



FROST STUDENT ASSOCIATION

Policy 9 Type: Board of Directors Policy

Name: Director/Member Relationship

One unique aspect of the Frost Student Association is that students make up the entire membership, represent all voting positions on the Board of Directors and also are the primary client of the products and services provided by the Corporation. As a result, it is important to provide clarity and distinguish the relationships between members and Board members.

Directors of the Frost Student Association must identify when they are acting as either a Board Member receiving goods or services or as a members of the Corporation.

Accordingly, the Board shall ensure that:

- 1) Directors of the organization serve students when they are acting as the representatives of the members, not as clients receiving goods or services.
- 2) Directors will be responsible for ensuring the delivery of high quality goods and services, measuring the outcomes of goals and objectives, continually improving service delivery, and getting feedback from the membership.
- 3) Directors shall promptly refer unsatisfied members, using the following chain of command.
 - Firstly, they shall refer members to the staff person responsible for the delivery of the good or service;
 - Secondly, they shall refer unsatisfied members to the President; and
 - Lastly, if the preceding measures or actions prove unsuccessful, they shall discuss, and if appropriate, attempt to resolve the matter as a Board, acting as a unified Board.