

TK: Booms, busts, and billionaires. 3 words that define the tech industry.

ATUL: Bill, Bezos, and bookstores.

TK: Well, one bookstore in particular, actually.

ATUL: Put together, they dominate the tech scene in the Pacific Northwest.

TK: But how did they get here? And what will happen next?

[intro music plays]

Voice 1: Seattle is...

Voice 2: Well, we don't use umbrellas.

Voice 3: Coffee.

Voice 1: Computers?

Voice 3: It's a city with a needle.

Voice 2: Home to Sasquatch!

Voice 4: Home to the Museum of History and Industry.

Voice 2: Innovation.

Voice 1: Rain!

Voice 3: A story.

Voice 4: A history.

[intro music finishes]

TK: I'm TK

ATUL: And I'm Atul. We're Youth Advisors at the Museum of History and Industry in Seattle.

TK: And this is *Rainy Day History*, a podcast by the MOHAI Youth Advisors that explores inclusion, exclusion, objects, people, and how the Seattle we know -

ATUL: - the questions we grapple with now about what it means to be a Seattleite -

TK: - are all part of a bigger story.

ATUL: This season we're taking a closer look at the physical and intangible marks aspirations of growth have left on the city, and the way periods of growth have impacted Seattle communities differently.

TK: This season was also recorded from our homes via the wonderful internet during the coronavirus pandemic.

ATUL: So stay safe, stay healthy, stay at home, and enjoy the show whether it's raining outside or not.

[rain sounds fade in and out]

TK: Yoooo, Atul! We're back at it again, hosting together!

ATUL: Yes, TK oh my god. How long has it been, 8 episodes since we last did it? Including the trailer?

TK: Yeah!...yeah.

ATUL: Dynamic duo back at it again.

TK: Ayo! Alright, let's get into it. So what exactly is Seattle? Does anyone actually know?

ATUL: It's a city in the Northwestern United States, I guess it's a lot like Anchorage.

TK: Whoa, whoa. That's, that's like, way too cold. I mean we're, we're different from Anchorage, right? You've got tech companies!

ATUL: I mean, is that the only thing Seattle has to offer?

TK: What we have on the docket for you today is something that you just cannot miss when you talk about Seattle.

ATUL: That's right! It's Apple!

TK: Uh... Atul. Apple's in California...

ATUL: Yeah who said that? I was just testing you.

EMILY: (off-mic) Yeah but *apples the fruit*, are in Washington...

[beat and then all laugh]

TK: Yeah they are our state, our state fruit

ATUL: I mean yeah

TK: (laughing) Okay, moving on. What we are actually going to be talking about is the tech boom in Seattle, specifically the effects that large companies have had on Seattle, like Amazon and Microsoft.

ATUL: So let's get riiiiight into the newwws! Way back when, in the old age of 1975....

TK: There's this guy named Bill Gates. He, along with one of his friends, Paul Allen, decided that they wanted to drop out of Harvard and move to Albuquerque, of all places. There, they designed and sold BASIC interpreters, which is just a fancy computer science talk for an early type of computer program.

ATUL: These interpreters were used for the Altair 8800, the most advanced computing system at the time. As time passed, and more and more interpreters were sold, Microsoft developed MS-DOS, an early operating system used on computers at the time. Then Bill Gates and Paul Allen packed up shop in New Mexico and headed to the Pacific Northwest.

TK: And when they got here, they went public almost immediately. Not even 3 weeks after being in the Pacific Northwest, Microsoft became a publicly-traded company, and the result was massive. Stock prices soared, and the result? Over 12,000 millionaires were created, and 3 billionaires as well.

ATUL: Soon, in 1995, Bill Gates would write the now-famous "Internet Tidal Wave" memo, and almost immediately after, Microsoft went into software. On May 26, 1995, the company started to establish itself in the new thing known as the World Wide Web. Three months later, Windows 95 would launch.

TK: Wow. That's pretty intense, to see how one company pretty much changed the world, and we aren't even at the year 2000 yet in our timeline.

ATUL: Yup. I wasn't even born yet, and I'm OLD. Microsoft would go on to create many more versions of Windows, as well as develop the Microsoft Surface, Microsoft Phone, and develop the hugely popular XBOX gaming console.

TK: (sarcastically) Yeah, you're so old wise Atul. Anyways, and in April of 2019, Microsoft would become the third company in the world to be worth more than \$1 trillion.

