



Board Member Expectations

October 22, 2025

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



Responsibly govern
the plan



Help us get up to
speed as soon
possible



Keep us informed



Support our policy
decisions



Educate the plan
stakeholders

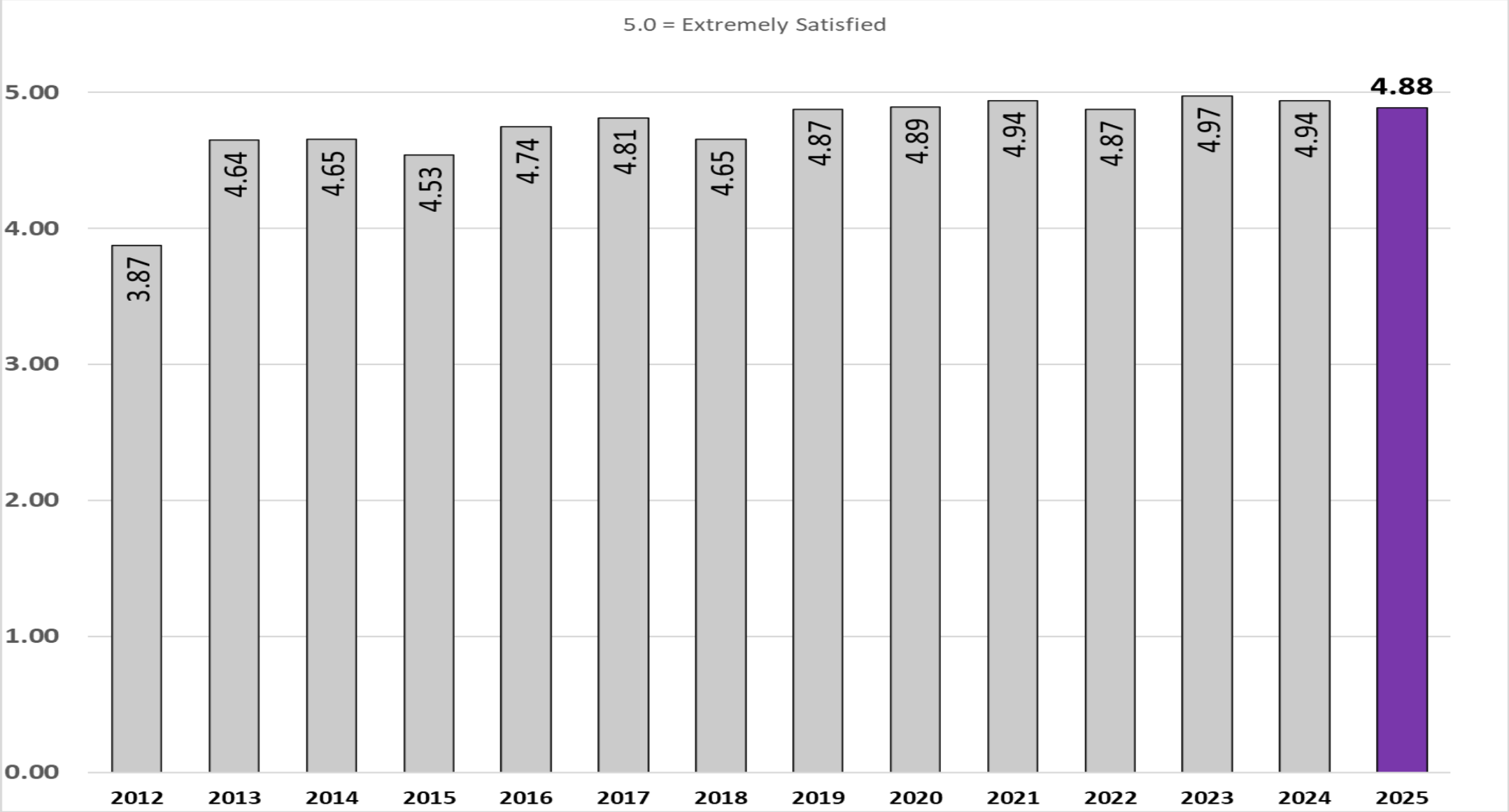


