

NORTH EAST INDEPENDENT SCHOOL DISTRICT



BOARD OF TRUSTEES OPERATING PROCEDURES

“We challenge and encourage each student to achieve and demonstrate academic excellence, technical skills, and responsible citizenship.”

North East ISD Board of Trustees

Statement of Beliefs

North East Independent School District (NEISD) is home to the brightest students, the best families, and the most capable personnel a learning community could hope for. As the Board of Trustees of NEISD, we believe our remarkable community deserves remarkable leadership. Our community expects the Board to oversee an education system that prioritizes the interests of families and students as it relates to education and safety, and we take that expectation seriously.

In working to fulfill our responsibility and our community's expectations, we, the Board of Trustees believe:

- The work of the Board should be transparent and made as simple as possible to understand.
- The Board should be honest and trustworthy in the eyes of the community it serves.
- The Board should seek innovative solutions to its schools' greatest challenges and should focus its work on improving the outcomes developed in the District Scorecard previously adopted by the Board in collaboration with the Administration.
- The Board should be accurate in its reporting and sharing of information.
- The Board should be orderly and prepared, conducting its business in a manner that reflects well on its community.
- The Board should be comprised of compassionate people who show up and work hard on behalf of their students and community.
- The Board should recognize the gravity of its work, but never forget that serving children and families should be a joyous endeavor.

In alignment with Board policy and local, state, and federal law, this short list of beliefs shapes the underpinning of our Board Operating Procedures. Our commitment to following operating procedures and reviewing them is a commitment to continuous improvement—and a commitment to continuous improvement is a commitment to providing our community remarkable leadership.

The North East ISD Board of Trustees adopts these Operating Procedures to guide the organizational, logistical, and role-specific activities related to the work of the Board.

Ethics for School Board Members

As a member of the Board, I shall promote the best interests of the District and community as a

whole and, to that end, shall adhere to the following ethical standards:

Equity in attitude

- I will be fair, just, and impartial in all my decisions and actions while recognizing that my decisions and actions impact the entire District and should be made with that in mind.
- I will accord others the respect I wish for myself.
- I will encourage expressions of different opinions and listen with an open mind to others' ideas.

Trustworthiness in stewardship

- I will be accountable to the public by representing District policies, programs, priorities and progress accurately.
- I will be responsive to the community's needs.
- I will work to ensure prudent and accountable use of District resources.
- I will make no personal promise or take private action that may compromise my performance of my responsibilities.

Honor in conduct

- I will tell the truth.
- I will share my views while working for consensus.
- I will respect the majority decision as the decision of the Board.
- I will base my decisions on fact rather than supposition, opinion, or public favor.

Integrity of character

- I will refuse to surrender judgment to any individual or group at the expense of the District as a whole.
- I will consistently uphold all applicable laws, rules, policies, and governance procedures.
- I will keep confidential information that is privileged by law or that will needlessly harm the District if disclosed.

Commitment to service

- I will focus my attention on fulfilling the Board's responsibilities of goal setting, policymaking, and evaluation, with particular attention to ensuring that my work focuses on the priorities set forth in the District Scorecard.
- I will diligently prepare for and attend Board meetings.
- I will seek continuing education that will enhance my ability to fulfill my duties effectively.

Student-centered focus

- I will be continuously guided by what is best for all students of the District.

North East ISD Board of Trustees

Operating Procedures

The North East ISD Board of Trustees adopts these Operating Procedures to guide the organizational, logistical, and role-specific activities related to the work of the Board.

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I. Election of Board Members

- A. The Board is composed of seven members elected from single-member districts by

the community. Board Members serve staggered terms of four years. Elections for District 1, 4, 5 and 6 are held together. District 2, 3 and 7 are elected together two years later, unless unexpected vacancies require a specific trustee position to be elected at a different time in accordance with applicable law.

- B. Board elections are held in alignment with uniform election dates established by the legislature in accordance with applicable law, as it currently exists or may hereafter be amended.
- C. In accordance with applicable law, a meeting will be held not later than the 11th day after the election to canvass returns and for new members to file the Statement of an Elected Officer, swearing- in of new members and to elect the following Board officers: President, Vice- President, and Secretary.
- D. For specific policies related to Board Member Elections, see Board Policy BBB (Legal) and (Local) available on-line at <http://pol.tasb.org/Home/Index/179>.
- E. Criminal background checks will be performed for school board candidates.