ATUL: Wait, who are the other two? Apple and...

TK: Amazon.

ATUL: Wait a second. How did that happen? Where did Amazon come from?

TK: Very good question, I'm glad you asked. Amazon was founded a lot later than most of the tech giants of today. Jeff Bezos started the company in July of 1994. Initially, it was called Cadabra Inc., but that was changed to Amazon shortly after.

ATUL: Before moving to Seattle, Bezos was the Vice President of a company called D.E. Shaw & Co., a company on Wall Street. Because of his connections on Wall Street, Bezos got his hands on a report that said that annual web commerce was set to grow by 2300%. He narrowed the list down to five products that he thought were the best to sell, and he decided on books.

TK: The company made its first sale in July, and within 2 months, Amazon was selling almost 20,000 dollars worth of books each week. In October of that same year, Amazon went public, but that good stuff ended pretty quickly. Amazon was sued twice, once by Barnes and Noble, who said that Amazon's claim that they were the world's largest bookstore was false, and then by Walmart, who claimed that Amazon had stolen Walmart trade secrets by hiring former Walmart executives. Both were settled out of court.

ATUL: Wow. Amazon must have made a lot of money to be competing with the likes of companies such as Walmart and Barnes and Noble.

TK: Actually, they didn't. Amazon took until the end of 2001 to finally turn a profit, but by that time, revenues were upwards of \$1 billion.

ATUL: And once they did, the sky was the limit. Between 2011 and 2016, Amazon tripled its workforce. In 2014, they acquired the streaming service, Twitch, for \$970 million, and then in 2017, Amazon bought Whole Foods, a high-end supermarket chain. According to *Bloomberg*, Amazon has a 5% share of total US retail spending, and 43.5% of online sales in the US went through the company in 2018.

TK: Woah. That's a lot of money coming through the PNW. Just to contextualize the impacts, 42% of all jobs in Seattle are tech jobs. Salaries here are the 3rd highest in the country, just behind San Jose and San Francisco.

ATUL: Unfortunately, all of that economic boom means that there was also an economic bust. Companies like Microsoft and Amazon led people to think that anyone could create a tech company and make millions, just like they did. People in the 90s started investing in any company that had a .com at the end of it, and it worked...until it didn't. From 1995 to 2001, the .com bubble had led the NASDAQ composite to grow by over 400%, and then it all came crashing down. In 2001, the NASDAQ fell 76%, negating all of the booms from earlier.

TK: So really, it's almost a miracle Amazon survived. They were just a fledgling company at the time of the .com crash, nowhere near the behemoth that we see today. But, for better or for worse, they survived.

ATUL: So, what makes Seattle, of all places, so attractive to all of these tech companies? San Francisco, LA, and other cities are all much larger at the time and probably also afforded more opportunities, not to mention they also have significantly better weather.

TK: Ehhh, rain and gray skies aren't that bad. Actually, Seattle was chosen for one specific reason: it's home.

ATUL: Maybe to you and me, but why for Mr. Gates?

TK: It's home for him as well. He was born in Seattle and attended Lakeside, where he met Paul Allen. He was also doing close work with a company called Seattle Computer Products.

ATUL: That makes a lot of sense. But why did Amazon come here? Jeff Bezos was born in New Mexico.

TK: Amazon came here because of Microsoft. Microsoft had gotten so large by this point that the best programmers in the world were flocking to Seattle, and Bezos needed to draw on that talent if he was going to set up a successful venture.

ATUL: But what impact do these huge companies, as well as smaller ones, have on Seattle?

TK: Mmmm... well first, let's go over the positives.

ATUL: Obviously, the first positive is employment.

TK: Yup! Ding ding ding! Collectively, Amazon and Microsoft employed over 100,000 workers in the Seattle area in 2019. More generally, in 2018 nearly 143,000 of Seattle's workers were in occupations like software developers, computer programmers, and systems analysts. All of these workers flocking to the Seattle area has caused massive economic growth.

ATUL: Like a second Gold Rush.

TK: Precisely. Suddenly, there were so many more people spending money in local businesses. The influx of money into the area benefited many, especially in the real estate business.

ATUL: Some of that money also ends up back in the community through employee and company donations.

