



Board Member Expectations

October 18, 2016

Excellence Starts with Understanding Expectations



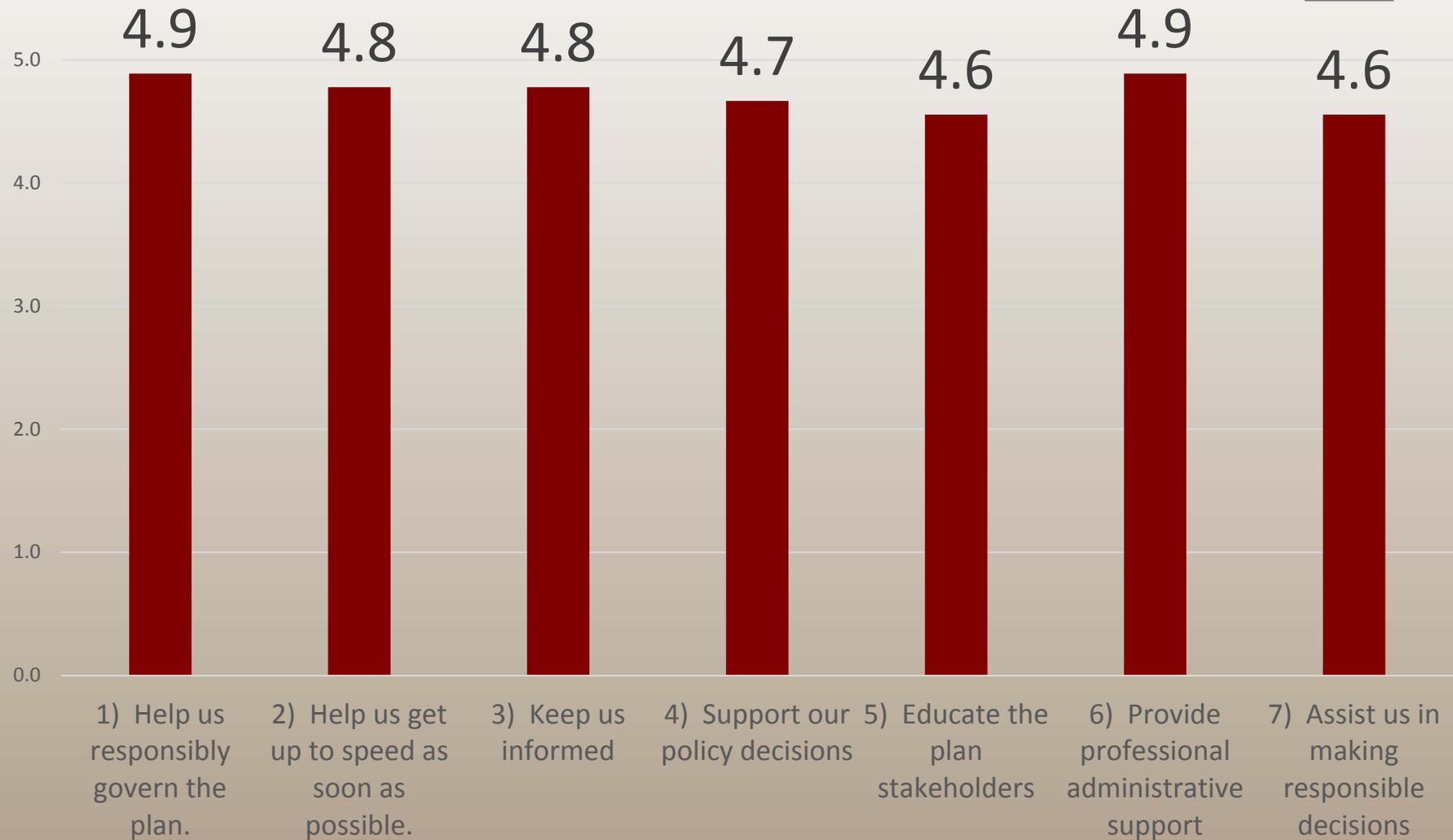
▶ ***You are our primary customers***

- **Success for the team means meeting or exceeding your expectations**
- **The team needs to be clear about Board member expectations as we develop processes to support your mission**
- **The team needs feedback to ensure we are on the right track**

