

Annual Board Self-Evaluation Survey Summary Report for

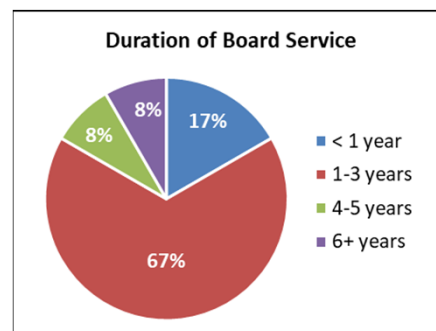


Presentation to the
Board of Directors
October 12, 2023

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Board Self-Evaluation Overview

- ▶ 2nd Annual Survey
- ▶ 12 Board Members participated (80%)
 - 15 surveys were emailed with the option of a phone interview
 - Avg. time completing the survey was just under 13 minutes
 - Sept. 6 – 26, 2023



responses: 12



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Key Survey Topics

1. Board of Directors Participation and Engagement
2. Individual Participation
3. Board Understanding and Training
4. Communication and Tools
5. Strategic Initiatives
6. Board-CEO Partnership

Survey questions focused on Strategic Plan Goal #1: *Equip the Board of Directors with tools, training and structure to lead the Agency strategically into its future.*
Questions related to Goal #7 (*Strategic Development Program*) were also included.



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Key Highlights

1. 30 of 38 items (79%) are rated medium high to high (≥ 4.0).
Ave. ratings of 13 of 32 items (41%) increased from 2022 results by > 0.25 .
2. Board meeting attendance is a high priority for members, and agendas are well-planned.
3. Individually and collectively, there is support for decisions made and a willingness to listen to different points of view.
4. Reported active participation in committees increased notably from 2022.
5. Use of online board portal tools has increased and there is good two-way communication between the CEO and Board.
6. There is increased clarity on aspects of board roles and value of board member contributions.



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1. Board of Directors Participation & Engagement

- ▶ Highest rating: Level of priority of board meeting attendance: **4.92**
- ▶ Overall board effectiveness & board meetings: **4.08 – 4.67**
 - Members are supportive of decisions made, agenda is well planned
 - Different points of view are encouraged and acknowledged
 - Members come to meetings prepared, meetings are interesting
- ▶ Considerations:
 - Less agreement that all board members participate in important board discussions: **3.58**
 - Suggestions for increased focus on board discussions and decision-making



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Scale: 1 = Low. 3 = Medium. 5 = High.

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Board Engagement: Excerpted Comments

The information distributed to all members about the organization and the future plans for the organization to do well in the community and grow [is helpful].

Ask that all Board members read the meeting reports prior to the meeting to increase informed consent.

I would like more discussion on making decisions rather than feeling like, at times, all decisions are already made and we just have to vote on them.

It has been a pleasure to serve on this Board!



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Quotes from survey responses

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2. Individual Participation - Strengths

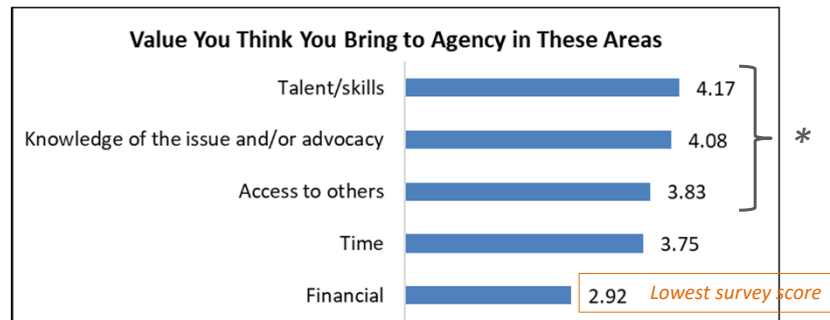
- ▶ Positive self-assessment of:
 - Listening to different points of view, supporting the decisions that are made, coming to meetings prepared, participating in important board discussions.
- ▶ Average rating of active participation in assigned committee increased from 2022, from 3.8 to **4.33**
- ▶ Confidence in individual members' sense of value they bring to the board increased in:
 - Talent/skills, from 3.6 to **4.17**
 - Knowledge of the issue and/or their advocacy, from 3.53



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2. Individual Participation - Challenges

- ▶ Self-assessment of overall effectiveness as a board member: **3.92***
- ▶ Contrast between Board overall effectiveness (rated higher on average) and individual effectiveness (rated lower)



* Score increased from 2022 by > 0.25.

