



**CRESCENT  
SCHOOL**

**GEOFF ROBERTS**  
Headmaster

May 3, 2002

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

Dear Mr. Graham,

Crescent has found your company's survey of our Alumni to be an invaluable source of information. With the data collected, and your expert and timely analysis, we have endeavored to create a strategic plan for our Alumni Relations department. The Alumni survey forms a strong foundation for that strategic plan.

Working with Lookout Management has been a wonderful experience. The creation of the survey was a truly collaborative effort, and the many meetings and conversations that took place while the survey was being created were always professionally handled.

What has impressed us the most, however, was the analysis of the data, and the information that could be gleaned from the numerous cross tabulations that you presented to us. Your company's analytical expertise and breadth of experience, especially in the independent school sector, was very evident and very useful to us.

In all, Crescent's understanding of its Alumni was greatly enhanced by this process.

Thank you for your great work.

Sincerely,

Geoff Roberts

**Shaping The Future**