



Report Survey Results

TO: IHLS Board of Directors
 FROM: Stacie Bushong
 DATE: June 22, 2021
 RE: FY2021 Board Survey Results

IHLS staff strongly support effective communication with all stakeholders and board member communication is part of this goal. In order to gauge how well we are communicating with our member leaders, we asked board members to complete a short survey. There were 12 participants and we thank them for taking the time to complete our board survey. As promised here are the results.

1. How often do you check your IHLS email?

- Board members are checking their IHLS email regularly with nearly 42% checking daily and the rest checking the day of a committee or board meeting.

2. Do you have your IHLS email forwarded to your phone or another email?

- 33% choose to forward IHLS email to their cell phones, 17% choose both cell phone and email and 42% neither.

3. How would you prefer to receive the committee meeting schedule?

- The majority prefer to receive the committee meeting schedule sent as an attachment via email.

Questions 4-6 all related to the Department & Staff activity report, its readability, usefulness, and which components were the most helpful.

4. Which components of the Department & Staff Activity report do you find helpful?

5. Is the Department & Staff Activity report easy to read?

6. Do you find the Department & Staff Activity report helpful?

- The overwhelming majority found the report helpful. 67% found the Department reports and goals listed from the Operational Plan extremely helpful. 58% found graphs & tables extremely helpful and 42% found photos extremely helpful.

7. Do you have any recommendations for improved communication between IHLS staff and board members?

We were pleased to see some recommendations for improved communication since our goal is always to better assist the board with their responsibilities.

- I really appreciate the new phone system. I've had excellent luck at getting in touch with IHLS staff since the new phone install and I am very pleased to get a human voice rather than a voicemail recording when I call! Thank you!
- If something is really time sensitive and you need a response very fast, send a text to our phones to check our IHLS email
- Start subject of each bd related email as such. Ex: IHLS Bd
- I appreciate the staff reports. They are well written and very informative.
- This is on me, I need to pay attention.

Thank you again and please feel free to reach out any time to offer feedback, ideas, or suggestions. This will help us maintain a continued successful partnership to meet the mission of IHLS.