

**Board Use of Information
Survey of Board Members of Public Sector Organizations in BC**

About the Survey - Fax

As a member of a public sector Board, you have been selected to participate in this survey research. The Auditor General is interested in hearing from you about the quality of information and support you receive in carrying out your duties.

The findings of the survey will assist the Auditor General in producing best practice guidelines for Board members, as well as an assessment of current Board information practices at the summary level.

The information you provide will be kept strictly confidential. The survey will take about 10 to 15 minutes to complete.

*If responding by fax or mail, please indicate the ACCESS CODE
you received in the email invitation.*

ACCESS CODE: _____

Please forward completed surveys by fax to: Amanda Theriault
R. A. Malatest & Associates
Victoria, British Columbia
1-888-384-2774 (toll free fax)

Please forward completed surveys by mail to: Amanda Theriault
R. A. Malatest & Associates
858 Pandora Ave.
Victoria, British Columbia V8W 1P4

Amanda Theriault may be reached in Victoria at 250-384-2770 or 1-800-665-5848

A. Introduction – background information

The following questions pertain to the public sector Board that you work on.

A1. Please confirm that you are a member of a public sector Board.
(Please identify: _____)

- No

A2. ONLY RESPOND TO THIS QUESTION IF YOU ANSWERED < No > TO THE PREVIOUS QUESTION < A1 >.

Do you currently sit as a member of any other public sector Board in BC?

- Yes (Please specify _____)
 No [Thank you for your time, but if you answer “no” you do not qualify for the survey.]

A3. Do you serve on any private sector Boards?

- Yes
 No

A4. Please indicate the primary position you serve on the Board.

- Board Chair
 Subcommittee Chair
 Director/ Trustee/ Governor
 Other [please specify] _____

A5. Were you elected or appointed to the Board?

- Elected
 Appointed
 Don't know

A6. How long have you served as a member on the Board?

- Less than 1 year
 1-2 years
 3-4 years
 4+ years

A7. In what region of the Province is your head office located?

- Lower Mainland (including Fraser Valley and Sunshine Coast)
 Vancouver Island (including Gulf Islands)
 Interior / Southeast BC
 Northern BC

B. Knowledge about your role on the Board

The following questions pertain to how well you were prepared for undertaking your role and responsibilities on the Board.

B1. Does the organization have a manual or guidelines outlining the roles, responsibilities and accountabilities for Board members?

- Yes
- Yes, but it needs updating
- No
- Don't know

B2. Did you receive an orientation when you first started as a Board member?

- Yes
- Yes, but over one year after I started
- Never
- Don't know

B3. Do you receive periodic training to assist you in conducting your Board responsibilities?

- Yes
- No
- Don't know

B4. PLEASE ANSWER THIS QUESTION ONLY IF YOU INDICATED THAT YOU WERE A < Board Chair > IN QUESTION < A4 >.

In your opinion, does the manual or guidelines contain current best practices regarding Board governance?

- Yes
- Some
- No
- Don't know
- Not applicable

C. Your understanding of the organization

C1. The following statements pertain to your understanding of the organization's vision, goals and operations. On a scale of 1 to 5, with 1 being strongly disagree and 5 being strongly agree, please indicate your agreement with the following statements.

Statement	1 Strongly Disagree	2 Disagree	3 Neutral	4 Agree	5 Strongly Agree	9 Don't Know
a. I am knowledgeable about the mandate the organization was created to address.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. I am knowledgeable about the organization's programs and services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. I am knowledgeable about the external environment in which the organization operates.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. I am knowledgeable about the human, monetary and physical capital of the organization.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e. I am knowledgeable about the policies and procedures of the Board.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f. I understand the expectations and needs of the organization's clients.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

C2. Do you have examples of good practices that your Board follows to promote an understanding of the roles and responsibilities of Board members, or to enhance Board members' knowledge of their organization (e.g. orientation sessions)?

D. Board access to information

D1. The following statements pertain to the Board's access to information that is needed to enable members to effectively carry out their Board duties. On a scale of 1 to 5, with 1 being strongly disagree and 5 being strongly agree, please indicate your agreement with the following statements.

Statement	1 Strongly Disagree	2 Disagree	3 Neutral	4 Agree	5 Strongly Agree	9 Don't Know
a. All the information you need for Board meetings does exist.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. The information you receive for Board meetings is timely and current.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. The information you receive for Board meetings links both financial and non-financial information.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. The Chair takes responsibility for ensuring Board members are fully informed on decision items.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

D2. PLEASE ANSWER THIS QUESTION ONLY IF YOU INDICATED <Strongly Disagree OR Disagree> IN QUESTION < D1a >.