II. Role, Responsibility, and Authority of Board Members

- A. The Role, Responsibility, and Authority of Board Members, including officers, is fully addressed in Governance Process and Board/Superintendent Relations (Section B: Local Governance) Policies.
- B. Recording of Conversations – Board members shall not record conversations among themselves or with any staff without informing the other participants in the conversation of the recording of the conversation. This provision does not apply to any instance where staff records a proceeding that is already required to be recorded by applicable law, policy or practice.
- C. Board members may appoint individuals from their single-member district to board appointed advisory committees as vacancies arise and in accordance with applicable

board policies and the District Scorecard. Depending on the need of the committee, it may be a parent or a community member. Examples of such committees are SHAC, CBAC, Wall of Heroes, etc. In the event that the Board member does not have an individual to appoint, the Superintendent may make recommendations based on feedback from the campus principals in the single member district.

III. Board Meetings

A. The NEISD Board of Trustees holds one regular meeting per month generally on the second Monday of each month and convenes in public at 5:30 p.m. Additional meetings on specific topics shall be scheduled by the Board as needed in accordance with applicable law and may be held as a special meeting or training session/workshop.

B. Four members present constitute a quorum for a meeting.

C. Public comment to the Board will be allowed during special meetings only to address an agenda item in accordance with applicable law and Board policy.

D. When public comment occurs as part of a special meeting, the regular procedures for Public Comment/Address the Board will be followed.

See Board Policy BED (Legal) and (Local) available on-line at <http://pol.tasb.org/Home/Index/179>.

E. The Board President may call a special or emergency meeting at the Board President's discretion or upon request of two or more Board members. Any such meetings must be called in compliance with the Texas Open Meetings Act located in Chapter 551 of the Texas Government Code.

F. For specific policies related to Board Meetings, see Board Policy BE (Legal) and BE (Local) available on-line at <http://pol.tasb.org/Home/Index/179>.

IV. Developing Board Meeting Agendas

A. The Superintendent and Executive Staff, in consultation with the Board President,

shall prepare the agenda for all Board meetings. Agenda items should align with the Balanced District Scorecard as adopted by the Board of Trustees. The Board members will receive a draft copy of the agenda for review prior to the posting of the notice for the meeting.

- B. The Board President has authority to place an item on the Board Agenda.
- C. No item can be placed on the agenda by an individual Trustee without at least two (2) Board members requesting such in writing (Board President may be one of the two) and no less than ten (10) days advance notice (without approval of the Board President and Superintendent).
- D. The Superintendent shall include on the draft agenda all topics that have been requested by any two (2) board members in the required time frame.
- E. Before the official agenda is finalized, the Superintendent shall consult the Board President to ensure that the agenda and topics included meet with the Board President's approval and that items are aligned with the Balanced District Scorecard.
- F. In reviewing the draft agenda, the Board President shall ensure that any topics the Board President or any two (2) Board members have requested to be addressed are either on that agenda or scheduled for an agenda for a meeting in the near future.
- G. The Board President shall not have authority to remove from the agenda a subject requested by any two (2) Board members without at least one (1) of those Board members' specific written authorization sent to the Board President.
- H. Members of the Board shall be given notice of regular and special meetings at least 72 hours prior to the scheduled time of the meeting and at least one hour prior to the time of an emergency meeting.
- I. Agenda packets and supporting material on posted agenda topics should be provided to Board members via electronic posting at least 72 hours before the start of the Board meeting.
- J. An annual agenda content calendar, aligned with the Balanced District Scorecard, will be maintained by the Superintendent's office. This annual Board planning calendar will be used as a guideline for determining routine items that need to be on each regular Board meeting agenda.
- K. A Board member may move to request that an item be placed on a future Board meeting agenda during a regular meeting under the topic "Board Members Request for Item(s) to be placed on a Future Agenda" section of the regular Board meeting agenda. Any motion for an item to be placed on a future Board meeting agenda shall be handled in the same manner as any other motion.

