



August 19, 1999

TO WHOM IT MAY CONCERN:

Kevin Graham of Lookout Management Inc. was engaged by The Bishop Strachan School as a research consultant to conduct a customized study of our Alumnae. This work was designed to bring a better understanding of how well we perform in preparing our students for life after graduation.

This project was successful in creating a causal framework, linking specific BSS experiences to later success at university. The in-depth analysis allowed us to better understand the relationships among factors leading to academic success, as well as the elements most closely tied to Alumnae satisfaction with BSS. The School's Administration is now positioned to respond more effectively to the needs of current and future students, and to do so with improved efficiency in the allocation of available resources.

Kevin's work was effective, reliable, and thoroughly professional. He was flexible in setting up schedules and delivered timely service. The results were presented in a comprehensive and comprehensible fashion to allow clear delineation and implementation of refinements by the School's Administration.

Overall, this project was a great success. We certainly expect to be doing more work of this kind with LMI.

Yours truly,

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