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3. Board Understanding and Training

- ▶ High level of understanding of:
 - Board roles: 4.50
 - Role and vision of WNCSource in the community: 4.30
 - Board role in strategic planning: 4.36 (from 3.93 in 2022)
- ▶ Mid-level clarity on board roles related to:
 - Oversight of operations, strategic plan, board management, financial
- ▶ Considerations:
 - 2nd & 3rd lowest average ratings: Comfort helping with fundraising (3.18) and Clarity in the board fundraising role (3.45, up from 3.0 in 2022).

Effectiveness of recent board trainings: 3.82



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4. Communications and Tools

- ▶ High level of comfort:
 - Using the online board portal tools: 4.55, up from 4.0
 - Speaking to friends, colleagues, and/or community groups about WNCSource: 4.27
- ▶ Employee Directory Tool
 - Effectiveness of employee directory supporting communication was on the lower range: 3.70, up from 3.38

Suggestions provided to develop board elevator speech:

- Mission, list of organization's top goals, information about programs, success stories.

Meeting format:

- Willingness to participate in both formats, some prefer virtual for convenience and others prefer in person for interaction.



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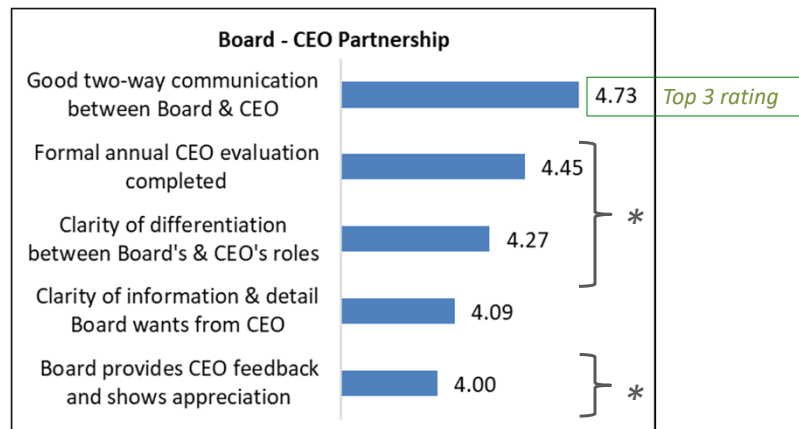
5. Strategic Initiatives

- ▶ High ratings of understanding of the Head Start strategic initiative (4.18 – 4.36):
 - Staffing issues in finding Head Start teachers, what WNCSource is doing to address the shortage of teachers, and the board role in the decision to reduce the number of students served to raise teacher salaries.
- ▶ Lower rating of the board understanding of the agency's participation with Crossnore's 3-year trauma-informed community initiative: 3.73



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6. Board-CEO Partnership



* Score increased from 2022 by > 0.25.

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Suggested Next Steps

1. Continue to focus on ways to encourage board members' sense of their **individual overall effectiveness**, which has increased from 3.47 in 2022 to 3.92. Support increased clarity on board roles and the sense of value of personal impact related to roles.
2. Focus on board roles and ways of helping related to **fundraising** and develop shared importance of 100% board participation in contributing to WNCSource.
3. Support increased opportunities for board members to **participate in board discussions and decisions**.
4. Provide **trainings** on key topics and additional information about the strategic initiative with Crossnore.
5. Develop tools and provide practice in developing a **30-second elevator speech**.



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Thank You

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