



# UNIVERSITY LIGGETT SCHOOL

MATTHEW H. HANLY  
HEAD OF SCHOOL

October 21, 2003

Kevin Graham  
Lookout Management, Inc.  
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London, Ontario  
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Dear Kevin,

Where has all the time gone? Has it really been a year since we conducted the survey of University Liggett School parents? I can't tell you how many times in that intervening year I have said to someone, "Hold on a minute, I can tell you what the fourth-grade parents think about that." Or, "You know, parents who live within 10-minutes of the school really want X, Y or Z from us." Your survey results have been of immeasurable help to me.

You are well aware I entered this process with skepticism regarding cost, process and outcomes. Please feel free to have anyone with similar concerns contact me directly. ULS came away from the process with a "boatload" of information and with outstanding analysis from you. Your ability to segregate data and cross correlate was amazing and particularly helpful. I have results segregated by division and by grade-level, by those parents who give us high marks for mission congruence, by gender of children, by frequency of visits to the school, by overall satisfaction, and on and on and on!

Beyond what we received, I want to say thank you for the personal attention you gave the process. Your willingness to make yourself available in person, on the phone and by e-mail was noteworthy. Customer satisfaction was clearly your goal! And, I appreciate your willingness to work with us to construct a payment schedule which made sense for the school.

Kevin, you know me. I am a tough grader. But, you earned an A+ in my book! Thanks.

Regards,

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