

AELS Administrator's Report

By Nancy Hemenway

February 2002

Administrator's narrative:

Since our November meeting, staff has primarily processed renewal applications, and exam or comity applications. This period has been extremely busy time for the two of us, and we have, at times, been a bit worn down from the process. But, we generally manage to keep a sense of humor, and have maintained timely processing and responses to inquiries.

Renewal Process

We began on-line renewals for the 2002-2003 individual and corporate renewal cycle on November 6th, 2001.

Approximately, 1100 individual, corporate, LLC or LLP registrants have renewed online as of 2/5/02.

Renewal contacts were numerous (telephone and email). We answered over 600 emails and 500 phone calls (sometimes walking applicants through the entire process). We only received a small percentage of complaints, and were able to identify general areas of problems encountered. For example, our system used "Netscape" as a browser and those using "Internet Explorer"

Staff Changes and Updates

Sue Frederick, our licensing examiner has had time to get familiarity with AELS policies, O.L. policies and procedures, exam cycles, processing exam applicants and comity applicants, and can answer questions about all of our programs. She is always cheerful and helpful to clients, and service is important to her.

It is challenging to find time for my administrator's research and regulation work while during this renewal phase, and we hope that the addition of a 3rd person will bring us more flexibility.

Registered Professional License Statistics:

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As of	6/30/00	6/30/01	11/13/01 2001	11/13/01 2003	2/5/02
Architects	495	526	511	21	465
Engineers:	3,718	3,927	3,825	169	3,547
Civil	2,434	2,557	2,507	98	2,324
Chemical	78	85	86	3	83
Electrical	505	535	517	27	491
Mechanical	574	616	589	35	530
Mining	35	35	33	3	29
Petroleum	92	97	93	4	90
Land Surveyors	587	608	603	25	548
Landscape Architects	6	12	13	15	15
Total Registered	4,806	5,395	4,957	218	4,575
Total:	1/15/01	6/30/01	11/13/01 2001	11/13/01 2003	2/5/02
Corporate	298	325	305	11	232
LLC	1	8	9	0	13
LLP	0	0	0	1	1

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sometimes had problems. We think some of these issues can be addressed next renewal cycle. The routine problems people encountered were:

- a. Sometimes the "Internet Explorer" browser did not allow the fitness questions to load properly (I'd like to find a solution for this but it may not be feasible, or cost effective);
- b. Sometimes the screen froze (would lock up) and applicants could not proceed;
- c. Some people could not easily identify that our site was a "secure" site so they aborted the process;
- d. Frequently, people could not get the license print function to work but when they could not do so, it automatically queued up a webprint;
- e. Sometimes a firewall prevented people from proceeding past the credit card process;
- f. Many people had questions about the corporate renewal process (particularly, that the designated responsible charge parties must renew first);
- g. Many, many people were persistent and ultimately were successful in renewing online;
- h. Many people were extremely patient with the process;
- i. There were 1353 hits to the website and 1104 successful renewals;
- j. We had less than 10 instances when we discovered a person had been charged more than one time;
- k. Our data processing support was excellent; Larry Kemp immediately responded and remedied problems or issues, or trained us on the web statistics tracking system;
- l. We were left with a sense that it was successful, with relatively few complaints, and an overall good, first effort and staff were thanked repeatedly for their efforts to assist applicants.

Board Travel:

Through legislative funding, and strong Division of Occupational Licensing (O.L.) support, Board members and staff have been able to attend several national and regional meetings. I attended the NCARB CCMS Task Force meeting in February, and the NCEES Presidents'

Assembly/MBA meeting, also attended by Bob Miller and found both informative, interesting, and opportunities to continue to network with other Board staff. Lance Mearig and Linda Cyra-Korsgaard are scheduled to attend the CLARB regional meeting in March; and Patricia Peirsol, Daphne Brown (Ex. Comm), and I are scheduled to attend the WCARB meeting.

Legislation:

The legislature passed SB 9, the AELS sunset legislation, and the Governor signed the bill on June 25th, which includes the extension of the landscape architect temporary, non-voting member, along with a letter of intent asking the Board to provide a written report to the Legislature no later than February 15, 2002 on two issues: Continuing Professional Education and Licensure of Architects by Comity. Both matters are on the February agenda for consideration. Architect by Comity proposed regulations are back from public comment that closed on November 5, 2001, reopened January 17th and closed February 20th, with oral comment accepted through February 21st. A proposal for creating a voluntary or mandatory continuing education proposal was held over from the August and November AELS agendas.

The House and Senate introduced legislation last session that would mandate land surveyor standards of practice. The House version (HB 227) had a hearing in House Labor and Commerce Committee. Standards of practice are generally determined by the professional societies. The bill was held over during the legislative interim for work by professional land surveyor societies, and for Board input, and is on the February agenda.

As always, I will continue to strive for AELS staff to provide good service to our clients and the O.L. by providing timely, accurate information to design professionals, and the public, and welcome any and all suggestions how we may better assist them. Feedback is important to us.

