



LENORE M. LUCEY, FAIA
EXECUTIVE VICE PRESIDENT, NCARB

Executive Vice President Lenore M. Lucey, FAIA, introduces the senior staff. These six directorates were created as part of last year's restructuring of the Council office to better focus attention in our key areas. The directors and their staff are committed to providing you with the best possible customer service.

Letter From the Executive Vice President

by Lenore M. Lucey, FAIA

In the year since I announced to you the reorganization of the NCARB office structure, we have progressed well into the necessary changes to serve you better. While some of our service response times are still not as quick as we anticipate they eventually will be, we have improved and will continue to do so. The responsibility (and thanks!) for the tremendous amount of work that has gone into the improvements so far is due to the excellent senior staff that has been assembled in the past year and their support staff. The spring 2007 *Direct Connection* introduced to you the two new vice presidents—Stephen Nutt, AIA, Vice President, Programs, and Mary de Sousa, Vice President, Operations. In addition, I spoke about the reorganization that would create six directorates to better focus attention in our key areas.

During the past year we have put the leaders of those directorates in place, with stunning effect on staff morale, responsiveness, and attention to customer service. Let me introduce them to you:

PROGRAMS: ARE®

The Architect Registration Examination® directorate is now headed by Erica J. Brown, AIA. Formerly Assistant Director, ARE Development/Graphics, Erica has been with NCARB for more than four years. She spent much of that time working with Prometric, our testing partner, and with our many volunteers who develop the graphic divisions of the ARE. Her promotion in 2007 to Director, ARE, represents our profound belief in her ability to lead the development of the ARE as it responds to the 2007 *Architecture Practice Analysis* and progresses into ARE 4.0 and beyond. This directorate supports eight ARE-related committees and the BIM Task Force, and Erica personally serves as the NCARB staff representative on the ARE Technology Subcommittee. She also speaks to local and national ARE candidate groups as her schedule permits.

IDP

A newly created directorate to oversee the Intern Development Program (IDP) was an unexpected outcome of the studies leading to the office changes last year. Previously the IDP was administered as part of our Records department, and we determined that it would greatly benefit from a group focused solely on this significant program. Harry M. Falconer Jr., AIA, who started his career with NCARB in 2006 as Assistant Director, Record Services, now focuses his attention entirely on IDP. Harry's responsibilities as Director, Intern Development Program, include reviewing and developing the program both internally through the IDP Committee and task forces and externally through the IDP Advisory Committee (IDPAC). As his schedule permits, Harry accepts speaking engagements with firms and at programs such as regional AIA conventions and the annual AIAS Forum.

Education

Focusing on NCARB's various education initiatives, this directorate is headed by Greg G. Hall, AIA, Ph.D. Greg came to us in 2007 with a significant background in both the academy and practice. His group is in charge of our Committee on Education, the Broadly Experienced Architect (BEA) and Broadly Experienced Foreign Architect (BEFA) programs, outreach programs such as the NCARB Prize and the NCARB Grant, and continuing professional development through our very successful monograph program. Greg also oversees our relationship with the National Architectural Accrediting Board (NAAB), which provides the Educational Evaluation Services for Architects (EESA). This year, Education is preparing a paper to express the Council's voice on architectural education to the NAAB's 2008 Accreditation Review Conference (ARC).

OPERATIONS:**Records**

Our largest directorate touches all of our Record holders, whether students, interns, ARE candidates, Certificate holders, Member Board Members,

Member Board Executives, or our collateral stakeholders. Reorganized and reenergized in 2007 by Douglas J. Morgan, Director, Records, this is the group that is working the hardest to improve the quality and timeliness of our services to all of you. Currently the directorate is the focus of an intense Business Process Reengineering (BPR) study aimed at reviewing and questioning every aspect of how, why, when, and where we process the myriad pieces of information we collect each day. Doug is working hard to improve our customer service to all, so watch for further developments in 2008. In addition, Doug serves on the Committee on Professional Conduct, which adjudicates disciplinary measures relative to interns, ARE candidates, and Certificate holders.

Corporate Affairs

This group is headed by NCARB veteran Susan L. Wise, who will celebrate 25 years with the Council in September. Corporate Affairs is responsible for NCARB's "in-Council" relationships with our 54 Member Boards, each of their Executives, and our national Board of Directors. It is also responsible for our incredible graphics, all electronic and printed communications, the look of our monograph series, the web site, and the *Direct Connection* you are reading. Whether you received it electronically or in printed format, everything that comes from NCARB was edited and designed by Susan's exceptionally talented team. In addition, Corporate Affairs plans and executes some 100 NCARB meetings each year, ranging in size from three to four people, up to 450 people at our Annual Meeting.

Administration

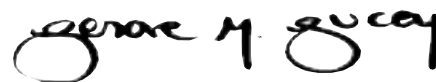
This directorate is headed by Zerrin Sayar, a 13-year NCARB veteran. Hired in 1995 as administrative assistant to the ARE test administration manager, Zerrin moved rapidly to Assistant Director, Human Resources/Administration, before accepting the appointment to Director, Administration, in 2007. In her new position, Zerrin over-

sees everything involved with keeping the NCARB offices up and running: budgeting, accounting, human resources, benefits, mail, disaster recovery, and our excellent and rapidly growing information services group. In 2007, the directorate was challenged with an unexpected office move. While we only relocated from the 11th to the seventh floor of our building, the planning and execution was the same as if we had changed cities. Our modular furniture, computers, telephones and more than 70 people were relocated over a long weekend in December—and we hope you didn't even notice.

ARE, IDP, and the Education Directorates constitute NCARB's Programs group, and report to VP Stephen Nutt. Records, Corporate Affairs, and Administration make up the Operations group reporting to VP Mary de Sousa.

NCARB's senior staff leads a group of dedicated employees who are committed to providing the best possible customer service experience to all of you. Last year we made great strides toward improving our service, and in the coming year we anticipate even greater improvements as we implement additional significant changes.

We appreciate the patience and support you've shown as the new management structure was designed, developed, and constructed. Please continue to let us know how we are doing.



Lenore M. Lucey, FAIA
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