



Board Member Expectations

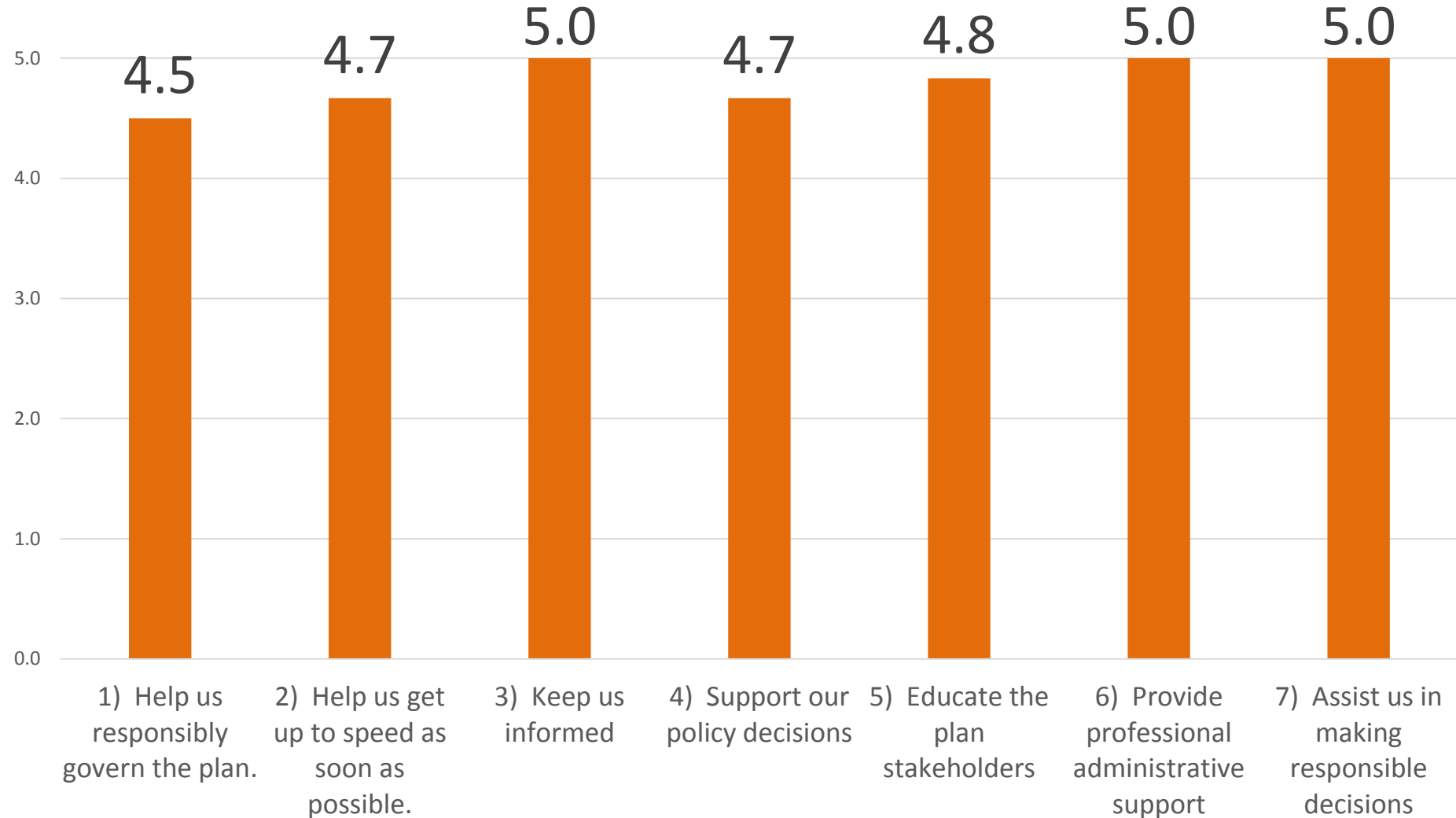
Excellence Starts with Understanding Expectations

- **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

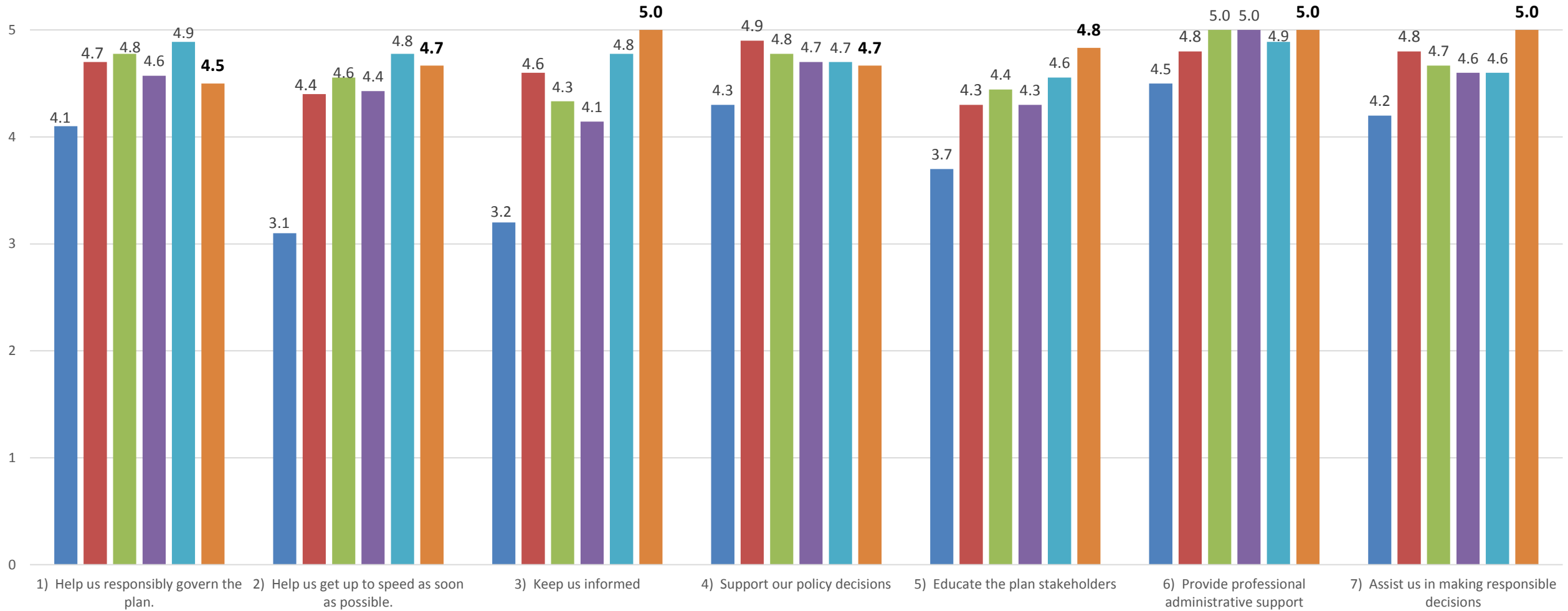


Expectation Survey Results - 2017



Expectation Survey Results - 2017

■ 2012 ■ 2013 ■ 2014 ■ 2015 ■ 2016 ■ 2017





Next Steps - Discussion

- **Clarity regarding expectations is key to success.**
 - **What improvements will exceed your expectations?**
 - **Have any expectations changed or new expectations emerged?**