



Communications Office

March 17, 2004

To Whom It May Concern:

The Parent Satisfaction Survey created, administered and evaluated by Lookout Management Inc. was well worth the investment. Olga and Kevin worked efficiently and cooperatively with us through every phase of the project and were responsive to our suggestions and our work style. I was also impressed by their organizational skills, consistent professionalism, and their positive interaction with our Headmaster, faculty and staff. The survey gave us clear feedback on our strengths as well as those areas that need attention. I have already received positive feedback from parents and faculty and we plan to implement this survey periodically in order to measure our progress.

A handwritten signature in black ink that reads 'Russ Morrison'.

Russ Morrison
Director of Marketing
Western Reserve Academy