TK: Microsoft in particular, has been a major philanthropic force both locally and globally for many years. The company has a strong culture of employee giving - they started a donation matching program in 1983, and since then, Microsoft employees have given \$1.5 billion through donations, corporate matching, and volunteer hours. The company also has a Microsoft Philanthropies program, which aims to expand technology access by targeting under-served populations worldwide. Microsoft also donates money to countless nonprofits and arts organizations - like MOHAI! who has received money from Microsoft for exhibits and public programs.

ATUL: While Amazon, on the other hand, has had what some have called a scrooge-like reputation when it comes to philanthropy over the years. A 2012 headline in the Seattle Times called Amazon "a virtual no-show in hometown philanthropy."

TK: But as the company has continued to grow it has come under a lot of pressure to acknowledge its responsibility given the “economically disruptive nature of its business”.

ATUL: In recent years, the company has both tried to make up for lost time philanthropically *and* has started getting more involved in local issues – like launching the Amazon Smile program, contributing to light rail and streetcar expansion projects, rehousing Mary’s Place (which is a family shelter) in one of its former office buildings, and donating 8,200 laptops to Seattle Public Schools students to help meet technological needs of students during coronavirus school closures.

TK: But Amazon also spent \$1.5 million dollars trying to influence Seattle City Council elections last year by backing more business-friendly candidates, and successfully pressured City Council to repeal the 2018 head tax on large companies to fight the city’s housing crisis, *after* it was passed.

ATUL: We should again note that MOHAI has benefitted from both Bezos and Amazon giving – Bezos personally donated money to help build the museum’s first-floor exhibit dedicated to innovation after moving into the campus’ neighborhood in 2012, and has funded many public programs and events for the public in and outside the museum.

TK: Any amount of money being donated is a positive impact, so in that area, these companies are having a good effect, especially in the areas they’ve most strongly impacted. However, there are two sides to every coin, and tech is no different as well.

ATUL: While it may look like prosperity and growth in the Seattle area was super influential in shaping how the city turned out, it did come at a cost.

TK: Remember how Bill Gates and Jeff Bezos came here to find top programming talent?

ATUL: The Microsoft boom drew a LOT of talent to Seattle, but the recent Amazon boom has been outstanding. Seattle quickly became the fastest growing city in the country, going from just over 600,000 people to 730,000 between 2010 and 2017.

TK: With all the new people flooding in, housing prices have skyrocketed. In one suburb of the greater Seattle area, called Sammamish, housing prices have gone up 150% since 2000.

ATUL: Wait, why is that bad?

TK: One word: gentrification. Historically oppressed minorities that lived in Seattle all of a sudden found themselves drowning in rent.

ATUL: And in the Central District, Seattle’s historically Black neighborhood, a house that was worth only \$355,000 in 2005 is now worth over \$900,000. The increase in house prices pushes poorer people away from Seattle, and away from the prosperity.

TK: And that’s not all. Putting the richer families closer to the opportunity allows them to expand on their wealth, which furthers income inequality. In 2016, the top 20% of Seattle households took home more than half the total income of the city!

ATUL: Despite landmark legislation, such as the \$15 minimum wage, the richest in Seattle saw such ridiculous growth in 2016 that the gap was just widened even more.

TK: Seattle tried to combat this increasing income inequality with an income tax on the highest earners in the city, but multiple lawsuits were filed in 2017 with the intent of blocking the legislation. Also, remember that suburb, from earlier?

ATUL: Which one, Sammamish?

TK: Yep, that one. Sammamish was actually named the richest city in the country by median income after 2018 Census Bureau income data was released.

ATUL: Unfortunately, income inequality isn't the only problem that came with the tech industry. We couldn't call this episode "Tech booms and busts" without some busts, now could we?

TK: No, we couldn't.

ATUL: So let's take a quick dive into Economics 101. Don't click off the podcast yet, I swear it gets more interesting in a minute. A bubble happens when you trust a potential investment that looks really good but won't work in the long run. The more people that do this, the larger the bubble. When the company you invested in ultimately fails, you lose all of your money, and the bubble pops.

TK: So, where was the bubble?

ATUL: Well, since so many tech companies all of a sudden started doing super well in the mid-90s, people started to invest money in any company that ended with .com. Obviously, that was pretty flawed, but it looked good for the time being. the NASDAQ grew almost 400%, to over 5000 points.

TK: Sounds pretty peachy. What happened next?

