

California Architects Board
Communications Committee Meeting
December 19, 2017
Sacramento





Edmund G. Brown Jr.
GOVERNOR

CALIFORNIA ARCHITECTS BOARD
PUBLIC PROTECTION THROUGH EXAMINATION, LICENSURE, AND REGULATION

NOTICE OF MEETING

COMMUNICATIONS COMMITTEE
December 19, 2017

**Communications
Committee Members**

Sylvia Kwan, Chair
Nilza Serrano, Vice-Chair
Denise Campos
Cynthia Easton
Jack Paddon
Ted Pratt
Ronald Ronconi
Krista Roston
Rona Rothenberg

Sequoia Room
2420 Del Paso Road, Suite 109A
Sacramento, CA 95834

*Action may be taken
on any item listed on
the agenda.*

Agenda
11:00 a.m. - 3:00 p.m.
(or until completion of business)

- A. Call to Order / Roll Call / Establishment of a Quorum
- B. Public Comment on Items Not on the Agenda
The Communications Committee may not discuss or take any action on any item raised during this public comment section, except to decide whether to refer the item to the Board's next Strategic Planning session and/or place the matter on the agenda of a future meeting (Government Code sections 11125 and 11125.7(a)).
- C. Review and Possible Action on May 25, 2017 Communications Committee Meeting Minutes
- D. Review and Possible Action on Potential *California Architects* Newsletter Topics
- E. Discuss and Possible Action on the Following 2017-2018 Strategic Plan Objectives to:
 1. Collect Data from Candidates Related to the Licensure Process and Assess the Need of Other Means (Focus Groups) to Better Foster Candidate Clarity
 2. Work with Department of Consumer Affairs (DCA) to Collaborate with the Contractors State License Board (CSLB) and the Board for Professional Engineers, Land Surveyors, and Geologists (BPELSG) to Assess the Feasibility of Developing a Consumer Website in Order to Educate Consumers About the Design and Construction Sector and Strengthen Consumer Protection

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(Continued on Reverse)

3. Promote the Board's Revised *Consumer's Guide to Hiring an Architect, Candidate Handbook*, and *Building Official Information Guide to Keep Stakeholders Better Informed*
4. Explore the Possibility of the Board Participating in Consumer Events as a Means of Communicating Directly with the Public

F. Adjournment

Action may be taken on any item on the agenda. The time and order of agenda items are subject to change at the discretion of the Committee Chair and may be taken out of order. The meeting will be adjourned upon completion of the agenda, which may be at a time earlier or later than posted in this notice. In accordance with the Bagley-Keene Open Meeting Act, all meetings of the Committee are open to the public. This meeting will not be webcast. If you wish to participate or to have a guaranteed opportunity to observe, please plan to attend at the physical location.

Government Code section 11125.7 provides the opportunity for the public to address each agenda item during discussion or consideration by the Committee prior to the Committee taking any action on said item. Members of the public will be provided appropriate opportunities to comment on any issue before the Committee, but the Committee Chair may, at his or her discretion, apportion available time among those who wish to speak. Individuals may appear before the Committee to discuss items not on the agenda; however, the Committee can neither discuss nor take official action on these items at the time of the same meeting (Government Code sections 11125 and 11125.7(a)).

The meeting is accessible to the physically disabled. A person who needs a disability-related accommodation or modification in order to participate in the meeting may make a request by contacting:

Person: Coleen Galvan

Telephone: (916) 575-7205

Email: coleen.galvan@dca.ca.gov

Telecommunications Relay Service: Dial 711

Mailing Address:

California Architects Board

2420 Del Paso Road, Suite 105

Sacramento, CA 95834

Providing your request at least five (5) business days before the meeting will help to ensure availability of the requested accommodation.

Protection of the public shall be the highest priority for the Board in exercising its licensing, regulatory, and disciplinary functions. Whenever the protection of the public is inconsistent with other interests sought to be promoted, the protection of the public shall be paramount (Business and Professions Code section 5510.15).

Agenda Item A

CALL TO ORDER / ROLL CALL / ESTABLISHMENT OF A QUORUM

Roll is called by the Communications Committee Vice-Chair, or in his/her absence, by a member designated by the Chair.

COMMITTEE MEMBER ROSTER

Sylvia Kwan, Chair

Nilza Serrano, Vice-Chair

Denise Campos

Cynthia Easton

Jack Paddon

Ted Pratt

Ronald Ronconi

Krista Roston

Rona Rothenberg

Agenda Item B

PUBLIC COMMENT ON ITEMS NOT ON THE AGENDA

Members of the public may address the Communications Committee at this time. The Committee Chair may allow public participation during other agenda items at their discretion.

(The Communications Committee may not discuss or take any action on any item raised during this public comment section, except to decide whether to refer the item to the Board's next Strategic Planning session and/or place the matter on the agenda of a future meeting (Government Code sections 11125 and 11125.7(a)).