V. Role of Board in Executive Session

- A. The Board can discuss those items listed on the executive session agenda, and/or as otherwise permitted by law. See Board Policy BEC (Legal) available on-line at <http://pol.tasb.org/Home/Index/179>.
- B. During executive sessions, the Board can deliberate properly posted items but may not take actions related to those items. All Board actions, including voting, must occur in open session under Chapter 551 (Texas Open Meetings Act) of the Texas Government Code.
- C. Discussions and information shared during executive session shall remain **CONFIDENTIAL**. Tex. Gov't Code § 551.104. Closed session discussions may not be recorded by an individual trustee if not permitted by the majority of the Board. *Zamora v. Edgewood ISD*, 592 S.W.2d 649 (Tex. App.—San Antonio, 1979, writ ref'd n.r.e.)
- D. The Board must convene in open session with proper posting prior to the presiding officer announcing a recess into executive session. The posted agenda for the executive session must be read aloud indicating the items to be discussed in executive session under Chapter 551 of the Texas Government Code.
- E. Board members may use their District-issued electronic devices or personal electronic devices during closed session only to access information pertinent to the topics being discussed in the session, but may not use such devices for any other purpose during the session. Should a personal or family emergency arise requiring a Board Member's immediate attention, he or she shall excuse themselves from the closed session and may use a personal electronic device as needed.
- F. The Board shall keep a certified agenda with minutes attached of the proceedings of each executive session. Only members of the Board of Trustees (whether present at the executive session or not) can review the minutes of an executive session without a court order. A Board Member wishing to review an agenda of

an executive session should contact the secretary of the Board to submit the official request for a date, time, and place for review of specified agenda(s). Minutes of certified agendas are to be sealed, kept confidential, and stored in a locked place.

VI. Conduct During Board Meetings

A. Citizens' Conduct

1. Board meetings are held in public to conduct the business of the district, as distinguished from public meetings. The Board shall not tolerate disruption of the Board meeting by members of the public. If, after at least one warning from the presiding officer, any person continues to disrupt the meeting by words or actions, the person shall be removed from the meeting. The presiding officer shall request that the person be escorted from the meeting by an NEISD police officer.
2. Signs or placards brought to a Board meeting shall not block the vision of those attending the meeting or the District's cameras used to record/broadcast the meeting.

B. Guidelines for Hearing Public Comments during "Matters from the Floor."

The North East ISD Board welcomes public comments during the Matters from the Floor portion of the agenda of its regular meetings. Board Members cannot respond to public comments during the meeting unless it is an agenda item. The following are guidelines the North East ISD Board applies to all speakers who sign up to address the members at regular meetings and are intended to ensure that meetings run smoothly.

1. Signing Up to Speak: Any person who wishes to sign up to address the Board during its regular meeting on any topic, whether on an agenda or not, must do so by listing their name, address (optional) and identifying the topic upon which he or she wishes to speak on the sign-up sheet provided outside the Board

meeting room.

The sign-up sheet will be posted outside the meeting location 45 minutes prior to the scheduled start of the meeting and will remain posted for 40 minutes, after which a person will no longer be able to sign in to address the Board at that meeting. Failure to identify a topic or provide any other information required by the sign-up sheet will result in that person losing their privilege of addressing the Board at that meeting. An individual who will be accompanied by a translator must notify the District at the time of signup.

If an agenda item is continued or posted again for a meeting on a later date, the individuals who wish to address the Board on the item must sign up separately for that later date.

2. Time: As set forth in Board Policy BED (Local), each speaker who signs up to address the Board during the Matters from the Floor portion of the agenda may speak for up to three minutes. No person is permitted to sign up for another person or to exchange time or yield time to another speaker. Persons who sign up to address the Board on a matter that is on the agenda may speak for up to three minutes at the time the Board is considering the agenda topic. A total of 30 minutes will be allotted at each meeting for Matters from the Floor.

In the interest of time and the orderly conduct of public business, the presiding officer at the meeting reserves the right to:

- Decrease the per-speaker time limit to address the Board (with a minimum of one (1) minute).
- Take items in a different order than shown on the meeting notice.
- Proceed first with agenda items for which no speakers have registered to provide comment.
- Recommend that comments involving the performance of individual District employees or officers be made through the grievance policy.
- Require that comments involving personally identifiable student information be made through the grievance policy.
- Continue a meeting or an agenda item to another day in order to allow adequate time for public comment.
- Make other reasonable adjustments to the timing of public comment in

accordance with law.

