

Sandra P. Gilmor
Head of School

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To Whom It May Concern:

Recommended by Nichols School as an expert in school surveys, Mr. Graham was first contacted by Buffalo Seminary in March of 2002 to assist in our strategic planning. The decision to employ Lookout Management was made after an initial meeting at the school with Mr. Graham confirmed the quality of his work. The results of the experience far exceeded our expectations.

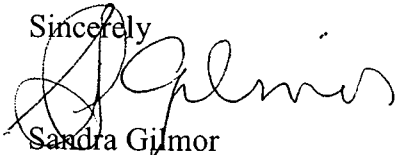
Each of his three presentations to trustees and administrators was well conceived - clear in outlining the survey process and the results, insightful about the school's individual needs and broad-thinking in perspective. It was obvious that Mr. Graham had "done his homework" in learning about Sem; the survey was individualized and perceptive about the school's culture. Mr. Graham's thorough review of the findings helped our understanding of the different facets of statistical evidence. His final presentation to the trustees was succinct and astute.

The quality of survey materials generated by Lookout Management has been excellent. Particularly impressive was the spectrum of booklets with results on every conceivable aspect of the school: *Analysis of Findings*, *Comparative Cross-tabulations* and *Transcribed Comments*. Individualized ratings at specific grade levels as well as school-wide themes revealed both broader areas for improvement, such as parent/school connectedness, and narrower topics like student safety. Multiple copies of the results allowed immediate discussion of the findings.

Finally, Mr. Graham's expertise with school business extends across a broad range of the school community. Having himself served on two independent school Boards of Directors, along with conducting surveys on gift giving patterns of graduates, faculty and student welfare, strategic and financial planning and trustee building, his knowledge is impressive.

It has been a pleasure working with Mr. Graham. His contribution to Buffalo Seminary's strategic planning process has been outstanding.

Sincerely



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