



St. George's School

NIGEL R.L. TOY  
*Headmaster*

December 16, 2002

To Whom It May Concern:

**RE: Mr. Kevin Graham**

Kevin Graham, the President of Lookout Management, was employed by St. George's School (Vancouver, B.C.) to conduct a sophisticated Survey with the purpose of appraising parental satisfaction levels.


St. George's School is a high profile Independent School for Boys founded in 1930. It has a current roll of 1100 students from Grade 1-12, with the present Graduating Class numbering 142. There is a teaching faculty of some 115 and another 65 employees in support functions. I have been the Headmaster for nearly six years and prior to that was Headmaster of St. Kentigern College (Auckland, N.Z.) for 14 years. It is with pleasure I offer these comments on Mr. Graham.

In this project Kevin Graham proved to be the consummate professional. He had come highly recommended and our initial meeting with him reinforced that. He worked closely with us to specifically design the survey and to assure us it would solicit meaningful feedback. Throughout its formulation he was assisted by our in-house Coordinator, Dr. Jeffrey Mitchell; they were able to operate comfortably together and it was to yield a first-class survey.

Once the survey was produced, we were guided through very effective strategies to maximize the responses from parents. Our participation rate proved to be approximately 60% of all families and that ensured a statistically meaningful set of data. The publication and analysis of the results, including written comments, was a work of art. The School was then able to deliver a comprehensive document to the parents that clearly tabulated and compared all the question areas.

St. George's School has found the entire exercise to be incredibly fruitful. We have been greatly impressed by Kevin Graham's expertise and his collaborative approach. In all the consultative process he has been astute, on time and sensitive to our needs. The final product has given us great hope for the future.

Sincerely,

  
N.R.L. Toy  
Headmaster