Agenda Item C

**REVIEW AND POSSIBLE ACTION ON MAY 25, 2017 COMMUNICATIONS
COMMITTEE MEETING MINUTES**

The Communications Committee is asked to review and take possible action on the May 25, 2017, Communications Committee Meeting Minutes.

Attachment:

May 25, 2017 Communications Committee Meeting Minutes



Edmund G. Brown Jr.
GOVERNOR

CALIFORNIA ARCHITECTS BOARD
PUBLIC PROTECTION THROUGH EXAMINATION, LICENSURE, AND REGULATION

MINUTES

COMMUNICATIONS COMMITTEE MEETING

May 25, 2017
California Architects Board
2420 Del Paso Road, Sequoia Room 109
Sacramento, CA 95834

Committee Members Present

Sylvia Kwan, Chair
Nilza Serrano, Vice Chair
Denise Campos
Cynthia Easton (arrived at 12:45 p.m.)
Ted Pratt
Ronald Ronconi
Krista Roston

Committee Members Absent

Jack Paddon
Rona Rothenberg

Board Staff Present

Doug McCauley, Executive Officer
Vickie Mayer, Assistant Executive Officer
Alicia Hegje, Program Manager, Administration & Enforcement
Mel Knox, Administration Analyst
Coleen Galvan, Communications Analyst

Guests Present

Jonathan Burke, Board and Bureau Relations, Department of Consumer Affairs (DCA), Executive Office

A. Call to Order/Roll Call/Establishment of a Quorum

Chair, Sylvia Kwan called the meeting to order at 12:02 p.m. There being six members present at the time of roll call, a quorum was established.

Ms. Kwan welcomed the two new members and requested each committee member to provide introduction. Jonathan Burke, Board and Bureau Relations, DCA, introduced himself.

B. Public Comment on Items Not on Agenda

There were no comments from the public.

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C. Review and Possible Action on November 10, 2016, Communications Committee Meeting Summary Report

Ms. Kwan asked for questions, comments, or changes concerning the November 10, 2016, Communications Committee Meeting Summary Report. There were none.

Denise Campos moved to approve the November 10, 2016, Communications Committee Meeting Summary Report.

Nilza Serrano seconded the motion.

Members Campos, Pratt, Ronconi, Roston, Serrano, and Chair Kwan voted in favor of the motion. Member Easton was not present at time of vote. The motion passed 6-0.

D. Review and Possible Action on Potential California Architects Newsletter Articles

Coleen Galvan presented this agenda item. She informed members that the list of articles planned for 2017 had been previously approved by the Communications Committee and compiled into a list by staff. Ms. Galvan stated no action was necessary.

Ms. Campos inquired if each edition of the newsletter allows for an additional article based on necessity, which was answered affirmatively. She suggested that each edition be promoted on Twitter and Instagram. Ms. Campos asked how many e-subscribers the Board currently has. Vickie Mayer replied she would confirm number of e-subscribers and report back. Ms. Serrano asked if the Board had flexibility to mail each licensee and candidate a postcard informing them of Board's newsletter being distributed electronically. Doug McCauley explained that prior to the newsletter being disseminated electronically recipients were informed it would be available online only. Ms. Mayer commented that sending a mass email to over 30,000 addresses could severely impact DCA's server. Ms. Campos asked if the Board could utilize MailChimp or an alternate email marketing service. Ms. Mayer conveyed that email addresses are stored in multiple locations and she was unsure if utilizing MailChimp was a possibility. Ms. Mayer advised that in the past, legal had an issue with utilizing email addresses collected on licensing and renewal applications. She stated legal had opined that candidates and licensees were not given prior notification of the intent of the use of the email addresses.

Ms. Kwan suggested Board staff confirm with the Legal office whether or not email addresses collected on initial licensure and renewal applications could be utilized to increase the distribution of the publication. She also mentioned Board staff should look into utilizing MailChimp or another similar email marketing service.

Krista Roston inquired if there is any place on either the candidate or initial licensure application which asks if a person would like to be added to the mailing list. Ms. Mayer provided an overview of the Board's e-subscriber's list; specifically, self-registered users and stated that it consists of candidates, licensees, and those who are interested. Ms. Kwan restated the Committee members feel the Board should focus upon increasing distribution of the newsletter through social media.

E. Discussion and Possible Action on the Following 2017-2018 Strategic Plan Objectives:

1. Collecting Data from Candidates Related to the Licensure Process and Assess the Need of Other Means (Focus Groups) to Better Foster Candidate Clarity

Ms. Galvan presented this Strategic Plan objective and asked Committee members for suggestions on collecting data for clarifying candidates on licensure process. She informed them that Board staff had recently conducted an informal query of examination and licensure staff of frequently asked questions received from candidates. Ms. Galvan explained the questions could be used to enhance and update applicable webpages for candidates on the Board's website.