Provide professional
administrative
support



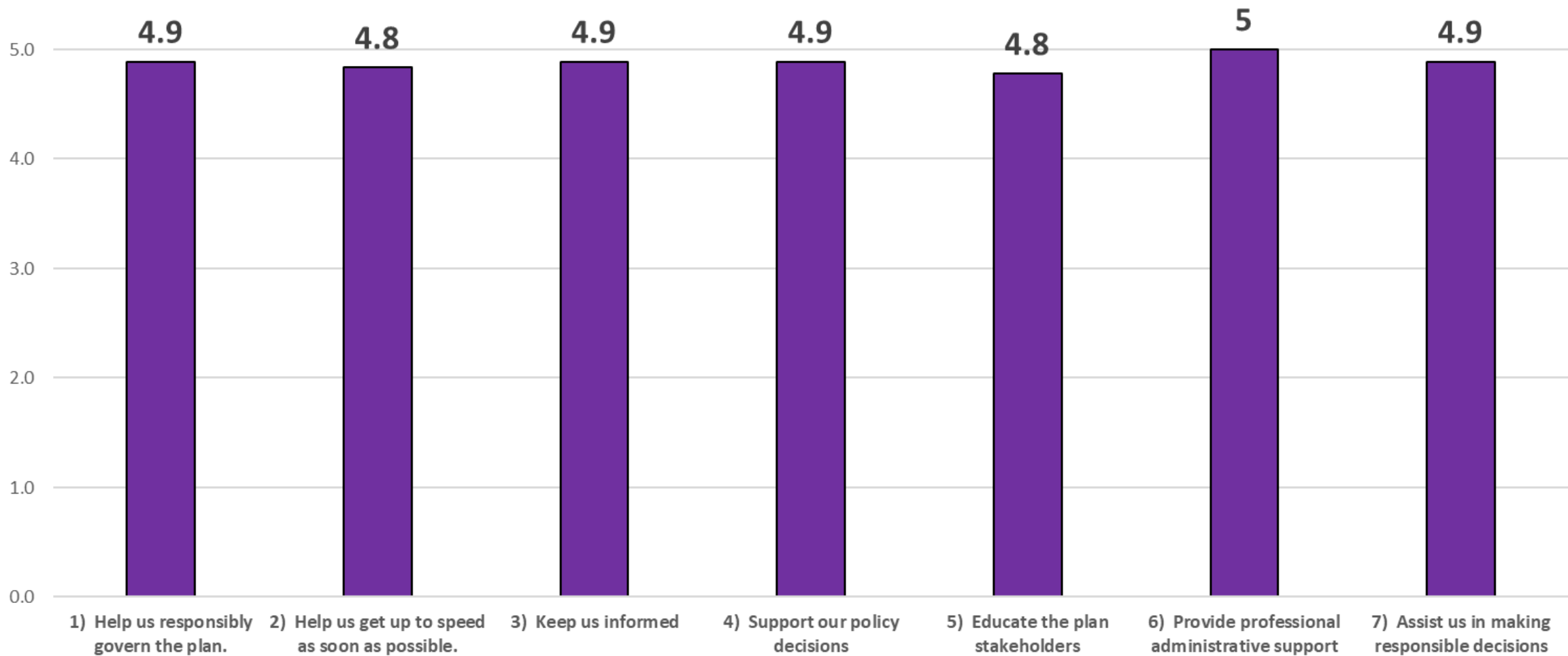
Assist us in making
responsible
decisions

Satisfaction by Year 2012 - 2025



2025 Satisfaction by Expectation

5.0 = Extremely Satisfied





Questions/Discussion/Next Steps

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