

30 October 2003

Mr. Kevin Graham and Ms. Olga Graham  
Lookout Management  
23 Chestnut Hill  
London, Ontario  
N6K 4J5 CANADA

Dear Kevin and Olga,

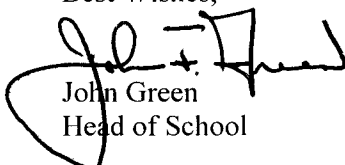
With our Middle States Accreditation process nearing an end, I find I have time not only to thank you for the quality of your work on our Parent's Survey, but also to communicate more specifically how your survey has helped us evaluate our work and plan for Peddie's future.

Let me first remark on the clear and consistent communication you provided throughout the process. In particular, I appreciate your attention to detail, which saved us time and made the process remarkably easy. It enabled us to meet our deadlines in communicating information to faculty, parents, and the Board of Trustees. The immediate feedback you offered while we were assembling the survey improved on the final product, and your "tips" on distributing the survey resulted in a better response rate than we anticipated. From the beginning of our communications with Lookout Management in June 2002 to your final presentation in May 2003, we very much appreciated the personal attention you provided for this survey. For example, it was evident you read the school materials you requested with care and thought about the survey in the context of what you gleaned from the school publications and materials.

The Parent Surveys continue to be a critical source of information for us. They allowed us to celebrate strengths we thought we had, but for which we had never gathered any formal feedback. They also forced us to review our initial assessment of school needs, to check our impressions with those of our parents. In fact, we have been equally fascinated by the tabulated data and the individual transcribed comments. By checking the tabulations against the transcribed comments, we can sometimes see more precisely which areas need attention. Given the volume of information you provided, the "Highlights from the Total Response Group" and the "Highlights from the Cross-Tabulations" were essential, as was your formal presentation to the administrative group.

Please feel free to use us as a reference. We appreciate your professionalism throughout the months long process of writing, editing, mailing, receiving, and evaluating the surveys.

Best Wishes,

  
John Green  
Head of School