller**, 82, of Cherokee, IA, died Oct 18, 2013. After farming for five years, Merlyn was a teacher, coach, counselor and drivers education instructor. He enjoyed camping, crafts, carpentry and making ice cream. www.siouxcityjournal.com

'61 **Leonard Serle Deaver**, of Chariton, IA, died Aug. 29, 2013. He was a member of the IA Nat'l Guard '57-'64 and was employed by the YMCA for 26 years and 14 yrs. with M.B. Kahn Const. Co., Inc. of Greenfield, SC, until retiring in 2003 when they returned to IA. He was Chairman of Church Mission's, primarily in Mexico and Pakistan. His parents (dec'd) Leonard Deaver '38 and Joycelyn (Brody) '40 and his brother David '74 who survives, attn'd Westmar. www.fieldingfuneralhomes.com

'62—**John Lawrence Cabalka**, 74, Ventura, CA, died Sept. 9, 2013. At 16 he won a competition for his drumming enabling him to study in NY with jazz legends Cozy Cole and Gene Krupa. Later he managed the rock band Lynn Co. He was a graphic designer in Chicago for Mercury Records and later an art director for the seminal Los Angeles creative Brothers Records and then Motown Records. He created record jackets, some of which are classics for Stevie Wonder, Keith Jarrett, Leonard Cohen, Rod Stewart among others. Survivors include his wife, Cynthia (Pattee) '62. www.charlescarrollfuneralhome.com

'62—**Carmen Judy (Hess) Tilgner**, 73, of Hawarden, IA, died Aug. 5, 2013. She was a teacher and worked at the Ben Franklin Store from 1972 and purchased the store in 1975 with her husband Tom. In 1993, they purchased a Ben Franklin store in Wayne, NE and while living there, Carmen was a "Safe House" provider for abused women. Active in Church and volunteer activities she also rode in RAGBRAI 10 times. www.porterfuneralhomes.com

'68—**Glenn Roloff**, 69, of Carmichael, CA, died Oct. 24, 2013. Glenn received his M. Div at Golden Gate Baptist Theological Seminary and pastored churches in Oregon, Calif. and Texas. He ministered at two Gospel Missions, and completed a missionary trip to Mexico. His son Timothy writes that Glenn died from Parkinson's disease. One of his favorite stories to tell his family was of winning a pancake eating contest at Westmar. www.lodinews.com

'71—**Stephan A. Horst**, age 60, of Sioux City, IA, died on Sept. 4, 2013. He was employed by Dennis Supply for more than 32 yrs. Before his illness forced his early retirement. He was an avid golfer and was a member of St. Paul's Lutheran Church. www.waterburyfuneralserviceinc.com

'72—**D. Duane Wiese**, 64, of Alta, IA, died Sept. 11, 2013. After college he worked at Grawburg Accounting, Tuttle Painting and also worked on the State Highway Survey Crew. www.nicklasdjensenfh.com

Other...

Chairman, Board of Trustees Westmar College—**Frank W. Griffith**, 92, of Fort Myers, FL, formerly of Sioux City, died Sept. 7, 2013. He served in the US Army Air Corps as a pilot from '41 to '45, serving in India and China. He was employed with Iowa Public Service from '48 to '86, beginning as a cadet engineer and promoted to president and CEO in '68. He served on many boards in the area. www.siouxcityjournal.com

Don't forget to visit the website (www.WestmarCollege.org) for your memorabilia and membership needs. You can also register for the reunions online or print a form to mail. Keep us posted when you move or get a new email address also.

New WAFA Facebook Page from the WAFA office with news and announcements to keep you in touch, and up to date. Please join us at facebook.com/WestmarUniversityAlumniandFriendsAssociation—please "LIKE" us.



'63 Class Reunion



Class of '63

FR: Nancy Heitmann Berry, Bonnie Oswald Keiswetter, Sharon Moline Smith, Linda Maier Sievers, Ardeth Mason, Betty Rosenow Wilkens.

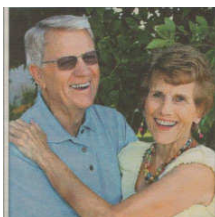
MR: Cynthia Reich Stroschein, Roger Ray Hutchison, Dallas Keiswetter, Bob Hershberger, Richard Oliver, Bob LeCount, Loren Knight.

BR: Clifford Berreth, Dean Frerichs, Bob Franklin, Bob Neben.