ATUL: Well, this peach fell from the tree. Cisco actually lost 86% of its value in the crash, and other companies like eBay and Amazon also collapsed but quickly recovered. And the crash was so bad that the NASDAQ only *just now* has made back the losses that it suffered in the .com crash. As in March of 2015, a full 14 years after the crash, it hit 5000 points again.

TK: So for all of the economic growth and cultural growth, and overall positives, there were also a lot of negatives as well.

ATUL: To learn a little bit more about what the early tech boom was like from an employee perspective, we interviewed Naud Frijlink - a long time Microsoft employee

TK: (and dad of a fellow MOHAI Youth Advisor!)

[jaunty piano music starts playing and fades out in underneath]

ANNABELLE: So for starters can you please introduce yourself for us?

NAUD: Sure, my name is Naud Frijlink, and I'm originally Dutch. I was born in Amsterdam in the Netherlands, or Holland, as some call it. And I moved to the United States, specifically to Seattle, in 2000. So I'm an immigrant, and English is my second language. I work at Microsoft. And my role there is a Principle Design Manager. And I manage a team of designers, and the products that we work on are Skype, Teams for consumers, and Teams for education. And my role in that is trying to make these products useful, easy to use, and to create delightful experience for people so that they love to use them. I love the work I do and the company I work for, and I feel like I'm doing my dream job.

ANNABELLE: And where were you located when you first started working on – on what campus?

NAUD: I started working in the original Microsoft buildings in Redmond, which is where my office was.

ANNABELLE: Cool. And how would you say your experience at Microsoft has changed since you first started working there – as far as both culture and demographics?

NAUD: So my experience changed quite significantly. When I first joined, which was in 2000, the culture was very friendly and pretty laid back from my perception. Of course, I came from a very different culture in Holland. But generally, I think the culture within the company was very focused on individual achievements, so what you could do and individually achieve. And teams were sort of battling each other building similar products and with the attitude of “may the best product win.” There was very little diversity in the company, and somewhat of a poor work life balance. And everything was very focused on Microsoft and the Microsoft Windows ecosystem. And now you know, 20 years later, the focus has changed significantly to – you know it’s still important how I individually have impact and achieve my goals – but it’s also very important to think about the people you work with, how they contributed to your ideas and my ideas and how you contribute to other people’s ideas. So it’s a lot about collaboration. There’s a lot of focus on all kinds of platforms – Mac OS, iOS, Android, you know, you name it. Open source has gotten important as well. And the work-life balance has improved quite a lot over the years. And then also there’s been an incredible focus on diversity and inclusion which is now at the forefront of the culture at Microsoft and really helps bring all these different perspectives and cultures into the company and leads to a much better work culture and much better products for the world.

From a demographics perspective.... When I joined – I joined as an intern in 2000 and I think there were about 30,000 employees worldwide. And now there are 5 times as many 150,000 employees, so it’s truly a worldwide global company and just in my specific role of design there were a few 100 designers when I joined and now there are thousands. So it’s, it’s very exciting to see how the company has grown and the culture has changed so much.

ANNABELLE: So, how did the dot com burst impact you and your colleagues?

NAUD: So, basically up until the point of around April, or March or April of 2000, there was incredible optimism around technology and especially dot com companies getting started and filing IPOs left and right, and you know there was great great optimism and promise around it. The IPOs were very successful and everything was very inflated, and a lot of them were not even profitable (chuckles). And then when I joined as an intern in April of 2000, which is sort of when all of that hit, and the bubble burst, and the NASDAQ within one week (the week I started) fell 25%, and then by the end of the month 35%, and then 75% of value loss in the year after that. So I was personally not affected but my coworkers you know basically checking the Microsoft stock options that they had, which were an important part of compensation in the decade before that. They were literally looking maybe to retire early and then all of a sudden you know, the stock options were worthless. So, it was kind of surreal to see that happening and I would kind of imagine kind of a shock to the morale. At the same time, you know, a whole generation of workers who had sort of staked their career on the dream of technology were unemployed. I was an intern and I was really really fortunate in 2002 I was able to get a full time position with Microsoft. I remember as an intern stopping by the recruiters office almost weekly asking if there were any entry level roles available. And he would always tell me “oh come back again next week” and I was kind of referred to as the lingering intern by the recruiter (laughs) but eventually I was able to go from an 18 month internship into a full time role in early 2002. Very very fortunate because a lot of people were looking for work or out of a job. And then later Microsoft had to change their sort of compensation structure to be more around stock rather than stock options, because the Microsoft stock basically remained flat for 10 years after that.

