

May 1, 2009

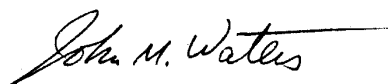
To Whom It May Concern,

I am pleased to write this recommendation for Lookout Management and Kevin Graham as the work done by Kevin and his firm really made a difference here at Pike. Pike is an independent co-educational elementary school in Andover, MA with 441 students in grades pre-K through nine. We did not have much of a history of surveying our parent body and were a bit concerned that we did not know how to get started. After searching for someone to help us, we came upon Kevin and Lookout Management.

We began with a series of meetings where Kevin asked us many questions about what we were hoping to get out of the project. While he has an amazing battery of questions from which to choose, we were impressed that he did not give us some standard template but rather worked hard to be sure we only asked the questions that were the most relevant. Over 80% of our parents responded which gave us a high degree of confidence that the feedback was valid.

Kevin's work allowed us to celebrate many successes and look for ways to make our program even stronger. As our society becomes ever more data-driven, it was wonderful to be able to better quantify how we were doing. Our school is much the better for having worked with Kevin. I recommend Lookout Management to you enthusiastically. Feel free to contact me if I can answer any questions you might have.

Sincerely,

A handwritten signature in black ink that reads "John M. Waters". The signature is written in a cursive style with a long horizontal line extending from the end.

John M. Waters  
Head of School