

November 3, 1998

Mr. Kevin Graham, President
Lookout Management Inc.
23 Chestnut Hill
London, ON N6K 4J5

Dear Kevin,

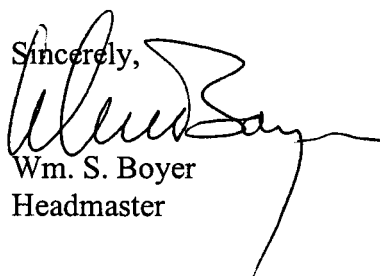
Following our recent meeting of the HSC Communications Committee I wanted to express on behalf of our school my appreciation for the professional process involved in developing, implementing and compiling the results from the parent satisfaction survey.

The staff who were involved in working with you throughout this process found you and the procedures to be both thorough and helpful. Although the survey was conducted at a time that was not an optimal time of year, your diligence and persistence in seeing it through led to a timely return of the surveys from our parents and an efficient turnaround report of the data collected. In addition, your willingness to address our Communications Committee and to guide them through the data and the interpretation of that information was very useful and much appreciated by all.

I am confident that the results of the survey will help us to understand better our parents' perspective on our school. The survey went a long way to confirm what we are doing well, as well as to help us focus on the areas where more attention could be paid. As you have indicated, only after having conducted a few surveys of this kind will we have a clearer picture of the patterns of successes.

The general feeling at HSC is that this survey should be repeated in the future and that much consideration should be given to a student satisfaction survey also. As we move through the review stage of this recent survey, we will certainly be in contact with you about the organization of our next satisfaction survey.

Thank you again for your expertise and your professional manner in assisting us with our first satisfaction survey of this kind.

Sincerely,

Wm. S. Boyer
Headmaster