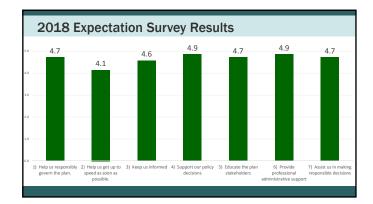


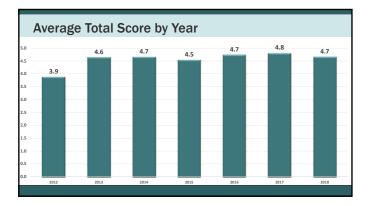
Excellence Starts with Understanding Expectations

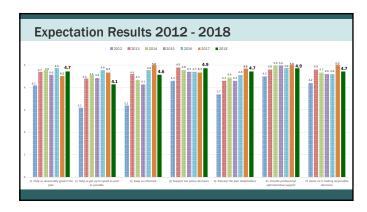
- You are our primary customers
- Success for the team means meeting or exceeding your expectations
- The team needs to be clear about Board member expectations as we develop processes to support your mission
- The team needs feedback to ensure we are on the right track

Board Expectations

- 1. Responsibly govern the plan
- 2. Help us get up to speed as soon possible
- 3. Keep us informed
- 4. Support our policy decisions
- 5. Educate the plan stakeholders
- 6. Provide professional administrative support
- 7. Assist us in making responsible decisions









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