Classes of '60, '61, '64, '65

FR: Marian Maier LeCount '61, Joan Clark Franklin '62, Royal Mattingly Gunter '62, Ginni Cook '64, Dorothy Arends Prunty '61, Ramona Kolbo Oehlerking '61.

BR: Stan Wilkens '62, Linda Province Frerichs '65, Donn Gunter '62, John Martin '61, Richard Mark '62, Ken Prunty '61, Mel Luetchens '61



'63—**Madonna (Dickey)** and Paul Kardell celebrated their 50th wedding anniversary on Aug. 4th. Cards may be sent to them at Home Real Estate, c/o Paul and Madonna Kardell, 4501 S. 86th St. Lincoln, NE 68526. Congratulations!!

Correction: the airplane pictured in the last issue was *not* made at the Western Union Air Field but is 'like' those made at the Western Union Airport.

65—**Kenneth Reiners** of Champlain, MN has recently published his latest book, "How to Become Spiritual Without Being Religious." It is available on amazon.com where it has been picked as one of the "Best Books of the year".

February issue will list contributors to WAFA and those giving in Honor or in Memory of Alumni and Staff and Friends. Also "The Westmar College Bus by Bob LeCount '63 and more alumni news. Thanks for sending in news!"

WAFA Dues Support These Activities:

- Work with the Iowa College Foundation to administer the Westmar Endowment Scholarship
- Help sponsor and organize Westmar reunions
- Publish WAFA newsletters
- Help maintain displays in the Westmar Room of the Plymouth County Historical Museum
- Maintain Westmar Alumni, Faculty, Staff, and Administration database
- Help maintain the Westmar Memorial Park on the former campus
- Maintain the WAFA web-site www.westmarcollege.org

Do you have any Westmar items you would like to donate to the Archives or for

Contact Westmar by mail or e-mail. Addresses are listed on the back of this newsletter.

Don't forget to visit the website

Alumni News—ABOUT

'58 Class Reunion

Westmar Alumni and Friends Association

Board of Directors

The next WAFA quarterly Board of Directors meeting will be held on Jan. 21, 2014, at 7:00 PM in the Plymouth County Historical Museum's Welcome Room. All WAFA members all welcome to attend and are encouraged to participate in whatever way they can.

New Items for sale: Order on the website.

20 oz. insulated tumbler for hot or cold beverages. Includes inst. \$10.00



Can or water bottle koozies to keep beverages cold. Features photo of Thoren. Folds flat—\$2.50 each

IMPORTANT: Ask yourself and your relatives that attended Westmar or one of the colleges associated with Westmar if it is time to clean out the bookshelf and the storage space by donating year books and other memorabilia to WAFA. We are missing copies of '29, '42, '45, '58 '59, '60, '61, '65, and '75. A number of these have been requested. Your donations will be appreciated by many and your children will not have to deal with them later.

Thank you for considering Westmar (WAFA) in your future plans.

Now Available T-shirts in GREY.

(also in white or blue) Great for summer and the reunions. Prices are: Small, Medium, Large and X-large are \$15.00 each and XXL & XXXL are \$18.00 each. (Note: not all sizes may be available in all colors.)



Class of '58—FR: Royal Speidel, Evelyn Trost Woolston, Shirley Walkup Arnold, & Marge Cleveland Kehrberg. BR: Laurice Streyffeler, Fred Shickell, Chuck Kehrberg & Gary Stees.



Classes '59—'61

FR: Lois Harrison Foster Denham '59 summer; Cindy Trost Ormston, '60 attn'd. 54/55; Norma Kammann Schmidt '60. BR: Stan Schmidt '60, Bill Ormston '59 & Ike Trometer '61.

Classes 55-57:

FR: Jan Mallette Remer '57, Minnie Schuler McKeever, '56, Marilyn Herzberg Trometer, '56, Joyce Thiele Lake, '56. BR: Darrell Lake, '56, Bill Arnold, '55 & Jerry Martin, '57.



Faculty attending: Dr. Robert Embree, York '51, Psyc. Prof. '58-'93; June Asplund Marty '53, Bookstore Staff '86-'92 & Dr. Wayne Marty, '53, Biology Prof. '59-'94.





Alumni News...continued

'53 Class Reunion

Class of '53—60 year Reunion September, 14, 2013

FR: Myrt Thompson Divelbiss, Dorie Krafft Roepke, Annabel Streyffeler Meyer, Lavina Oehlerking Schwanning, Lora Jane Faber Hanson, Aliene Nielsen Schluchter. BR: Frances King Wood, June Asplund Marty, Delphine Jewell, Boyd Blumer, Wayne Marty, Elwin Gunnink, Art Anderson, Del Schluchter, Bob Bowers, Robert Folkers, Jim Stein.



