



JOSEPH T. COX, PH.D.
HEADMASTER

October 17, 2006

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

Dear Kevin,

Thank you so much for your outstanding work on behalf of The Haverford School. Since I came here in 1998, we have asked you to conduct two constituent surveys and the results have helped me immeasurably in setting a course for the future. Back in October of 2000, we asked you to measure the satisfaction levels of our parents, students and faculty /staff. Those results enabled me to develop a baseline of knowledge about our school's program and culture. Then, we repeated the process in November of 2004 and your analysis of the findings was a most critical ingredient to the development of our newly revised Strategic Plan that articulates our institution's goals through 2010.

One of the great by-products of this process of conducting comprehensive surveys with our key constituents was to signify clearly our absolute willingness to be reflective about what we do, what we stand for, and what we want for our students. As education should always be a joint venture with our constituents, their participation in the surveys allowed them an active voice in the evolution of our school. And now that we have quantitative data rather than just qualitative data on key issues, I trust that we will make more concerted efforts on initiatives that we only "thought" were important. Surveys tend to fine-tune the focus of our self-reflection and that can never be a bad thing.

Finally, I want to thank you personally for your professionalism, your integrity, and your friendship through this work. Some of the results of the second survey were extremely gratifying, but, more importantly, I believe you helped us enormously in advancing our mission to serve our boys. Your understanding and concern for good independent school educational practices informs all that you do, and your honesty and hard work make your service very worthwhile.

Thank you again, and I look forward to working with you in the future.

Sincerely yours,

Joseph T. Cox, Ph.D.
Headmaster