ANNABELLE: What part of Seattle has made it a place for technology and innovation? And why do you think tech companies were attracted to working here as opposed to other big cities in the area?

NAUD: Obviously for Microsoft it was Bill Gates' hometown, and Boeing was here, with a lot of professionals in the University of Washington. I think there was a lot of talent, a lot of people with university degrees that were interested in working in you know, bigger tech. I also think it's just a beautiful very diverse place for companies' employees to live – there's lots of natural beauty, outdoor activities – just a great city to, for people to settle in and work. So those are some of the things that I can see.

ANNABELLE: And have you seen Seattle change as a city as a result of Microsoft and other tech companies?

NAUD: Yeah tremendously, obviously. If you look just at the last 10 years, it's grown by you know, over 130,000 people, there's lots and lots of newcomers. And I'd say there's more diversity on the Eastside. The other interesting thing is about a third of the city is made up of millennials. Economically, the soaring incomes and cost of living, if you look at housing prices and rent, they're sky high and continuing to increase. Of course, it's still nothing compared to San Francisco or New York but it's definitely gotten really expensive. And then from a local politics perspective in the last 10-15 years it's moved from kind of the center to the hard left on the City Council.

ANNABELLE: Where do you fall in the debate over the positive and negative impacts of the tech sector in Seattle?

NAUD: Laughs. So basically, on the positive side, there's been such a boost to the economy and commerce, growth in Seattle because of tech. and so much has been accomplished and it's still such a relatively small city. There are now lots of startups, which is exciting. Washington state is sort of tied with Texas we're third place in terms of venture capital money behind Silicon Valley and Boston.

ANNABELLE: You know on the negative side traffic's just gotten terrible right especially on the freeways. You could say that the city has lost some of its unique charm and history and become a bit more homogenous. The racial and economic diversity is somewhat impacted, and it's gotten a lot more trendy, like the Bay Area or New York. The rain still hasn't gone away. (laughs) But all joking aside...one thing that really inspires me is the Bill and Melinda Gates Foundation, and how they've turned their wealth, you know because of the growth in technology, and it's such a wonderful organization and they're giving back to the region, and to the world with their many initiatives. And it's just very very heartwarming and inspiring.

NAUD: I think that pretty much covered all of our questions, thank you!

ANNABELLE: Yes! Thank you for the opportunity.

[piano music fades back in and plays out]

JULIA: Hello, I'm Julia, one of the producers for this episode. To close out, I have a few questions for our hosts about their thoughts on what we've been learning today. So to start off, what drew you to this topic and why did you want to explore it in season 2?

ATUL: Well personally for me, what drew me to this topic was how much of an impact tech has had on my life particularly. We mentioned this in the episode a little bit but I actually live in Sammamish so... and I remember when that census bureau data came out everybody was talking about it for like a solid two weeks. The east side in particular has been really, really affected by large companies. Not just Microsoft and Amazon but Costco as well. And how the large tech boom and the subsequent influx of Asian and Indian immigrants – or just realistically, a lot more Indian immigrants - has led to just like, cultural

changes in Sammamish as well. Um, like, there's a temple now, a Hindu temple, that's quite large realistically, and (TK interjects "ow wow") and there's a lot more Indian stores as well. And not to mention obviously Sammamish had the highest income by median income. It was over \$180,000 which was (in my opinion) kind of ridiculous, considering that's the median – that means 50% of the people in Sammamish make *more* than that.

TK: I mean it felt like it, this was a pretty obviously topic to tackle for the podcast either from the very beginning and even so in this seasons' theme of expansion and growth for different communities in Seattle. Nowadays, Seattle is well known for its tech. And I had no idea that Sammamish was impacted in such a way. But other than that I know that some of the two biggest companies made an impact not just monetarily but in philanthropy and the footprint in the city. The impact of the Microsoft and Amazon, reminds me of the effects of the Boeing company is just cause there was the new innovation of planes, right? And that attracted a lot of workers, and that has impacted me personally. As my friends and family, a lot of them work at Boeing – different jobs like engineers, testing, manufacturing, that kind of thing, you know... And if you haven't already known before from listening before on the podcast, I'm Vietnamese and so my family members who came to work at Boeing were, was because they were Vietnamese refugees and they only had so much education to work jobs like those since the job market was really booming for that kind of industry at the time. And I feel like that also made a huge impact you know, really huge impact on communities in such a way.