Ms. Roston commented that when she began doing research on becoming a licensed architect using the internet, she was directed to the National Council of Architectural Registration Boards (NCARB), not the California Architects Board and suggested doing a compare and contrast of licensure requirements amongst states, and how that information could affect candidates. She conveyed that she chose an alternative path to become licensed. Ms. Roston stated that when researching licensure in California, that one is redirected to the national organization (even when you reside in California). Ms. Roston said that while she was attending an Emerging Professionals' meeting through the American Institute of Architects (AIA) Central Valley chapter, it was the overwhelming opinion of candidates, that NCARB was the ultimate decisive board and did not understand the importance of the Board's jurisdiction requirements.

Ms. Kwan suggested that we focus on how to increase traffic to the Board's website to alleviate any confusion of candidates. Ron Ronconi suggested the frustration candidates experience in obtaining licensure information, often times becomes a deterrent to becoming licensed.

Ms. Mayer stated that NCARB directs candidates to create a NCARB record and then are directed to the appropriate state licensing board. She explained within the content of the email NCARB sends to candidates, it specifically instructs them to apply with their state board. Ms. Mayer opined, the common denominator to frustration, is that candidates do receive instruction via emails, but that emails are not being read.

Committee members discussed that in today's society, people prefer to get a subject-line in emails to capture one's attention. In the same vein graphics are used to tie-in to the subject line of emails (i.e., Woodbury Integrated Path to Architectural Licensure program, a graphic of Woodbury campus). Mr. McCauley explained that as a governmental agency, the Board has to be judicious in usage of graphics unless photograph copyright releases have been obtained.

Local AIA Emerging Professional meetings are held monthly. At the Committee's suggestion, Board staff is to attend as an effort to collect information from candidates. The information received during these outreach meetings would be brought to the next Committee meeting. Mr. McCauley conveyed that the information received locally, could be used throughout California AIA chapters. He also mentioned that the Board collaborates with these chapters and NCARB providing licensure information.

Ms. Campos questioned the Board’s purpose regarding our audience—architects, candidates, consumers. Ms. Mayer stated the Board’s newsletter is focused upon candidates and licensees. She further explained Board staff needs to collect information on what candidates are confused about, before clarification could be provided.

The Board staff will continue working on this objective and it will be included on the agenda for the Committee’s September 2017 meeting.

2. **Working with Department of Consumers Affairs (DCA) to Collaborate with the Contractors State License Board and the Board for Professional Engineers, Land Surveyors, and Geologists to assess the Feasibility of Developing a Consumer Website in Order to Educate Consumers about the Design and Construction Sector and Strengthen Consumer Protection**

Ms. Galvan presented this agenda item and stated the Strategic Plan objective was to assess the feasibility of developing a consumer website in order to educate consumers about the design and construction sector and strengthen consumer protection. Ms. Galvan explained that previously DCA had maintained a joint website on construction and design between the Contractors State License Board (CSLB) and the Board for Professional Engineers, Land Surveyors, and Geologists (BPELSG), but that archived material for this website could not be located.

Ms. Kwan asked who would develop and maintain a joint website. Mr. McCauley stated that part of the objective is to assess the feasibility of a website, which would include a cost analysis, determination of website content, and primary responsibilities of the website development and maintenance.

Ms. Mayer stated another option to consider would be to create consumer content on the Board’s website under “Consumer” information that would link to CSLB and BPELSG and their consumer webpages.

Ted Pratt suggested the Board link to CSLB, as consumers often utilize a contractor. Mr. McCauley also suggested linking to planning and building departments. Ms. Kwan suggested that a letter be written by the Board’s architect consultant, Bob Chase, as he was a former building official, requesting the building and planning department’s link to the Board’s website.

3. **Promoting the Board’s Revised *Consumer’s Guide to Hiring an Architect, Candidate Handbook, and Building Official Information Guide to Keep Stakeholders Better Informed***

Ms. Galvan stated there is a Strategic Plan objective to promote the Board’s updated *Consumer’s Guide to Hiring an Architect, Candidate Handbook, and Building Official Information Guide*. She explained that the three publications are in various stages of being updated. Committee members were asked to discuss distribution methods and identify additional methods once the publications are finalized.

Ms. Mayer suggested that once the publications were updated to create separate dissemination plans for each publication and highlight options for distribution.

Ms. Campos also suggested that the length of the *Consumer's Guide to Hiring an Architect*, could be shortened. Committee members were provided with copies of the *Consumer Tips for Design Projects* which is a distilled version of the guide and disseminated to consumers. Committee members agreed the tips guide was an adequate condensed version and no changes necessary for the Consumer's Guide. Mr. Ronconi stated the *Consumer's Guide* is disseminated through many Silicon Valley building and planning departments.

4. Exploring the Possibility of the Board Participating in Consumer Events as a Means of Communicating Directly with the Public

Committee members were asked to explore the possibility of the Board participating in consumer events as a means of communicating with the public. Ms. Galvan stated that staff had previously attended home shows and that it did not appear that attendees were in attendance for the purpose of hiring an architect or designer.

Ms. Serrano suggested that staff determine who consumers of the Board are, and who would be a credible group to work with. Mr. McCauley suggested that the Board have quality information disseminated through building officials, as it is difficult to provide outreach to a consumer, who may hire an architect once in their lifetime.