The Board delegates to its presiding officer the authority to make reasonable adjustments to the timing and conduct of public comment in accordance with the law.

The presiding officer will announce these adjustments in an open meeting.

3. Topics: All comments from members of the public must address a matter related to the North East Independent School District. Speakers will also be required to address the Board on the specific topic they identified on the sign-up sheet. If a speaker fails to restrict his or her comments to the topic identified on the sign-up sheet, the Board President, or other member presiding over the meeting, shall immediately interrupt the speaker to request that the comments remain on the identified topic. Should a speaker refuse to comply with this request, he or she will lose the opportunity to continue addressing the Board during the current meeting

The Board will not hear public comments during the Matters from the Floor portion of the agenda, or any other time public comment occurs at a regular meeting, that involves a personnel action, a student disciplinary matter, a complaint about a particular student, a pending grievance or pending litigation.

To the extent this occurs, the Board President, or other member presiding over the meeting, shall immediately interrupt the speaker and, if applicable, direct the speaker to avail themselves of the applicable grievance policy or other appropriate procedure for addressing particular concerns or to ensure that further comments do not discuss any of the impermissible topics listed herein.

Failure to comply with these requirements may result in immediate revocation of that speaker's privilege of addressing the Board during the current meeting or possibly at future meetings.

4. Decorum: The Board expects that each speaker will be courteous, respectful, and model for our students how one can conduct themselves in a professional manner even if one disagrees with another's views. Speakers shall address their comments directly to the entire Board from the podium provided in the meeting room and shall not approach the members without express permission from the Board President or other member presiding over the meeting.

Any person, whether speaking to the Board or not, who engages in disruptive action during a Board meeting will be warned and, if the action persists, required to leave the meeting room.

If necessary, the Board President or member presiding over the meeting may request assistance from law enforcement to remove a disruptive person from the meeting room.

5. Written Comments: Any person may have access to the Board at any time by submitting their written comments either by mail addressed to: Board of Trustees, 8961 Tesoro Drive, 6th Floor, San Antonio, 78217, or by electronic mail at board@neisd.net. Any person whose privilege to address the Board at a regular meeting has been revoked shall nevertheless have the ability to submit his or her concerns to the Board in writing at any time through the means in this paragraph. Such comments shall be subject to the same requirements made of those made during open meetings.
 6. The Board Secretary shall recognize persons who sign up to address the Board. Should the Board Secretary not be present for a meeting, the presiding officer shall designate another trustee in attendance to serve this purpose.
 7. The Board Secretary is responsible for setting the device that will keep track of the speakers' allotted time.
 8. The presiding officer will provide two warnings after the device has sounded to signal the end of the allotted time.
 9. Persons wishing to distribute any written handouts must get permission from the presiding officer prior to giving the handouts to the Superintendent's Administrative Assistant for distribution to the Board.
- C. Board response to persons addressing the Board during "Matters from the Floor"
1. The Board will not engage in dialogue with the speaker during the Board

meeting.

2. The Board shall not deliberate or make decisions regarding any subject that is not on the posted agenda.

D. Members of the community are welcome to address the Board during Special called meetings. However, public comment is limited to the item(s) listed on the agenda posted with notice of the special called meeting. The sign-up form, located in the lobby of the RAMEC building, will be available forty-five (45) minutes prior to the scheduled start of the meeting and remain available for forty (40 Minutes). Please refer to item VI-B Guidelines for Hearing Public Comments during Matters from the Floor for all guidelines regarding this time.

E. Public Hearings and Other Community Events

1. The Superintendent may schedule public hearings to address community interest on a particular issue.
2. During public hearings and community events, the Board is assembled only to gather information, unless otherwise posted. Should it be anticipated that a quorum of the Board will attend an event not otherwise excluded from open meetings requirements where District business is discussed, notice of the presence of the quorum shall be posted even if the Board will not take action on any matter.
3. Where appropriate and/or legally required, a person or representative of a group or organization shall sign up prior to the beginning of the hearing. On the day of the hearing, the sign-up sheets are available in the lobby of the RAMEC building, 8961 Tesoro Dr. until the start time of the hearing following executive session, if any, until 6:15 PM, as posted on the agenda.
4. There may be a limit to the number of speakers who may speak during a public hearing and other community events.

