



ANDREW W. PRESCOTT, AIA
PRESIDENT, NCARB

NCARB President Andrew W. Prescott, AIA, discusses the Council's continuing improvement of service and regulation.

LETTER FROM THE PRESIDENT

NCARB is a very different organization today than it was just a few years ago. It has re-organized staff and re-engineered its business processes to provide vastly improved service to all Record holders and Member Boards. Disciplined objectivity and psychometrics are bringing new levels of validity to the specifications for education, internship, and examination. We've come a long way. However, NCARB is not stopping there. Ongoing success requires periodic assessment of our mission, vision, and values. There is a continuous need to evolve and implement change for the better. Let's look at some of these upcoming improvements and additional efforts to keep the momentum going.

NCARB's Business Process Re-engineering has infiltrated everything we do. We are in the third and final year of Phase One, which examines how to do what we do better throughout the entire organization. You've experienced it with online applications and requests for reciprocity transmittals. You can see it in the smarter way we commu-

nicate and in a more thoughtful approach to our web site. You will see even more improvements in the coming months as we roll out new, more user-oriented "My NCARB Record" and "Members' Only" sections on our web site.

You will see it in IDP 2.0—also to be rolled out in the coming months. This is the epitome of what I spoke about in the previous paragraphs ... following our mission ... evolving ... implementing change. You will see a new IDP that is clearly aligned with current practice, with rules that are more transparent, and processes that are simpler.

You will see it with our customer service—as we constantly strive to be better, quicker, and more efficient.

You will see it with increased benefits to being an NCARB Record holder. In addition to allowing you to be ready for future opportunities being a Record holder now gives you access to our free mini-monograph series and provides you with many excellent ways

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to earn free HSW continuing ed credits. And there are more benefits in the works.

At the NCARB Annual Meeting this past June, some of the current year's initiatives were reviewed. These efforts not only involve close to 100 full-time NCARB staff, but also 175 architect and Member Board Executive volunteers serving on 21 committees and six task forces. The volunteers will be contributing 27,000 hours of time, working on 198 charges. They'll be dealing with the important issues, policies, and decisions that will help NCARB move forward with its mission. As we all know, it takes many years to accomplish the kinds of things that are important to the regulation of the practice of architecture.

With Executive Vice President Lenore Lucey's announced departure in June of 2011, we are also planning for the transition to the next chief staff officer. Our Transition Task Force is well at work. The whole process is a two-year effort that includes a deeper look at NCARB's organization, culture, and way of

doing business. We will consider the roles of the chief staff officer, the chief elected officer, and the Board of Directors. We will also be undertaking a significant strategic planning effort.

The purpose of the Transition Task Force this coming year will be to guide this process of looking at roles and responsibilities. Once these have been defined, we will implement a search for likely candidates, which is expected to take up to nine months. The Board will be making the final selection, but this process will be very collaborative. We will be gathering input from our Member Boards throughout the process. The results of the search, along with the strategic planning efforts of the Council, will be used to create a plan for NCARB's next five to 10 years. This plan and the selection of our new chief staff officer will ensure that NCARB continues to evolve and serve you with the highest level of professionalism.

As your president, I know that all the officers and members of the Board, along with the best staff we've ever had, are fully committed to a coordinated and continuous improvement of service and regulation for the profession.



Andrew W. Prescott, AIA
President, NCARB