Committee members discussed creating a basic newsletter that would link to the Board's consumer webpage. This newsletter would highlight three to five consumer related facts about the Board and be disseminated via email to each legislator with a statement requesting that they forward the information to their respective planning and building departments within their constituency.

Ms. Serrano conveyed to Committee members that she attended training at DCA and obtained a *Consumer Connection* magazine. She explained that there was an article in the publication detailing what a consumer should do when considering building a pool. Ms. Serrano stated this information was invaluable and requested the Board publish an article in this magazine to promote the Board and provide consumer outreach.

Denise Campos moved to recommend the Board work with legislative offices to disseminate information to the building and planning departments within their legislative districts about the Board, and publish an article in California Consumer Connection magazine published by DCA.

Ted Pratt seconded the motion.

Members Campos, Easton, Pratt, Ronconi, Roston, Serrano, and Chair Kwan voted in favor of the motion. The motion passed 7-0.

F. Adjournment

The meeting adjourned at 1:22 p.m.

REVIEW AND POSSIBLE ACTION ON POTENTIAL CALIFORNIA ARCHITECTS NEWSLETTER TOPICS

The article topics below were previously approved by the Communications Committee and were published or will be, in the *California Architects* newsletters in 2017.

Issue 1 Articles:

1. Message from President – 2017-2018 Strategic Plan
2. 2014 California Supplemental Examination (CSE) Test Plan
3. Enforcement Actions
4. Continuing Education and Maintaining Coursework Records
5. Business Entity Reporting Requirement
6. Address Change
7. Integrated Path to Architectural Licensure (IPAL) (University of Southern California school profile)

Issue 2 Articles:

1. Message from President – Disaster Preparedness
2. Enforcement Actions
3. Architects Respond to Natural Disasters
4. Misrepresentation and Unlicensed Practice
5. IPAL (Woodbury school profile)

Issue 3 Articles:

1. Message from President – Consumer Protection
2. Enforcement Actions
3. Written Contract Requirements
4. Board's Architect Consultants
5. Subscriber List Reminder

Issue 4 Articles:

1. Executive Officer's Message – Compliance
2. Enforcement Actions
3. 2016 Examination Results/Statistics
4. Octavius Morgan Distinguished Service Awardees
5. Various Pathways to Licensure
6. Four Stages of a License

In an effort to provide increased distribution of the newsletter, staff worked with DCA Office of Information Services and identified a way to compile all the emails in our systems to distribute the newsletter using ListServe. Beginning with Issue 3, the newsletter was emailed to all licensees and current candidates, which resulted an increase of people being sent the newsletter to 28,049.

Another best practice of the Board is promoting each issue on Board's Facebook and Twitter social media websites.

The Communications Committee is asked to review the list below of suggested article topics for 2018, as well as provide other suggestions for future articles. Items that are recurring in each issue are noted with an (R).

1. President's Message (R)
2. Enforcement Actions (R)
3. Continuing Education Reminder – Maintaining Coursework Records (R)
4. E-subscriber List (R)
5. Social Media – Follow Us on Facebook, Instagram, and Twitter (R)
6. 2017 Octavius Morgan Distinguished Service Award Recipients
7. Architects Practice Act Update
8. Missing Elements of a Written Contract
9. Report of Settlement or Arbitration Award
10. Most Common Violations
11. Landscape Architects – Scope of Practice
12. Revised Disciplinary Guidelines
13. NCARB 2018 Annual Meeting
14. Business Entity Reporting Requirement
15. Filing of Address Requirement
16. Architect Registration Examination (ARE) Updates and Statistics

In addition to the suggested articles listed above for 2018, the following article topics will be incorporated as appropriate:

1. Appointment of New Board Member
2. Architectural Experience Program (AXP)
3. Integrated Path to Architectural Licensure
4. Legislation
5. Updates to the *Building Official Guide*
6. Updates to the *Candidate Handbook*

Agenda Item E

DISCUSS AND POSSIBLE ACTION ON THE FOLLOWING 2017–2018 STRATEGIC PLAN OBJECTIVES TO:

1. Collect Data from Candidates Related to the Licensure Process and Assess the Need of Other Means (Focus Groups) to Better Foster Candidate Clarity
2. Work with Department of Consumer Affairs (DCA) to Collaborate with the Contractors State License Board (CSLB) and the Board for Professional Engineers, Land Surveyors, and Geologists (BPELSG) to Assess the Feasibility of Developing a Consumer Website in Order to Educate Consumers About the Design and Construction Sector and Strengthen Consumer Protection
3. Promote the Board's Revised *Consumer's Guide to Hiring an Architect, Candidate Handbook*, and *Building Official Information Guide* to Keep Stakeholders Better Informed
4. Explore the Possibility of the Board Participating in Consumer Events as a Means of Communicating Directly with the Public

DISCUSS AND POSSIBLE ACTION ON THE FOLLOWING 2017-2018 STRATEGIC PLAN OBJECTIVES TO:

1. COLLECT DATA FROM CANDIDATES RELATED TO THE LICENSURE PROCESS AND ASSESS THE NEED OF OTHER MEANS (FOCUS GROUPS) TO BETTER FOSTER CANDIDATE CLARITY

The Board's 2017-2018 Strategic Plan contains an objective assigned to the Communications Committee to collect data from candidates related to the licensure process and assess the need of other means (focus groups) to better foster candidate clarity.