5. The Board delegates to its presiding officer the authority to make reasonable adjustments to the timing and conduct of public comment in accordance with the law at any meeting, public hearing, or other event where public comment occurs. The presiding officer will announce these adjustments in an open meeting.
 6. No person is permitted to sign up for another person or to exchange time or yield time.
 7. The Board will not engage in dialogue with the public during the public hearing. The Board may provide specific factual information or recite existing policy to clarify inquiries or issues raised, unless the member of the public's comments are about a posted agenda item.
- F. Discussion of individual employees or students by the Board or audience.
1. Specific complaints about individual district personnel shall be processed through the applicable District grievance policy.
 2. The Board requests that citizens not refer to students or employees by name during matters from the floor or during a public hearing.
- G. The Board shall observe the parliamentary procedure as outlined in *Robert's Rules of Order Newly Revised*.
1. All discussion shall be directed solely to the business currently under deliberation.
 2. The presiding officer has the responsibility to keep the discussion to the matters and/or motion at hand and shall halt discussion that is not relevant to the business before the Board.
 3. The presiding officer shall recognize a Board Member wishing to comment.

- H. For specific legal policies related to public participation at Board meetings, see Board Policy BED (Legal) and (Local) available on-line at <http://pol.tasb.org/Home/Index/179>.

VII. Voting

- A. No item shall be acted upon by the Board unless the item is posted in the public notice for a duly-called meeting.
- B. When an item for action on the agenda is reached, the following procedure will apply:
1. The Board President shall read/announce the item for action.
 2. The Superintendent or appropriate staff member may make a comment, statement, recommendation, or presentation regarding the item.
 3. The Board may discuss the item and raise questions to the Superintendent and/or staff members regarding the information presented by the administration.
 4. Action is taken by means of a motion and a second, followed by discussion focused on the motion being considered, and then a vote of Board Members present. A board member may abstain from a vote, but must publicly and clearly state their abstention for the record. The Board also has the option of not taking action on an item. In order to pass, a majority of Board members present at the meeting must vote in favor of the motion..

VIII. Internal Audit

- A. The Board shall have the responsibility to hire the Director of Internal Audit

(Director).

- B. The Director shall ultimately report to the Board but shall be subject to day-to-day direction by the Superintendent.
- C. The Board, with feedback from the Superintendent, will perform the Director's annual evaluation.
- D. The Director will meet quarterly with the Board in a special called meeting to discuss the audits and work in progress of that quarter. As necessary and in accordance with applicable law, the Board will retire to closed session to discuss audit information and reports in compliance with applicable law.
- E. Once an audit is complete, the Director will submit the audit report to the Board, Superintendent and affected management. These will be discussed in the quarterly meeting.
- F. Individual board members shall have no authority to direct audits. Audit selection shall be based on the Internal Audit's annual risk assessment and feedback from the Superintendent and Executive Staff. If an individual board member has a request for an audit, he or she must submit the request to the Board President (or Vice-President, if appropriate), who will then place it on the next available meeting agenda for consideration. The audit request must be approved by the Board at a duly called meeting.

IX. Evaluation of the Superintendent

- A. As outlined in Board Policy BJCD (Legal) and (Local), the Board will review the Superintendent's performance annually in compliance with applicable law.

X. Evaluation of the Board

- A. The Board will annually, along with the Superintendent, complete a self-assessment of the team of eight.
Results of the self-assessment will be reviewed and discussed by the team of eight in

executive session.

