



Catholic, College Preparatory
School for Young Women

January 2002

To Whom It May Concern:

Mercy High School contracted with Kevin Graham of Lookout Management, Inc in the spring of 2001 to perform a satisfaction survey with our recent alumnae (2000 – 1990 graduates).

We were moving into developing school improvement goals in preparation for both North Central Association accreditation and a strategic long range planning cycle during the 2001-2002 school year. Kevin was most helpful in working with us in tailoring the survey to address our specific areas of interest. His frequent and timely communication with us during the entire process was most helpful and certainly demonstrated his level of commitment to our project.

The depth and quality of the analysis of the data Kevin provided was truly outstanding. I cannot emphasize this area enough. Our Planning Committee and Board of Trustees were thoroughly impressed with the results and analysis he presented both verbally and in printed form. The survey results have given us most valuable information for moving forward with our long range planning process with a much greater degree of confidence.

I would highly recommend Kevin Graham and Lookout Management, Inc. to any school in need of gathering high quality data for planning purposes. Kevin's services were most professional and thorough.

Please feel free to contact me with any questions.

Sincerely,

W. E. Gervais
Associate Principal

WOMEN WHO MAKE A DIFFERENCE

29300 W. 11 Mile Road • Farmington Hills, MI 48336-1409 • (248) 476-8020

Fax (248) 476-3691 • E-mail: mhsmi.org