

# Executive Summary of 2018 Directors' Forum Conference Evaluations

(Average of 44 respondents of 99 board delegates)

## General Evaluation

- **Location:** 36% excellent - 41% good – 16% satisfactory – 7% poor
- **Accommodations:** 35% excellent - 49% good – 14% satisfactory – 2% poor
- **Conference & meeting rooms:** 16% excellent – 52% good – 23% satisfactory – 9% poor
- **Overall impression of venue:** 18% excellent - 61% good – 14% satisfactory – 7% poor
- **Overall impression of food:** 42% excellent - 40% good – 14% satisfactory – 2% poor
- **Overall impression of events:** 45% excellent - 45% good – 9% satisfactory
- **CDF Dinner Banquet:** 7% excellent – 14% good – 18% satisfactory – 14% poor (47% did not attend)
- **Conference organization:** 73% excellent - 27% good
- **Met expectations:** 50% excellent - 39% good – 11% satisfactory
- **A worthwhile investment:** 52% excellent - 36% good – 11% good
- **Overall value for price:** 37% excellent - 51% good – 12% satisfactory

## Main reasons for attending

- To keep current on issues
- Topics are current and relevant
- Keeping on top of CU issues and landscape
- Networking opportunities are invaluable
- Knowledgeable speakers
- CUDA education/PD learning opportunity
- Information sharing
- Exploring best practices
- Good value for cost
- Always something new to learn
- New director
- Topics presented were of interest

## General Suggestions for 2019

- Friday is too packed – information overload
- More breakouts and table discussions
- Continue dialogue on co-ops and CUs collaborating
- Panel format is engaging
- More presentations directed to Directors (i.e. not management)
- Banquet needs to improve
- New venue – time for a change (e.g., Sheraton or move closer to airport)
- Current venue needs to improve heating and internet access – getting old

## **Suggested Topics for 2019**

### **Plenaries**

- Continuing discussion around co-ops and credit unions collaborating (include “next steps”)
- What directors don’t know about other CUs
- Benefits, remuneration, expenses allowed, number of meetings, etc.
- The future of CUs and what they will look like
- How CUs can grow share of wallet
- Legal Aspects of the Director role (Annette D.)
- Corporate Social Responsibility – how to write the policy, what to include, how to report, benefits to the CU
- Information about digital banking and impact on the system
- Cybersecurity – what should directors be asking and how to monitor and mitigate risk effectively
- Non-margin income and securitization
- Alisdair’s conference highlights and wrap-up

### **Mentoring session**

- Rules and obligations of directors, roles and responsibilities

### **Board Chairs’ session**

- Nomination Committees and processes
- Board recruitment and succession planning
- Setting a CEO performance plan
- Strategic planning – role of board vs. management; CEO performance – process and tools
- Sharing good news stories - successes

### **Other suggestions**

- More governance experts from outside the system
- If doing a C1 update, more Q&A time – or consider having info sent to the CUs or presented at contact meetings
- Making Open Forum longer and not at end of the day