To address this objective, Board staff met with two different collateral organizations. During an annual meeting (held on August 31, 2017), with The American Institute of Architects, California Council (AIACC) Academy of Emerging Professionals (AEP), a wide range of possible improvements were discussed, such as enhancing information regarding examination preparation, opportunities and challenges from the Integrated Path to Architectural Licensure, and the "wait time" for candidates who fail the California Supplemental Examination (CSE). The group also discussed AEP's "Path to Licensure" infographic, for which Board staff previously provided input. The document portrays a flow chart of the licensure process and is attached.

Board staff also met with AIACC – Central Valley's (AIA-CV) emerging professionals on September 6, 2017, and recapped some of the issues from meeting with AIACC, AEP. The AIA-CV emerging professionals agreed to serve as the Board's informal "focus group" for key issues that will be discussed in future meetings.

Board staff conducted an informal query of examination and licensure staff of frequently asked questions received from candidates. These questions can be used to enhance and update applicable webpages for candidates on the Board's website and develop materials related to the licensure process. Commonly asked questions of licensure staff are included in attachment 2.

An opportunity to collect data may be available via the CSE. Staff is researching whether the examination format can accommodate a survey with questions on key issues. For example, it may be possible to collect information as to how the candidates prepared for the examination, etc. Staff will continue to research this issue, as it could provide a convenient means of collecting highly robust data. In addition, there may be an opportunity for the Board's examination vendor, the Office of Professional Examination Services, to collect supplemental information from panels of recently licensed architects. These individuals are gathered at examination development workshops, so they could present a natural opportunity to conduct focus groups.

At this meeting, the Committee is asked to discuss this information and provide feedback for the Board to consider for achieving this objective.

Attachments:

1. Path to Licensure Infographic
2. Becoming a Licensed Architect – Frequently Asked Questions (FAQs)

PATH TO LICENSURE

1 EDUCATION HIGH SCHOOL DIPLOMA

2 EXPERIENCE NCARB RECORD/LOG AXP

EDUCATION ARCHITECTURAL HIGHER EDUCATION

1. CREATE RECORD ON NCARB.ORG:

- Provide high school graduation date
- Record application: \$100

2. DOCUMENT ELIGIBLE EXPERIENCE (REFERENCE AXP GUIDELINES)

- Experience type and setting must be eligible per the AXP (Architectural Experience Program) Guidelines
- Documented experience must be approved by mentor or supervisor as defined by the guidelines

3. MAINTAIN RECORD

- Visit NCARB Getting Started
- Annual Renewal Fee: \$85
- Maintain NCARB participation and keep your record active

1. EARN A PROFESSIONAL DEGREE FROM A NAAB-ACCREDITED DEGREE PROGRAM:

- Check education guidelines for nationally eligible degree programs
- Complete a NAAB-accredited degree program

NON-TRADITIONAL EDUCATION

1. DON'T HAVE A DEGREE from a NAAB-accredited degree program?

Combine work experience and/or other types of educational experience to fulfill the CAB 5 yr. experience requirement. See:

- CAB Equivalent Experience List

2. IF SEEKING RECIPROcity, be sure to conform to other jurisdictions' requirements

- Review NCARB Registration Board for requirements

3 EXAMINATION ARE EXAMS

1. ESTABLISH EXAM ELIGIBILITY WITH THE CALIFORNIA ARCHITECTS BOARD (CAB)

- Complete application for eligibility evaluation
- Enrollment in AXP and proof of five (5) years of experience or the equivalent (NAAB accredited degree)
- \$100 application fee
- Employment Verification Form and/or school transcripts
- Send request for testing through My NCARB: CAB will set eligibility information via My Examination

2. Decide whether to continue with ARE 4.0 or transition to ARE 5.0

With ARE 5.0 launching November 1, 2016, transitioning from ARE 4.0 to ARE 5.0 isn't a one-size-fits-all option

ARE 4.0

Pros:

- Familiarity with testing format if exams have already been taken
- 3rd party study material is readily available and tailored to the ARE 4.0 structure
- Local AIA components have resources and support generated for the ARE 4.0 structure

Cons:

- ARE 4.0 testing format can be difficult – especially the vignette software
- ARE 4.0 is seven (7) exams
- ARE 4.0 no longer available after June 30, 2018.

ARE 5.0

Pros:

- ARE 5.0 testing format follows the logical progression of a real life project with easier to use question types and the addition of case studies
- If candidates have eligibilities and have passed CDS and PPP under ARE 4.0, they are positioned to transition strategically and take less divisions overall. Also pass SPD and take even one less division in ARE 5.0.

