Our Commitment to Communications and Outreach

Communications, and how well or poorly we do it, can be the difference between success and failure. Over the years, I have had many opportunities to investigate why a particular project or situation ran into problems. I have found that the majority of the time, poor communication was a key factor in the resulting unfavorable situation. We all acknowledge the need and importance of good communication, but too often many of the principles and expectations we acknowledge are not followed in our busy day to day activities.

Today we all communicate very differently than we did years ago. I am dating myself with this comment, but I remember early in my professional career when we all were impressed and excited when the first fax machine was installed in our office. Today, I don’t think we even own a stand-alone fax machine in our office! Recently, I have been working on the final touches of updating our corporate “social media” policy to better reflect how we are communicating internally and externally. I had never heard of the concept of social media back in the days of our first fax machine. Advancements in technology have totally redefined how we communicate today. It is difficult to find someone in the workplace today who does not have some kind of smart device that allows 24/7 communication. All of these wonderful technology advancements not only impact each of us at a personal level, but they greatly impact businesses and state agencies such as ours.

Much takes place at TBAE that is important to communicate to all our registrants and interested parties. My fellow Board Members and I understand and expect a high level of communication and outreach to take place by agency staff. Over the years I have personally witnessed how the agency has stepped up the level of communication it provides. Today the Board gets regular updates about the activities and plans from our Communications staff at every meeting. I am always interested in looking at everything the agency does through the filters of: why we do it, how we do it, and how we track measurable results. The Board places communications and outreach as a very high and important priority for our agency.

Under strong staff leadership, I am proud of the efforts and results we are seeing in these areas. To help us measure our results, we have become introduced to the communications metrics of “number of impressions.” In communications terms, one “impression” simply means one person watching and listening to a presentation or class. So 32 people attending a TBAE presentation means 32 impressions. And simply stated, the more impressions, the better.

Factor in costs, however, and the calculation becomes more complex. In short, it can be prohibitively expensive to send TBAE staff across the state to earn impressions in many cases. As you have read in this newsletter before, financial pressures are becoming a larger challenge for TBAE these days. This provides us with the challenge and opportunity to explore other methods of communications and outreach.

With that in mind, TBAE is poised to explore a new set of tools to provide a better—much better—bang for the communications buck.

Under strong consideration for the foreseeable future is a pilot program for offering continuing education courses online via Web conferencing. This is an idea past Customer Service Surveys tell us has the interest of our stakeholders, and the survey recently completed confirms broad interest. The details remain to be set, but the idea is to offer full-credit HSW CE courses to registrants, and perhaps other useful training modules.

Continued on page 3
INSIGHT FROM THE EXECUTIVE DIRECTOR

Does government give a flip?

If you already have renewed your TBAE license this year, you know it wasn’t quite as easy as it always has been. The reason? Fingerprinting, of course.

Reaction to the new law wasn’t expected to be positive, and that prediction turns out to be just about right. TBAE staff have received and responded to thousands of calls and emails about fingerprinting, ranging from tech support or customer service to simply hearing a caller out about his or her views of the new law. That’s part of what we do at TBAE, and why we are here.

It’s become clear that some among our registrant base believe government agencies like TBAE simply don’t give a…hoot. (That’s putting it more nicely than some.) The thinking goes that government is faceless and indifferent, and we even hear commentary with words like “tyranny,” “police state,” and the like.

I submit this to you, my fellow registrants: TBAE gives a hoot, despite our inability to reverse or change the law. Allow me to show you how we give a hoot.

TBAE’s staff of 20—all 20 of us—have been trained in the basics of the fingerprinting law and process. That means everyone on staff has a solid grasp of the operational aspects of fingerprinting, and can answer some questions. Out of the 20 TBAE staff, seven are highly trained to answer nitty-gritty tech support questions, solve problems, and generally provide concierge-like service to get you through the fingerprinting process when things go sideways. The bottom line is this: if you call or write while we’re in the office, you’ll be in contact with the right person, right away. We know our registrants probably don’t like the new law, but we give enough of a hoot to make it as straightforward as possible to comply—or get help when needed.