Board Expectations

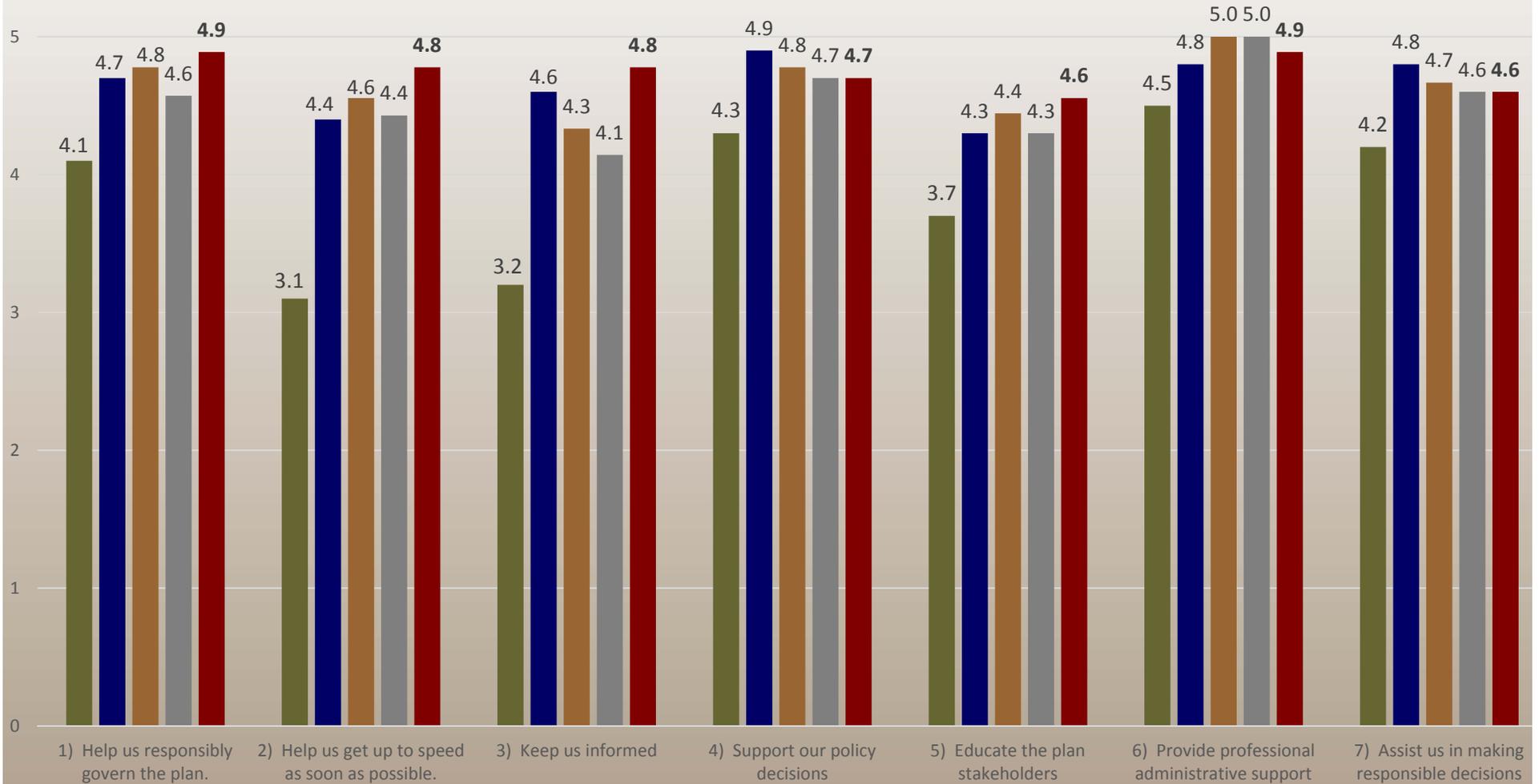


Expectation Survey - 2016



Expectations 2012-2016

2012 2013 2014 2015 2016



Next Steps



- **Expectation Check-In at Future Meeting**
- **Clarity regarding expectations is key to success.**
 - Are the improvement actions meeting your expectations?
 - Have any expectations changed or new expectations emerged?



Discussion