XI. Misconduct by a Board Member

- A. Any Board member who violates these Board Operating Procedures or Board Policy is subject to discipline by the entire Board as set forth herein. Potential violations can include, but are not limited to, conduct unbecoming of a Board member that is or may be a disruption to the business or reputation of the District and/or the Board.
- B. Should the Board learn of conduct by an individual member that may be a violation as referenced above, the Board President, in conjunction with the Superintendent or designee and the District's legal counsel and/or internal auditor, shall be charged with taking any necessary steps to gather information to determine whether a violation has occurred. In the event the Board President's conduct is at issue, the Board's Vice-President shall engage in the necessary gathering of information in accordance with the process set forth below.
- C. As part of the information gathering process, the Board President can request that the Board member whose conduct is being reviewed appear for an informal individual meeting to discuss the issue(s) under review. The Board member will be required to attend the meeting. If the Board member is unable to attend the meeting on the date and time given by the Board President due to a pre-existing schedule conflict, the member shall provide a minimum of two alternative dates and times for the meeting, after which it will be scheduled. The Board President may request that the Superintendent or designee, the District's legal counsel and/or the internal auditor, attend the meeting. At this meeting, the Board member whose conduct is under review will be afforded a chance to respond to the alleged violations. Should the member refuse to attend such a meeting, then that will constitute a violation of these Board Operating Procedures and may itself result in the Board President recommending disciplinary action be taken against the member by the entire Board at a future duly-called meeting. At no time will any informal meeting contain a quorum of Board members.
- D. After the information has been gathered, the Board President, in consultation with the Superintendent or designee, the District's legal counsel and/or internal auditor as necessary, will determine whether the Board member whose conduct is being reviewed may require further disciplinary action by the Board of Trustees. If the Board President determines that the Board member's conduct was not a violation as described above or may have been a violation but has been sufficiently addressed through the informal meeting above, then the Board President shall provide a briefing to the entire Board during the applicable closed session portion of the next available duly-called meeting. The Board member may request that such discussion be held in open session in accordance with applicable law, although the Board may still consult with the District's legal counsel

in closed session for legal advice, also as permitted by law.

- E. If the Board President determines that the Board member in question's conduct is a violation as described above, or if the Board of Trustees, after a briefing from the Board President in accordance with subsection D, believes that a violation may have occurred needing possible disciplinary action, then an appropriate action item will be placed on a Board meeting agenda for consideration during the open session portion of the meeting. Disciplinary actions the Board may take may be one or more of the following, with any and all such actions to be imposed by majority vote of the Board during open session at a duly-called meeting:
 - 1. A letter of concern prepared and directed to the Board member;
 - 2. A public verbal admonishment to the Board member at the Board meeting;
 - 3. A censure, which is a formal reprimand to the Board member for his or her conduct;
 - 4. Exclusion from any or all future NEISD events and/or property, except for Board meetings and those parent-teacher conferences which involve the Board member's own children or those for whom the Board member has a legal duty of care; or
 - 5. If the violation rises to the level required by Texas or federal law, referral to the proper authorities for a petition for removal from office or criminal prosecution, as appropriate.
- F. Relevant factors in considering the appropriate disciplinary action upon a finding that a Board member committed a violation include, but are not limited to, the following:
 - 1. The severity of the violation;
 - 2. Whether the conduct was done in knowing violation of the applicable law, policy or procedure;
 - 3. Whether the violation was intended to personally benefit the accused Board member or someone connected to the accused Board member;
 - 4. Whether the violation was repeated;
 - 5. Whether the violation resulted in any harm or prejudice to the District and/or Board of Trustees, to include any conduct that negatively impacts the standing or reputation of the District and/or the Board as a whole; and
 - 6. Whether the Board member has accepted responsibility for the violation.

XII. Communications

A. Board/Superintendent Communication

- 1. With respect to providing information and counsel to the Board, the

Superintendent shall not fail to give the Board as much information as necessary to allow Board Members to be adequately informed. The Superintendent will communicate information in a timely fashion to all Board Members through:

- a. Board meetings and executive sessions.
 - b. Board packet deliveries.
 - c. Voicemail, text messages or email.
 - d. Telephone calls.
2. Board Members will keep the Superintendent informed via telephone calls, voice mails, text, e-mails, personal visits, dialogue meetings and requests for executive session or open meeting discussions, in accordance with applicable law.
 3. As outlined in Board Policy BAA (Local), the Board's official communication to the operational organization is the Superintendent. However, to facilitate communication, the Superintendent may designate other senior staff members as Board contacts: Chief Financial Officer, Chief of Schools and Leadership, Chief of Operations, Chief of Instruction, Director of Internal Audit, Executive Director of Communications and Superintendent's Administrative Assistant.
 4. Correspondence related to formal complaints or grievances, as described in Board Policies DGBA, FNG, and GF (Legal) and (Local), will not be forwarded to Board Members so that they may maintain their objectivity pertaining to matters that may require Board consideration action in the future at a duly-called meeting.