You indicated your disagreement with the statement that "All the information you need for Board meetings does exist". Please indicate what type of information (e.g., planning and forecasting, performance monitoring, risk analysis) is lacking that inhibits the Board from effectively carrying out its duties.

E. Quality of information received

E1. The following statements pertain to the quality of information that you receive in order to exercise your duties as a Board member. On a scale of 1 to 5, with 1 being strongly disagree and 5 being strongly agree, please indicate your agreement with the following statements.

Statement	1 Strongly Disagree	2 Disagree	3 Neutral	4 Agree	5 Strongly Agree	9 Don't Know
a. The information you receive for Board meetings is clearly presented.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. The information you receive for Board meetings focuses on critical organizational issues.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. The information you receive for Board meetings is tailored to your needs (at the right level of detail).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. The information you receive for Board meetings facilitates a level of understanding necessary for informed decision-making.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e. You feel comfortable voicing concern when you do not receive the information you require.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f. You receive information that compares performance against plans.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
g. When appropriate, the information you receive provides a historical context.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
h. You receive forward-looking information (it helps determine if performance can be sustained or improved in the future).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
i. The information you receive explains all important options and trade-offs.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
j. When appropriate, the information you receive discusses the consequences of making certain decisions.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Statement	1 Strongly Disagree	2 Disagree	3 Neutral	4 Agree	5 Strongly Agree	9 Don't Know
k. In general, you have full confidence in the accuracy of the information presented to you.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

E2. Do you have examples of good practices that your Board uses to ensure the information it relies on is of high quality (e.g. data verification)?

F. Understanding of the information provided

F1. The following statements pertain to the quality and timeliness of the information you receive in order to exercise your Board duties. On a scale of 1 to 5, with 1 being strongly disagree and 5 being strongly agree, please indicate your agreement with the following statements.

Statement	1 Strongly Disagree	2 Disagree	3 Neutral	4 Agree	5 Strongly Agree	9 Don't Know
a. You have sufficient time to understand the information provided to you before Board meetings.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. The information you receive has suitable explanatory narratives to assist with understanding.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. You have resources, including qualified staff, at your disposal to assist with the interpretation of the information provided to you.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

F2. Do you have examples of good practices that your Board follows to ensure Board members understand the information they receive (e.g. explanatory notes)?

G. Use of information

G1. The following statements pertain to the quality of information given to your board. On a scale of 1 to 5, with 1 being strongly disagree and 5 being strongly agree, please indicate your agreement with the following statements.

Statement	1 Strongly Disagree	2 Disagree	3 Neutral	4 Agree	5 Strongly Agree	9 Don't Know
a. Board debates are guided by appropriate and sufficient information.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. There exists a decision-making framework that ensures that decisions are made with an awareness of the risks involved and a consideration of appropriate alternate courses of action.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. The information you receive highlights the nature and extent of risks to the organization.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

G2. Do you have examples of good practices that your Board follows to assist Board members with the use of information (e.g. decision-making framework)?

H. Board Chair statements

H1. PLEASE ANSWER THIS QUESTION ONLY IF YOU INDICATED THAT YOU WERE A <Board Chair> IN QUESTION < A4 >.

On a scale of 1 to 5, with 1 being strongly disagree and 5 being strongly agree, please indicate your agreement with the following statements.

Statement	1 Strongly Disagree	2 Disagree	3 Neutral	4 Agree	5 Strongly Agree	9 Don't Know
a. The Board does not face technological barriers that prevent members from accessing the information they need.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. The Board actively seeks the information that it needs.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. When appropriate, the Board requests information from external sources.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. Minutes are recorded for all Board meetings.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e. A process is in place that allows Board members to access the organization's management staff, other than through the CEO, Superintendent/ Secretary Treasurer or President only.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f. It is my responsibility to ensure the Board is fully informed on decision items.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
g. Board and management clearly understand what information should be provided to the Board and when.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
h. The Board only requests information that is needed to discharge their responsibilities.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
i. The composition of the Board has the right mix of educational backgrounds.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
j. The composition of the Board has the right mix of skill and experience.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Statement	1 Strongly Disagree	2 Disagree	3 Neutral	4 Agree	5 Strongly Agree	9 Don't Know
k. The Board periodically devotes time toward evaluating the quality and timeliness of the information it receives.	○	○	○	○	○	○

J1. Do you have any final comments you would like to add about the information and support you receive as a Board member?

**That completes the survey!
Thank you for taking the time to participate.**