ATUL: Kind of going off of TK and how their family was Vietnamese refugees and that's how they ended up working for Boeing. my family, or at least my dad, was some of the talent, the programming talent we talked about earlier in the podcast. He came here in 1999 to work for a company called Aditi and quickly transferred to Microsoft shortly after that. So for a large portion of my life Microsoft was pretty much why we were here. And without Microsoft and Amazon I would probably be, I would probably have lived in India. And this podcast would *definitely* not have happened. Or maybe it would've, just without me.

(laughter)

TK: It's not the same without you, Atul. (laughs)

ATUL: Aww thank you

JULIA: This brings up an interesting question about... as Seattle residents and people who may or may not have connections to Microsoft and some of these tech companies....How do you feel about the large presence of the tech industry in Seattle?

ATUL: Well I kind of have mixed feelings about it. Um, it kind of goes back to my political identity but I'm really weird in that I really - I like capitalism but at the same time I don't. I think that it's, my idea of it – it should be ethical but also understand that ethical capitalism is a utopia. So I kind of thing that the large presence of the tech is both good and bad in different ways that can't really be weighed against one another. Like the economic opportunities that it's brought, especially to people like me – but at the same time it's taken away opportunities from other people. And... while it's given to me so much it takes away from other people just the same. So yeah I have pretty mixed feelings overall about it. And it doesn't help that most of the programming talent, well it kind of feeds back into that whole model minority myth. How white people tend to point at Asians and tell traditionally disadvantaged minorities and be like "why can't you be more like them? Especially because high-skilled immigrants were the 'quote' desired immigrants from Asia – so most of the immigrants that came over were high skilled – so for all the opportunities that it's given me my family my friends, it also helps perpetuate the model minority myth which we can all agree is a pretty bad thing, and it also has taken away opportunities from a lot of different people through gentrification and things like that.

TK: Atul really hit I on the nose, some of the concerns that I have as well and how they've impacted different communities differently, particularly in gentrification. It's becoming pretty bad now. And socially too as there's pushback from society in how they treat workers in the tech sectors. But for me personally, I kind of do think about more in an interpersonal sense as in like... I think it's kind of amazing, like wow that this piece of technology that I use to get my voice recorded for the podcast right now, my laptop which I'm reading our script off of, was helped developed by some people who came here living in the city that I'm living in right now and I have a little bit of personal pride over that because you know it really helped put us on the map but then I remembered that just – the other ramifications of that boom and you know... life is not black and white it's made of a lot of grey matter. So...

[ending theme music plays music]

ATUL: Thanks for listening to this episode of *Rainy Day History*! We hope you enjoyed what you learned.

TK: To learn more, check out the show notes for research highlights and places to explore some of the things we mentioned in the episode. You can also visit the MOHAI website at mohai.org that's m-o-h-a-i-dot-org

ATUL: You can also follow us on Instagram at @mohaiteens and follow the museum at @mohaiseattle.

TK: When we can safely re-open, come visit the museum in sunny South Lake Union Seattle!

ATUL: Thanks again to Naud Frijlink for being the interviewee for this episode. We really appreciate you talking and sharing with us.

TK: For Atul and I, it has been a pleasure hosting the podcast together for you all one last time. This is your dynamic duo, signing out.

[jaunty piano music starts and plays out underneath the credits]

TK: Hello, this is TK - and I'm here with the credits! Stay tuned through the end for trivia question from India! Thank you SO much to Naud Frijlink for speaking with us about your time with Microsoft and thanks to Annabelle for connecting us with your dad!

The script was researched by India, Karl, & Atul, written by Karl, Atul, Ethan, & Jason, and edited by Annabelle. This episode was produced by Julia and edited by Sue & Vance. Show notes and transcripts were built by Julia, Ziah, India, & Ethan. Marketing help came from Ziah.

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Thank you to all of our MOHAI staff cheerleaders, and special thanks for this season goes to Chris, Leonard, Sondra, Tori, and of course our beloved Emily T.

[8-bit elevator music starts playing and plays softly underneath]

INDIA: Hello! It's your trivia master, India. Last time we asked: What is the name of Microsoft's most well-known Office Assistant? And the answer was C, Clippy. Clippy is the well-meaning but often unhelpful character that can be found on old versions of Microsoft Word. As far as I know the other three are just names I made up for this question and were never Microsoft Office Assistants.