Classes of '51, '52, '54, '55—

FR: Evelyn Roepke Blumer, '54, Marian Schroeder Pagel, '52, Marlene Shelton Bowers, '52, Darlene Miller Balm-Demmel, '54, Ardith Faber Bobst Hill, '55, Marge Mitchell Miller, '54.

BR: Bob Embree, York '51, Orlin Trapp, '52, Rod Scholten, '55. Colleen Mulder Scholten, '55, Darvin Miller, '52, Jim Divelbiss, '55, Connie Hoffmann Folkers, '54, Loretta Bahr Stein, '54.

New Polo Shirts—\$25
Port Authority—
65%Poly/35% cotton.
Available online and at
the WAFA office



Administration, Faculty and Staff at '53/'63 Reunion

FR: June Asplund Marty '53, Bookstore Staff '85-'92; Myrleen "Myrt" Divelbiss '53, Bookstore Staff; Milt Martin '53, Phys. Ed. Faculty & Coach '63-'97; Mary Ann Burns Zietlow '43, Bookstore Staff; Carryl Zietlow '47, Field Rep, PR, Assit. To Pres. '51-'55 & '61-'70.

BR: Dr. Wayne Marty '53, Biology Faculty '59-'94; Dr. James Divelbiss, Biology Faculty '61-'85; Rod Scholten '55, Ind. Ed. Faculty '63-'78; Dr. Robert Franklin '63, Chemistry/Physics Faculty '67-'69, '79-'86; Dr. Ted Rebstock, Chemistry Faculty '59-'84; & Dr. Robert Embree, York '51 Psyc. Prof. '58-'93.



**WESTMAR UNIVERSITY ALUMNI & FRIENDS
ASSOCIATION**
335 FIRST AVENUE S.W.
LE MARS, IOWA 51031



Alumni Office Staff

Janice (Dunbar) Kooiker '67: Executive Director
JoAnn (Skinner) Schleis '64 + staff:
Communications Director and Newsletter Editor
Mary Holub: Financial Director

Inside this Issue:

"Granny Franny"	1
100 Years Ago #1	2
Alumni Deaths	4
Alumni News/Reunion Photos	5
About—Board of Directors News	6
Alumni News/ Reunion Photos	7

Still receiving your newsletter by mail? Get it on line and get it in color—make the print as large as you like. Get it where ever you get your e-mail. Better and more convenient. Make sure we have your e-mail address today.

Like us on Facebook !

What's Happening with You? Tell Us!

We are interested in knowing what has recently (or not so recently) happened in your life. Promotions? Marriage? Births or deaths? Honors or awards? Graduate degree? Semi- or full retirement? Pass on the information so we can print it and spread the good news!

Name _____

Address _____

City _____ State _____ Zip _____

Phone _____ E-mail _____

Class year _____ Spouse also an alum _____

Other relatives also alums _____

News (attach a separate sheet if needed) _____

Return to: WAFA

335 First Ave. S.W.
Le Mars, Iowa 51031

e-mail to: WAFA@WestmarCollege.org

Or complete form online at:

www.westmarcollege.org/membership.html



Return Service Requested

Non-Profit org.
Bulk Rate
U.S. POSTAGE
PAID
Permit No. 95

Be sure to check out our ever-changing website at:
<http://www.WestmarCollege.org/>. We offer online shopping, membership, and reunion registration. Suggestions are always welcome.

Current Members: You will receive **only one** reminder postcard when it is time to renew your membership. Please pass the form below on to other Westmar Alum and encourage them to be a WAFA member.

Westmar University Alumni & Friends Assoc.

Name _____

Address _____

City, State, Zip _____

Telephone _____

E-mail address, if available _____

Can we e-mail your newsletter? ☐ Yes ☐ No

Attended Westmar _____ to _____ Class of _____

Membership fee: Single \$20.00 \$ _____

Couples \$35.00 \$ _____

General donation to help sustain your
Alumni Association \$ _____

In Memory/Honor of \$ _____
(person) _____

TOTAL ENCLOSED \$ _____

Return this form to:

WAFA
335 First Avenue S.W.
Le Mars, Iowa 51031

Or complete form online at
[www.westmarcollege.org/](http://www.westmarcollege.org/membership)
membership

To avoid cutting your newsletter, these forms can be copied or printed from website and mailed to us.