B. Board Response to Contacts/Correspondence

1. Individual Trustees may communicate with members of the community as they deem appropriate. While the Board strives to be responsive to stakeholders, it is not possible for them to respond to every inquiry due to the volume of correspondence.

2. In compliance with the Superintendent's contract and process set forth in Section XIV of these procedures, any Board member who receives a concern or complaint from a parent/guardian, employee, or community member concerning any District business shall immediately communicate it to the Superintendent for response and handling. The Superintendent will provide the Board member who shared the complaint with what is found in response.
3. Communication addressed to individual Trustees and received in the Superintendent's office are distributed to the Trustees in their Board meeting packet. If an item is urgent or time sensitive, the Trustee is contacted by email or telephone before the Board meeting.
4. Citizens may contact the Board Members by email at board@neisd.net. The Board President acknowledges receipt of the email and informs the sender that the message has been forwarded to the Superintendent's office. The Superintendent ensures that an appropriate response is provided. The Board will also receive a copy of the response.
5. If the Board President responds to an inquiry in writing, all Board Members receive a copy of the response through the Superintendent's Administrative Assistant.
6. The Board of Trustees encourages input, and the confidentiality of individuals will be maintained to the fullest extent possible.

C. Administration Response to Contacts/Correspondence

1. All correspondence addressed to the Superintendent or administration is routed to the appropriate staff members.
2. The appropriate staff members investigate the issues raised in the correspondence and will respond in a reasonable and appropriate manner. It is the goal of the administration to respond to correspondence within 10 working days.

3. The NEISD administration encourages input. Anonymous calls or letters, however, will not receive a reply from the administration.
4. Confidentiality of the person writing the correspondence is appropriately maintained to the fullest extent possible.

XIII. Individual Board Member Requests for Information or Reports

To facilitate the required tracking under Texas Education Code section 11.1512, the Board adopts the following operating procedures:

- A. Tracking is not required by Section 11.1512 when a Board Member requests records or a report during a Board meeting.
- B. If a Board Member, acting in his or her official capacity, requests specific records maintained by the District from the Superintendent outside of a Board meeting, the Superintendent will respond by informing the Board Member that the request is subject to being tracked under Section 11.1512 and providing the member the appropriate form for a Board Member's request for records.
- C. If the Board Member proceeds with the request and completes the form, the administration will track the request and respond in accordance with administrative regulations. For tracking purposes, the "cost" of the request will be calculated as if the Board Member requested one complete set of the records, even if duplicates are provided to the rest of the Board. The cost will be calculated using the Texas Attorney General rules for charges under the Texas Public Information Act. No cost will actually be charged to the Board Member.
- D. If the Board Member's written request seeks access to records that are confidential under the Texas Public Information Act or other law, the Superintendent may provide access to the records in full, provided that the Board Member is making the request in his or her official capacity. If the district provides the records or documents, additional security controls may be required.

- E. If a Board Member wishes to request District Records in a personal capacity, as opposed to his or her official capacity as a Board Member, the member may use the District's procedure for requests for public information by the public. The District will respond to the request following its standard procedures for all public information requests.
- F. Written responses to information requests from a Board member in his or her official capacity will be distributed to all Board Members in a timely manner.
- G. Individual Board Members shall not issue formal written or oral requests for information directly to campus principals or other administrators.
- H. Requests for reports from the administration on a matter of District business constitute a directive to the Superintendent and must be accomplished by a majority vote of the Board at a duly called meeting.

XIV. Citizen or Employee Request/Complaint to Individual Board Member

- A. If parents, students, employees, or other members of the public bring concerns or complaints to an individual Trustee, he or she should listen to the complaint to better understand the critical issues unless it relates to a formal complaint or grievance already filed under Board Policy DGBA, FNG or GF and upon which the Board may be requested to take action. The Trustee must then notify the Superintendent of the concern or complaint received immediately in accordance with the Superintendent's contract. If a formal process is not underway, the Board Member should take the following steps:
 - 1. Refer the parent, student or citizen to the Superintendent and any other appropriate employee or administrator(s) who are in the best position to assist in addressing the concern or complaint. Members do not have the unilateral authority to direct campus employees or administrators, or to otherwise handle the complaint or concern individually, as members may only act as a body corporate at a duly called meeting.

