

BOARD MEMBERS
AUTHORITY

BBE
(LOCAL)

BOARD AUTHORITY

The Board has final authority to determine and interpret the policies that govern the schools, and subject to the mandates and limits imposed by state and federal authorities, has complete and full control of the District. Board action shall be taken only in meetings that comply with the Open Meetings Act. [See BE (LEGAL)]

TRANSACTIONING
BUSINESS

When a proposal is presented to the Board, a discussion shall be held and a decision reached. Although there may be dissenting votes, which are a matter of public record, each Board decision shall be an action by the whole Board binding upon each member.

INDIVIDUAL
AUTHORITY FOR
COMMITTING THE
BOARD

Board members as individuals shall not exercise authority over the District, its property, or its employees. Except for appropriate duties and functions of the Board President, an individual member may act on behalf of the Board only with the express authorization of the Board. Without such authorization, no individual member may commit the Board on any issue. [See BDAA]

INDIVIDUAL ACCESS
TO INFORMATION

An individual Board member, acting in his or her official capacity, shall have the right to seek information pertaining to District fiscal affairs, business transactions, governance, and personnel matters, including information that properly may be withheld from members of the general public in accordance with the Public Information Chapter of the Government Code. [See GBA]

LIMITATIONS

Individual members shall not have access to confidential student records unless the member is acting in his or her official capacity and has a legitimate educational interest in the records in accordance with policies FL(LEGAL) and (LOCAL).

REQUEST FOR
RECORDS

Individual members shall seek access to records or request copies of records from the Superintendent or other designated custodian of records. When a custodial of

records other than the Superintendent provides access to records or copies of records to individual Trustees, the provider shall inform the Superintendent of the records provided.

REQUESTS FOR REPORTS

Individual members shall not direct or require District employees to prepare reports derived from an analysis of information in existing District records or to create a new record compiled from information in existing District records. Directives to the Superintendent or custodian of records regarding the preparation of reports shall be by Board action.

CONFIDENTIALITY

At the time Board members are provided access to confidential records or to reports compiled from such records, the Superintendent or other District employee shall advise them of their responsibility to comply with confidentiality requirements.

CONSTITUENT SERVICE PURPOSE

Recognizing the need to provide service to constituents, the need of Board members to be answerable to constituents and the need to improve District systems, the CSISD School Board and the superintendent shall together put into place a system for Constituent Service.

REFERRING COMPLAINTS

If employees, parents, students, or other members of the public bring concerns or complaints to an individual Board member, he or she shall refer them to the Superintendent or another appropriate administrator, who shall proceed according to the applicable complaint policy. [See (LOCAL) policies at DGBA, FNG, and GF]

When the concern or complaint directly pertains to the Board's own actions or policy, for which there is no administrative remedy, the Trustee may request that the issue be placed on the agenda.

COMPLIANCE WITH STATE LAW

The Board shall follow all state laws regarding Board involvement in the functions of management.

DEFINITION OF CONSTITUENTS

"Constituents" are parents, students, residents, community and business leaders, as well as other stakeholders of the community.

DEFINITION OF GOVERNANCE

"Governance" is the sole responsibility of the elected Board of the District. Governance involves ensuring the delivery of

educational and support services through communication with the Superintendent. Governance is strategically based guidance and policy focused on effecting system improvement.

DEFINITION OF MANAGEMENT

“Management” is the responsibility of the Superintendent. Management includes directing staff, allocating resources, administering programs, and providing support services to improve school system effectiveness and to successfully achieve District goals. The Superintendent shall design and implement predetermined processes to facilitate management’s ability to resolve problems effectively and identify opportunities for system improvement.

SYSTEM FOR CONSTITUENT SERVICES

The system for constituent service shall include the following major features:

- A protocol for handling constituent requests for information and assistance;
- A primary contact person to whom Board members are to refer constituent service requests that they receive;
- A method for documenting, tracking, categorizing and analyzing requests;
- A feedback process so that Board members know the resolution of requests;
- Oversight of the system by the Superintendent or a designee, who handles priority requests and keeps the Superintendent informed of matters that require his or her attention;
- Periodic reports on constituent requests, related resolutions, and patterns in requests; and
- Periodic reports on improvements to systems made, in whole or part, as a result of constituent service requests.

PROTOCOL FOR CONSTITUENT SERVICE

The District Constituent Service Flow charts (Exhibit A and B) will track the recommended process flow for constituent service requests.

The protocol begins with a constituent request to a Board member for information or assistance. If the request is for information, the Board member should provide the information, if known, or explain to the constituent where or from whom this information can be obtained following the flowchart in the exhibit.

If the constituent request indicates a system issue; i.e., a request for information that is unavailable or inadequately communicated

and indicates a communication issue, then the Board member should refer the issue to the Superintendent or the Superintendent's designee for administrative action.

If the constituent requests assistance in addressing an issue or problem, the Board member must first evaluate the validity of the claim and follow the protocol in Exhibit B. If the request or complaint appears to be valid and is urgent, complicated, or has potential for major consequence, the Board member should refer the request to the Superintendent or the Superintendent's designee for administrative action.

If the request or issue is not urgent, then the Board member should clearly explain to the constituent the District's chain of command, clarify the difference between governance and management, and define the Board's role in constituent service. The Board member should then direct the constituent back into the system to talk to the teacher or principal, transportation office, and the like. The Board member may need to provide the constituent with contact information. The constituent should be invited to call the Board member again if a timely response is not received from District staff.

If the constituent does not receive a satisfactory response despite good faith efforts to resolve the issue with District staff, the issue should be referred to the Superintendent or the Superintendent's designee, who will then take appropriate administrative action.

The medium for communication remains the decision of the Board based on the type of service request. Only formal requests for information or assistance shall travel through the flowchart that is provided in this policy. Additionally, Board members shall not be involved in the resolution process of a constituent service request once it enters the flowchart.

Informal communication shall be utilized at the individual board member's discretion. Examples of informal communication include personal contact as a result of incidental conversation that occurs during the normal course of a daily schedule, or the relay of a concern that was overheard, or any other matter that does not merit a formal request.

Formal communication shall be relayed through the constituent service policy that has been established and approved by the Board. Examples of formal communication include a letter, an email, or a telephone call.

**REPORTING
AND SYSTEM
IMPROVEMENT**

This policy on constituent service is to direct requests for service through the proper channels to achieve resolution. In the event a Board member attempts to solve a constituent problem, obtain a favor, or influence a management decision, the Board President shall be notified. If deemed necessary by the Board President, that Board member's action shall be brought before the entire Board.

Periodically as directed by the Board, the Superintendent shall present a summary to the Board that includes data related to constituent service requests, trends, conclusions, and recommendations for improvement. The report shall contain the most current information and shall also include comparative data when available.

MEDIA INQUIRIES

All Board members who receive calls from the media shall direct them to the Board President or Superintendent and shall notify both of the call. If, at all possible, media inquiries to the Board President shall be directed to the Superintendent or the District's director of communications.

**PHONE CALLS
AND LETTERS**

The Board encourages input, however, anonymous calls or letters shall not receive the Board's attention, discussion, or response, and shall not result in directives to the administration.

**RESPONSE TO
LETTERS**

Board members receiving a signed letter or email shall forward it to the Superintendent. A written response using standard format shall be sent to the originator of the letter from the superintendent via email or postal service, whichever is most appropriate. Individual board members may respond as they deem appropriate. In addition, the Superintendent shall respond.

See the following pages for flowcharts addressing constituent service.

Exhibit: Request for Information and Request for Assistance/Concern