

CHESTNUT HILL ACADEMY

Francis P. Steel Jr. '77
Headmaster

November 3, 2003

Dear Kevin and Olga,

Thank you both so much for the work that Lookout Management Inc. did for our school around the parent survey process. It has been a very professional operation from start to finish, and we have been able to improve greatly our understanding of our parent attitudes. From that understanding, we have been able to design and implement actions at a variety of administrative levels which we know to be based on solid information from your survey process.

The validity of the process is based in the survey instrument itself, and your help was invaluable in allowing us to design the right document. Starting with models you suggested, we were able to pinpoint our specific questions and issues, and the final survey allowed parents to give us clear information on the issues that are important to them and to us. In addition, the actual delivery and follow-up on the surveys from Lookout Management was the driving force in our getting such a high rate of response from our parents.

Lastly, and most importantly, the interpretation of the data proved most helpful. Your analysis and cross-tabulations were very substantive and most helpful in defining our work for the year--this process dovetailed perfectly with the strategic planning we have been involved with for the past year. Your availability for follow-up discussions allows us to feel confident in using the survey results as a continuing process as conditions change.

We have profited greatly from this collaboration with you, and I recommend your work highly for any other schools considering seeking input from their constituents. I look forward to working with you in the future.

Sincerely,



Francis P. Steel Jr.
Headmaster