2. Make them aware of the District policies and procedures in place to address citizen concerns or complaints and remind them that Board Members must remain impartial in case the matter requires Board action in the future. Notify the Superintendent in accordance with the applicable contract procedure.

XV. Media Inquiries to the Board

- A. Individual Board Members may respond to media inquiries as they deem appropriate, however, Board Members are required to notify the District's Executive Director of Communications and/or the Superintendent, and the Board President, prior to speaking to the media.
- B. The Board President serves as the official spokesperson for the Board. However, under special circumstances the Board may elect to appoint a different spokesperson for the Board.

XVI. Board Member Visits to a School Campus

- A. Board Members who wish to visit a campus to view a program or activity in their official capacity shall coordinate their visit with the Superintendent's office.
- B. When a board member visits a campus in an unofficial capacity (i.e. as a parent), they must comply with all campus access procedures applicable to a visitor. A Board member shall not use their status as a trustee to secure any special access privileges not available to other visitors.

XVII. Board Training Requirements

- A. The Board must meet minimum annual requirements for training for the period between January 1 and December 31.

- B. For new Board Members, the training requirements include:
1. New Board Member orientation within sixty (60) days of their election to the Board;
 2. Orientation to Texas Education Code Training;
 3. Three hours of Team-Building Training with the Board and Superintendent;
 4. Open Meetings Training;
 5. Evaluating & Improving Student Outcomes;
 6. Ten hours of additional continuing education credits; and
 7. All training required by law.
- C. For experienced Board Members, the training requirements include:
1. Updates to the Texas Education Code;
 2. Evaluating & Improving Student Outcomes (every two years);
 3. Three hours of Team-Building with the Board and Superintendent;
 4. Five hours of additional continuing education credits; and
 5. All training required by law.
- D. At the last regular board meeting before an election of trustees, the Board President shall announce the name of each Board Member who has completed the required continuing education, who has exceeded the required hours of continuing education, and who is deficient in meeting the required continuing education as of the anniversary of the date of each Board Member's election or appointment to the Board. The announcement shall state that completing the required continuing education is a basic obligation and expectation of any board member under SBOE rule.
- E. In addition to required training activities, Board Members are encouraged to join the Texas Association of School Boards (TASB) and attend the TASB convention as well as other relevant conventions, conferences, or clinics.
- F. For specific legal polices related to Board Member training see Board Policy BBD

(Legal) and (Local) available on-line at <http://pol.tasb.org/Policy/Code/179>.

XVIII. Travel Reimbursement

- A. Reimbursement to Board Members for reasonable travel expenses for attendance at regional, state, or national conventions, conferences, and workshops shall be made by the District when attendance is authorized and deemed by the Board to be necessary in the conduct of the public schools. National travel should be placed on a board agenda for consideration.
- B. The District may not pay the travel expenses of spouses and other persons who have no responsibilities or duties to perform for the Board when they accompany a Board Member to Board-related activities.
- C. As specified in Board Policy BBG (Local), in the event that a Board Member received a travel advance for which a balance is due to the District, the repayment shall take place within 60 days of the end of the travel.
- D. For specific policies related to Board Member Travel Reimbursement, see Board Policy BBG (Legal) and (Local) available online at <http://pol.tasb.org/Policy/Code/179>.

XIX. Role of the Superintendent's Administrative Assistant

- A. The Administrative Assistant to the Superintendent shall take the official minutes of each Board meeting, work session, and public hearing and will provide minutes for Board review and approval in a timely manner, no later than two months after the meeting.
- B. The Administrative Assistant to the Superintendent provides clerical and organizational support to Board Members by:

1. Forwarding all Board written correspondence and e-mail to Board Members when a response is appropriate;
2. Maintaining the Board Calendar of Events;
3. Contacting Board Members concerning possible meeting dates and time;
4. Assisting the Board with constituent contacts;
5. Making travel arrangements and reservations for Board trainings or travel to conferences;
6. Maintaining Board files;
7. Tracking completion of Board Member training credits; and
8. Assembling Board packets for Board Members and other duties as assigned by the Superintendent.

XX. Reviewing the Board Operating Procedures

- A. Board of Trustees Operating Procedures will be reviewed and updated in the fall of each election year or, alternatively, anytime as deemed necessary by majority vote of the Board at a duly called meeting and will be part of Board training.