



LENORE M. LUCEY, FAIA
EXECUTIVE VICE PRESIDENT, NCARB

Executive Vice President Lenore M. Lucey, FAIA, shares her thoughts about the many initiatives underway at NCARB designed to improve NCARB's service to you and to the profession.

LETTER FROM THE EXECUTIVE VICE PRESIDENT

Each spring I'm given the opportunity in this column to share with you the many initiatives we have under way at NCARB. As I gathered my thoughts and looked at the editorial calendar for this issue, my first reaction was "Direct Connection *has stolen my thunder.*" Not only are many of the articles in this issue on topics I wanted to address—they are far more comprehensive in their reporting than I can be in this space. So let me touch briefly on a few and encourage you to read this whole issue cover to cover.

BPR – BPR – BPR

You're likely saying to yourself "Show me! I'm tired of hearing about this!" Or maybe even "What is BPR?" We on staff have been excited by this groundbreaking study of NCARB's inner workings that looked at ways we can improve our services. As you read this we're nearly two years into this project, and the implementation of online record applications, online renewals, and electronic reporting of IDP are reaping benefits for all. Coupled with significant changes to the Council's organization, staffing, reporting, and tracking, we have seen considerable

improvement in processing times for all transactions, as well as a significant reduction in backlogged processing. In addition, improved training, supervision, and monitoring have greatly aided customer service staff response times for voice and e-mail transactions. Stay tuned for more improvements as we continue this great project—and move beyond it in the next few years.

It's all about IDP!

Huge change came in January for those in the Intern Development Program (IDP)—the start of e-EVR—electronic Experience Verification Reporting. Interns can now enter, save, and report their experience in an electronic format more familiar to them. In addition, e-EVR notifies their supervisor by e-mail when their report has been submitted and is available for electronic review. Once reviewed and approved by their supervisor, the training units earned are permanently entered into the intern's Record, subject to final evaluation when they complete IDP. Internal and external testing of the e-EVR last fall demonstrated the significant

operational and recording benefits of the new system. The e-EVR is the cornerstone of the Six-Month Rule. All those starting a new NCARB Record on or after 1 July 2009 will be required to use e-EVR to report their IDP experience in time frames that meet the Six-Month Rule. Those who have established an NCARB Record before 1 July 2009 will have until 1 July 2010 until they are also required to comply with the Six-Month Rule; however, we encourage all in the IDP program to begin using e-EVR as soon as possible.

ARE Moves Forward

We had a very successful launch of ARE 4.0 with a flawless testing transition last summer and early fall, although we experienced unplanned delays in initial score reporting for which we apologize. ARE 4.0 candidates

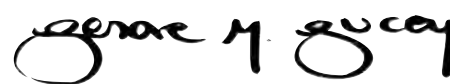
profession needs our emerging professionals to become licensed, and that means established practitioners must support and mentor their growth and development.

We often hear interns say *“I don’t need to be licensed. I’m going to be working in a large firm and someone else will stamp and seal the drawings.”* Or, *“My firm doesn’t support me in any way: no variety of work needed to complete IDP, no study time, no time off for the ARE, no recognition once the ARE is passed. Why should I get licensed if they don’t value it?”* These comments, and more like them, hurt our profession. If you are already providing your interns with guidance and support, thank you! If not, check out what your colleagues are doing in the articles in this issue, and talk to your employees—you’ll

NCARB. After considerable deliberation on the office structure, I announced in July that the Corporate Affairs directorate would re-emerge as the Communications directorate under Kim Kerker. This reflects our increased emphasis on the information exchange between NCARB and you. With this new focus, we have introduced webinars and podcasts on the Six-Month Rule, e-EVR, and other subjects of interest to our constituents. In the coming year, you will also see a complete redesign of the NCARB web site based on a series of interviews, surveys, and focus groups conducted over the last six months.

In addition, this past summer I moved the responsibility for service to our Board of Directors and Member Boards, as well as meeting planning functions to the Office of the Executive Vice President (OEV). Under the steady and inspired guidance of OEV Assistant Director Kathy Hillegas, this group is responsible for making sure that all those who volunteer their services to NCARB have the support they need to provide this invaluable service. In addition, Hillegas and her team support Stephen Nutt, Vice President, Programs; Mary de Sousa, Vice President, Operations; and me with the oversight of all issues NCARB.

NCARB is poised on the leading edge of great change in how we serve you and the profession. Watch for those changes, and please continue to tell us how we are doing. Thank you.



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have found that by integrating the multiple-choice questions and graphic vignettes, the new format allows them to focus and study for one subject at a time. They also like the fact that because the new exam has two fewer divisions than ARE 3.1, they don’t have to make as many trips to the testing center. Learn how one candidate navigated ARE 4.0 and became one of the first to pass all seven divisions. Candidates currently testing in ARE 3.1 will want to make note of some important reminders about the upcoming transition to ARE 4.0 this summer.

Encouraging Licensing

Speaking of the ARE, if your firm is not encouraging your interns to become licensed, you may be losing out on finding and hiring new talent, and on keeping valued and valuable trained employees. The

find they have many ideas that would provide your firm great benefit without great cost.

Who is NCARB?

Well that is truly a bigger question than can be answered here; however, a short answer is inside in the profiles of the architects on staff. There are nine of us—out of a staff of 82—working on the issues that affect you and your practice every day. Most of the architects on staff are part of the Education, IDP, and ARE directorates. You’ll gain insight to why they left private practice for the incredibly satisfying work of advancing our profession.

We also experienced a significant change in staffing when Susan L. Wise, our valued, longtime director of corporate affairs, retired last summer after 25 years with