Cons:

- 3rd party study material has not been released at this time
- Local AIA components resources and support may be harder to come by for at least a year
- Testing content and structure is relatively unknown at this time

4 EXAMINATION CSE EXAM

1. CALL NCARB and request transmittal to CAB

2. A CSE APPLICATION will be mailed to the candidate by CAB once all requirements are met

3. TAKE THE CSE EXAM

4. COMPLETE the CAB Application for Licensure

- Verify CAB CSE Eligibility
- Apply for NCARB Certification

More Information and Support:
Visit www.aep.aiacc.org/mentoring

Contact a Licensing Advisor: Leanna Libourel, AIA or Amanda Green, Assoc. AIA



AIA
California Council



Brightwood
ARCHITECTURE EDUCATION

**BECOMING A LICENSED ARCHITECT
FREQUENTLY ASKED QUESTIONS (FAQS)**

GENERAL QUESTIONS

- How can I obtain an architect license?
- May I submit my application and fee for the Architect Registration Examination (ARE) prior to submitting my employment verification forms?
- How is my education or work experience evaluated?
- Can Employment Verification Forms and/or transcripts be submitted from other state boards?
- Why do I have multiple identification numbers?
- What are the Board's typical application processing times?
- How do I schedule an examination with the Board?
- I was "grandfathered" in, why do I have to do the Architectural Experience Program now that I am reapplying?
- How do I update my address with the Board?
- Can I pay the application fees ahead of time or all at once?
- Can I request my examination scores or verification of licensure be sent to another state and is there a fee?
- Can I contact the Board on behalf of a candidate or an architect?
- I have foreign architectural education and/or license; how do I pursue licensure in California?
- What is the status of my application?
- Am I eligible to take the ARE / California Supplemental Examination (CSE)?
- Do the steps for licensure process have to be completed in a specific order?
- What documents do I need to complete and send to the Board?
- Do you accept electronic payments?
- Can I email my application to the Board?
- I updated my address with NCARB. Is there a separate process to update it with the Board?

- How do I “Request Eligibility from California?”
- Does the Board accept online applications and fees?

ARCHITECT REGISTRATION EXAMINATION (ARE)

- Do I need an accredited degree in architecture to be eligible for the ARE?
- Does the Board accept electronic transcripts?
- How much credit will I receive for my degree?
- May I apply for the ARE if I have not graduated or my degree has not been posted to my official transcripts?
- May I receive credit for work experience performed during the acquisition of my degree?
- When can I retake a failed division of the ARE?
- Can I receive credit for ARE divisions passed in another state?
- What is the timeframe for receiving ARE results?
- What is the process for scheduling an appointment to take a division of the ARE?
- What is required if I let my ARE eligibility lapse?
- How does the “Rolling Clock” affect my scores?
- What are the steps after completing the ARE?
- How long does it take NCARB to send my scores and the Architectural Experience Program (AXP) record to the Board after I complete the ARE?
- Do I need to complete the experience and education sections of the application if it will be verified in my Employment Verification Form(s), NCARB Record, or school transcripts?
- Please explain the Board’s five-year eligibility period.
- Can the Board change my exam version from 5.0 to 4.0?
- I applied for ARE through NCARB’s website, what is the status of my eligibility?
- I have passed all the ARE divisions, does NCARB automatically send the AXP record to the Board or do I have to request them to send it to the Board?
- What is the status of my ARE application and what is the typical wait time for processing?
- How do I reactivate my eligibility?
- I completed the Intern Development Program (IDP) / Architectural Experience Program (AXP) a long time ago. Can I obtain those records?
- I cannot locate my previous employers or one or more are deceased. What do I do about my employment verification form?

- Can I take the ARE while completing the AXP?
- May I have an extension to the “Rolling Clock” for a medical reason?
- NCARB has verified my education on their website. Am I also required to submit a transcript to the Board?
- How many years of work experience is required to take the ARE?
- I am a foreign architect. Do I still have to go through the entire licensure process or is there a way to expedite the process?
- I want to appeal my ARE results.
- I have not received a confirmation that the Board received my documents (applications, Employment Verification Form, transcripts, etc.). Has the Board received these documents?
- Do I need a NCARB Record to schedule an exam?
- Do I need to have credit for AXP to become eligible for the ARE?
- What happens after I take the ARE?

CALIFORNIA SUPPLEMENTAL EXAMINATION (CSE)

- Why do I have to wait 180 days before scheduling my retest for the CSE?
- How do I know when I am eligible to take the CSE?
- Does the Board provide any study materials or recommend any courses/programs for the CSE?
- Will I be receiving a testing packet from Psychological Services, Incorporated (PSI) with information about the examination?
- How long do I have to take the CSE once I become eligible?
- Is there a way to download the CSE Application or have it mailed to me so I can submit it during evaluation of my record?
- Is there a sample test or study guide for the CSE?
- I failed my last CSE. Is there an appeal process?
- What is the timeframe to receive the CSE Application once I complete the ARE?
- I have just completed the ARE. What is the next step I need to take to be eligible to take the CSE?
- Where is the CSE application on your website?
- What is the timeframe to receive my “packet” after I submit my CSE application?
- What is the timeframe for scheduling my CSE retest after I have provided the Board with my application and fee? (Prior to 180 days elapsing)
- What is the amount of work experience needed to become eligible for the CSE?

