

This document was generated to address concerns with using Cady Studios and Enloe High School.

Concern: “You must make an appointment for visiting the studio, which is 25 minutes up Six Forks Rd from Enloe.”

Response: Currently, Cady's studio is on Six Forks Rd., and just as Lifetouch did in the past, we are moving back to pushing all the seniors towards this route to minimize classroom disruptions, so more teachers can be able to teach. Additionally, all seniors have had from June and now up until mid-Oct. to schedule, which is plenty of time. The location of the studio is also less than 15 minutes from the school. Lifetouch's studio used to be well past 540 and was quite a logistics hurdle to get to.

Concern: “You must pay a minimum amount for the session in order to get your child's photo in the yearbook (which is already a significant cost).”

Response: The cost of Cady, while including more ‘upper end’ options, includes a base price that is only \$5 different than the cost to be in the yearbook in the past but includes more photo poses for the \$30 fee, which would have been equivalent to \$40 and two separate photography sessions at Lifetouch (our former company used). The cost of Cady, while including more ‘upper end’ options, includes a base price that is only \$5 different than the cost to be in the yearbook in the past but includes more photo poses for the \$30 fee, which would have been equivalent to \$40 and two separate photography sessions at Lifetouch (our former company used).

Concern: You will be sent a portfolio after the session, and if it is not sent back, you will be charged for it (there is no option to not have them send the portfolio).

Response: Regarding the proofs mailed. This was an issue that I specifically worked on last year, and now I'm pleased to say we have resolved this concern. Cady now mails along with your proofs, a pre-packaged envelope where all the parent needs to do is stick the proofs back in the envelope and put it in the mailbox.

Concern: What can we do to make sure every kid's pic gets into the yearbook, even those who can't go through this process?

Response: Regarding our needs-based students. Unlike Lifetouch, Cady provides us ‘tokens’ for families unable to afford the basic package – This includes the basic sitting fee and basic print package. This will be done much like the senior fee waiver or loaner cap and gown process, allowing us to be MORE equitable to our students and single them out less, since they will receive an online code to order and not have to attend a special ‘free’ session like in the past for which we will hold at the school for said students.

Concern: Since signing the contract with Cady as our approved school photographer, what have you viewed on your end, as a school?

Response: Please know that while we were the first to sign on with using Cady--- that we did it methodically. Both myself and my former colleague spoke with 5 different schools of similar size to Enloe within North and South Carolina who have been using Cady and switched from Lifetouch as part of the research in making this decision. All were incredibly transparent and feedback that was incredibly informative to our decision – in particular, when there were issues the NC district office was incredibly helpful and supportive of families and schools. Of the schools, only 2 mentioned there being issues. All shared that the experience was an improvement over Lifetouch. Also as of this year, I would like to note that Cady has picked up and taken on a large number of WCPSS high schools.