



ST. JOHN'S-RAVENS COURT SCHOOL

PATRON—HER MAJESTY THE QUEEN

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November 1 2001

Mr. Kevin Graham
Lookout Management Inc.
23 Chestnut Hill
London, Ontario
N6K 4J5

Dear Kevin,

Two years ago St. John's- Ravenscourt School began the strategic planning process. At the outset we decided that the process should be research based.

Throughout our analysis we have used the results of the student, staff, parent and alumni surveys you developed and analyzed. The planning committee and the Board have found the surveys to be invaluable as we plan the School's future. When I mention to Heads across the country that we conducted four satisfaction surveys in one year, they are astounded. We could not have taken on such a significant task without relying on you to lead the process.

On behalf of the SJR Board of Governors and the Strategic Planning Committee I write to thank you for the outstanding service you have provided our school. The surveys you developed were comprehensive and the analysis insightful. In addition, your experience in conducting satisfaction surveys for independent schools throughout North America enabled you to compare levels of satisfaction in similar schools.

I highly recommend your service to other schools.

Sincerely,

A handwritten signature in black ink that reads "M. McGuigan". The signature is written in a cursive, flowing style.

Mitchell W. McGuigan
Head of School