DISCUSS AND POSSIBLE ACTION ON THE FOLLOWING 2017-2018 STRATEGIC PLAN OBJECTIVES TO:

2. WORK WITH DEPARTMENT OF CONSUMER AFFAIRS (DCA) TO COLLABORATE WITH THE CONTRACTORS STATE LICENSE BOARD (CSLB) AND BOARD FOR PROFESSIONAL ENGINEERS, LAND SURVEYORS, AND GEOLOGISTS (BPELSG) TO ASSESS THE FEASIBILITY OF DEVELOPING A CONSUMER WEBSITE IN ORDER TO EDUCATE CONSUMERS ABOUT THE DESIGN AND CONSTRUCTION SECTOR AND STRENGTHEN CONSUMER PROTECTION

The 2017-2018 Strategic Plan contains an objective assigned to the Communications Committee to work with DCA to collaborate with the CSLB and BPELSG to assess the feasibility of developing a consumer website in order to educate consumers about the design and construction sector and strengthen consumer protection.

During the May 25, 2017, Committee meeting it was recommended to update the Board's Consumer's Information webpage. Information on the current webpage includes, the *Consumer's Guide to Hiring an Architect*, verification of a valid license, *Design Limitations Chart for Professionals*, disaster preparedness information, the complaint process overview, and instructions on how to file a complaint. Attached is a draft of the updated webpage content that will include links (and content topics) to the Consumer Information webpages for the CSLB and BPELSG. Board staff also suggest the Committee consider adding a component to include the Landscape Architects Technical Committee Consumer Information website to enhance these efforts.

Once the webpage is finalized, the Board can disseminate an email to "Consumer Related" subscribers and a letter authored by an Architect Consultant to building and planning departments to provide information about the updated consumer content so they can assist in our efforts.

At this meeting the Communications Committee is asked to discuss and provide additional suggestions as to the updated webpage and its promotion.

Attachment:

Proposed Consumer Webpage

PROPOSED CONSUMER WEBPAGE

Learn how to select an architect; check the status of an architect's license; prevent and avoid disputes; understand the complaint process, and more.

Consumer Information about Architects

Consumer's Guide to Hiring an Architect

License Verification

Design Limitations Chart for Professionals

Disaster Preparedness

Complaint Process

Filing a Complaint

Enforcement Actions

Unlicensed Practice Penalty (Individuals without a California license)

Small Claims Guide

Forms

Note: Similar consumer information links have been selected from the Contractors State License Board (CSLB), Board for Professional Engineers, Land Surveyors, and Geologists (BPELSG), and Landscape Architects Technical Committee (LATC) Consumer Information websites. Additional consumer information can be obtained by visiting each of the respective consumer websites.

Consumer Information about Contractors

Hire a Licensed Contractor

Legal Issues

Disaster Help Center

Filing a Construction Complaint

Consumer Information about Engineers

Consumer Guide to Geological and Geophysical Services

Licensee Lookup

How to File a Complaint

Consumer Information about Landscape Architects

Selecting a Landscape Architect

Licensee Search

Complaint Forms

DISCUSS AND POSSIBLE ACTION ON THE FOLLOWING 2017-2018 STRATEGIC PLAN OBJECTIVES TO:

3. PROMOTE THE BOARD'S REVISED *CONSUMER'S GUIDE TO HIRING AN ARCHITECT, CANDIDATE HANDBOOK, AND BUILDING OFFICIAL INFORMATION GUIDE* TO KEEP STAKEHOLDERS BETTER INFORMED

The Board's 2017-2018 Strategic Plan contains an objective assigned to the Communications Committee to promote the revised *Building Official Information Guide, Candidate's Handbook, and Consumer's Guide to Hiring an Architect*, to keep stakeholders better informed. These publications represent the Board's core communication vehicles for three primary stakeholder groups. Currently, the *Consumer's Guide to Hiring an Architect* is available for distribution, although the *Building Official Information Guide* and the *Candidate Handbook* are currently being updated.

Due to the uniqueness of each audience for these publications, considerations for the respective groups and publications are as follows:

Building Official Information Guide: The audience for this publication are the building officials, planning departments, building code organizations, and third-party plan check firms. The updated *Guide* is planned to be available for distribution late 2018 in hard copy, electronically on the Board's website, and promoted on the Board's social media modes, Facebook, Twitter, and Instagram. Planned dissemination methods include:

- Group email to the California Building Officials (CALBO) and the League of California Cities.
- Article in the *California Architects* newsletter.
- Collaborate with organizations (i.e., California Building Standards Commission) to publish an article.
- Distribute copies at the CALBO Annual Business Meeting.

