



# Draper Aden Associates

Engineering ♦ Surveying ♦ Environmental Services

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To Whom It May Concern:

Draper Aden Associates is a two-hundred-plus person Civil Engineering and Surveying firm with four offices across the Commonwealth. In early 2007 we offered a technical writing class for our engineers, surveyors, and environmental staff. We contacted Dr. Paula Youra to conduct this training, as I had first-hand experience with her effectiveness as a participant in her class on "Effective Briefings by Engineers". Having experienced her style and competence, we contracted with Dr. Youra for two progressive four-hour offerings addressing technical writing skills for engineers.

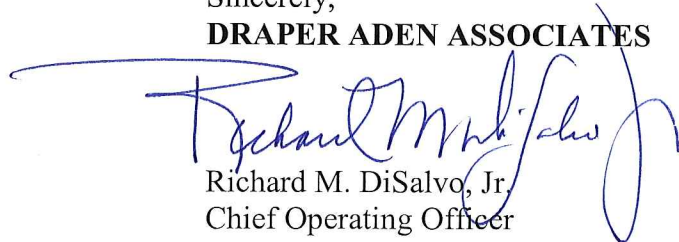
Nearly 80 members of our staff participated in the training. Dr. Youra's style, which is very personable and interactive, led to our staff being engaged in the training. The interactive exchange of ideas and thoughts on technical writing was a very important factor in our overall satisfaction with the training. Many members of the staff had not had the opportunity before the training to learn the basics of sound technical writing and for those that had prior training, the course served as an excellent refresher.

Upon completion of the training, Dr. Youra provided us with copies of all the evaluations, which generally fell in the "good" to "excellent" range.

We were very satisfied with the course presentation and content, and look forward to our technical writing being more consistent and well structured. I would be happy to give further comments and can be reached at 540-552-0444.

Sincerely,

**DRAPER ADEN ASSOCIATES**



Richard M. DiSalvo, Jr.  
Chief Operating Officer