



St. Andrew's College

Headmaster

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To Whom It May Concern:

I am pleased to have the opportunity to write a letter of recommendation for Kevin Graham, President of Lookout Management Inc. who recently completed a Parent Satisfaction Survey for St. Andrew's College.

After a period of considerable change at the school, including significant fee increases, the Strategic Planning Committee of the Board of Governors felt that it was an appropriate time to survey parents. Kevin Graham's experience in this area and his intimate knowledge of independent schools made the choice of Lookout Management Inc. an easy one.

Kevin worked closely with our Director of Communication, Struan Robertson, customizing the survey in order to acquire specific feedback on some of our more contentious strategic issues. The response level from our parents was high and the data accumulated from the survey was most helpful in charting the next phase of our strategic plan.

After the results were published, members of the school's leadership team met with Kevin so that he could explain, in precise terms, the nature of the results. His manner is thoroughly professional; he is at ease explaining the data and very insightful in analysing aspects of the results unique to St. Andrew's.

In summary, the exercise conducted by Kevin Graham has been a very positive and useful experience for the school. I am delighted that we chose his firm and we will do so again.

Yours sincerely,

A handwritten signature in black ink, appearing to read "E.G. Staunton".

EGS:gp