Candidate's Handbook: The audience for this publication are the schools of architecture, The American Institute of Architects (AIA) local components, and American Institute of Architecture Students (AIAS) chapters. The updated *Handbook* is planned to be available for distribution late 2018 in hard copy, electronically on the Board's website, and promoted on the Board's social media modes, Facebook, Twitter, and Instagram. Planned dissemination methods include:

- Group email to the schools of architecture, AIA local components, and AIAS chapters.
- Article in the *California Architects* newsletter.
- Collaborate with schools of architecture (i.e., Integrated Path to Architectural Licensure programs, alumni groups, etc.) to publish an article.

Consumer's Guide to Hiring an Architect: The audience for this publication is consumers. The *Guide* is available in hard copy, electronically on the Board's website, and it will be announced again on the Board's social media modes, Facebook, Twitter, and Instagram. Planned dissemination methods include:

- Group email to local building departments, local Builders Exchanges, local assistance centers, and AIA local components.
- Article in the *California Architects* newsletter.
- Collaborate with local organizations (i.e., Better Business Bureau) to publish an article.
- Provide copies to the Contractors State License Board to distribute to local building departments, local Builders Exchanges, and to local assistance centers.
- Available upon request to consumers, architects, and other interested parties.
- Provide copies to the AIA local components.

Today, the Committee is asked to review distribution methods and identify additional means for staff to research in developing the initial plans.

DISCUSS AND POSSIBLE ACTION ON THE FOLLOWING 2017-2018 STRATEGIC PLAN OBJECTIVES TO:

4. EXPLORE THE POSSIBILITY OF THE BOARD PARTICIPATING IN CONSUMER EVENTS AS A MEANS OF COMMUNICATING DIRECTLY WITH THE PUBLIC

The Board's 2017-2018 Strategic Plan contains an objective assigned to the Communications Committee to explore the possibility of the Board participating in consumer events as a means of communicating directly with the public.

In June 2017, the Board approved the Communications Committee's recommendation from its meeting held in May 2017, to: 1) create a basic e-newsletter article in the Department of Consumer Affairs' *California Consumer Connection* magazine with a link to the Board's website; 2) send an email to every legislator which would include basic facts about the Board; availability of consumer publications (i.e., *Consumer's Guide to Hiring an Architect* and *Consumer's Tips for Design Projects*); and 3) a suggestion to forward the above-mentioned materials to the legislator's respective building and planning departments.

To implement the approved recommendations staff have planned the following topics for the e-newsletter to include:

- Consumer information on natural disasters and mistakes to avoid during the rebuilding, as well as consumer protection tools to ensure projects stay on track;
- *Consumer's Guide to Hiring an Architect* and *Consumer's Tips for Design Projects* are valuable reference materials and are available in quantities upon request. These guides are disseminated through Contractor's State Licensing Board to local assistance centers throughout the state in declared natural disasters;
- Board employs two architect consultants who are available to assist consumers with questions or concerns about the profession; and
- Board's social media websites Facebook, Instagram, and Twitter.

Staff also drafted the proposed email to be sent to the legislators provided in the attached document.

Today, the Committee is asked to discuss the planned topics of the article and review the draft email to the legislators.

Attachment:

Draft Email to Legislators

**Agenda Item E.4
Attachment**

The Honorable [insert full name]
California State [insert Assembly or Senate]

Dear Assembly Member or Senator:

The California Architects Board's (Board) mission is consumer protection and we wanted to provide you with information that may be helpful in your district.

Our licensure standards are preventative protection in that they ensure that California architects have the knowledge, skills, and abilities to practice in a manner that protects the public health, safety, and welfare. The Board also invests in public education to ensure that consumers have information about how to work with an architect. The Board's Enforcement Program; however, is the remedy that consumers can rely upon in the event an architect may not have performed consistent to the standards of the profession.

Disasters are occurring with more frequency and intensity. Architects can take on crucial roles following natural disasters such as fires, earthquakes, and floods. Oftentimes, architects are called upon to assess damage and provide planning, design assistance, and assist in rebuilding of communities. At the time a disaster hits and is declared by the Governor, the Board issues press releases and coordinates with other agencies as appropriate, participates in workshops, and disseminates information throughout consumer assistance centers in affected counties. The Board also employs two architect consultants who are available by a toll-free number to assist victims in the recovery and rebuilding process or with questions or concerns about the profession.

The [Consumer's Guide to Hiring an Architect](#) and [Consumer's Tips for Design Projects](#) are valuable reference materials for consumers on our website and available in quantities upon request. These guides are also disseminated through the Contractor's State Licensing Board (CSLB) to local assistance centers throughout the state in declared natural disasters.

You may wish to share this information with your respective building and planning departments. To request copies of these publications for your district office or local planning and building departments, please contact Gabriel Nessar at (916) 575-7202 or by email at Gabriel.Nessar@dca.ca.gov.

Sincerely,

DOUGLAS R. McCAULEY
Executive Officer

ADJOURNMENT

Time: _____