We’ve also gone out of our way to produce what we believe to be (by far) the most thorough, detailed step-by-step fingerprinting instructions anywhere. We reference this resource (which includes an FAQ, background information, etc.) in almost every reminder email and postcard you see, but just in case, here’s the TBAE fingerprinting HQ: www.TBAE.state.tx.us/PRINTS

In my 20 years of overseeing TBAE and implementing projects, this new fingerprinting requirement has been, by far, the least satisfying. I, too, had to submit my fingerprints, and while I considered it a minor annoyance, I understand how some might see it differently. Even though I’m relatively easygoing about the requirement, it wasn’t exactly something I looked forward to doing. Customer service, or human service, or “give-a-hoot” service, is the core of what we TBAE staff do. All I can control is TBAE, and I can also thank you for pushing your way through a process that isn’t always pretty.

I appreciate the forbearance of all who have sent their prints, and if you need assistance, we’re here to help.

Regards,

Cathy L. Hendricks
RID/ASID/IIDA
Executive Director

For the latest information about fingerprinting, visit:
www.TBAE.state.tx.us/PRINTS
Six ways to avoid fingerprinting problems

1. Get started early. We can’t stress this enough, particularly for out-of-state or overseas registrants. Quite simply, the process takes time, and it’s impossible to predict just how much time; we’ve seen turnarounds as short as one day, and as long as a month or more. We recommend starting a good two months prior to your renewal date, just to be on the safe side.

2. Keep your documentation. It’s not a requirement, but it’s a great idea to keep photocopies of your forms, your mail or parcel carrier receipts (certified mail, UPS, FedEx, etc.), appointment confirmations, and the like. In the event of some unforeseen problem, these documents could help you out.

3. If you’re not a Texas resident, consider sending your prints to the vendor in Springfield, Illinois by parcel carrier or certified mail. A tracking number, delivery receipt, and other information may be useful in some instances (such as if you need to prove submission of prints prior to your renewal deadline). This isn’t a requirement, but it’s proven to be a good idea.

4. Print out the step-by-step instructions (either for in-state registrants or for out-of-state registrants, depending on which applies to you) while scheduling your appointment or registering your information. We wrote these instructions to make the process as simple as possible, and those who use them seem to appreciate our efforts. For out-of-state registrants and applicants, in particular, the instructions help navigate some counterintuitive parts of the vendor’s Web site.

5. Be prepared to do your prints again; it’s rare, but it could happen. In a small number of instances, the fingerprints submitted may be rejected for quality reasons. (In no case is this the fault of the registrant!) Should the vendor notify you of this, you will need to get fingerprinted again—at no cost, if you follow the vendor’s instructions. Your second submission will be your last submission, even if the second set of prints is unusable. We will process the background check a different way, without bothering you a third time.

6. Get started early. We have learned that this is, by far, the number one cause of fingerprinting-related grief—so we listed it twice.

for other audiences such as building officials and students. Offering these services without the expense of staff travel (or attendee travel, for that matter) will be of great benefit to everyone involved—and especially for the agency’s bottom line.

Another idea staff is exploring is delivering prepackaged CE or informational video-based courses or news alerts, such as YouTube videos. While the details may be daunting (for TBAE’s purposes, video production isn’t as simple as point-and-shoot), the possibilities for learning are wide open and worth a close look by TBAE staff and leadership.

We feel that by continuing our well-regarded outreach program as it is, and adding new services and opportunities as described above, we’ll be able to do more good for the public and for TBAE stakeholders like you—all with a close eye on agency finances. As Chair of a self-financed state agency like ours, I keep my eye on both how we communicate and the bottom line because I know you expect no less of your Board’s leadership.

Alfred Vidaurri, Jr.
AIA, AICP
Chairman
Springing into 2014 with one last reminder

In April of 2012 the Board announced the new Continuing Education (CE) changes going into effect in calendar year 2013. All registrants went from taking 8 hours of CE per year to taking 12 hours. Additionally, the CE period went from the renewal cycle period to a calendar year period. In other words, all TBAE registrants were required to have completed 12 hours of CE before December 31, 2013.

When the rule was first adopted and the TBAE went about getting the message out, we didn’t just send an email reminder and mention it in the newsletter. There was a lot to take in, so we did as Winston Churchill suggested: “If you have an important point to make, don’t try to be subtle or clever. Use a pile driver. Hit the point once. Then come back and hit it again. Then hit it a third time—a tremendous whack.”

Well, I can assure you we hit it more than three times (in this newsletter alone), we talked about it during presentations, we sent out reminder after reminder, and we invited all of you to ask all the questions needed to assure your understanding of the new rule. Even so, some confusion remains. With that in mind, we’re going to touch on the new requirement once again.

All registrants, regardless of birth month, are required to complete 12 hours of continuing education during the calendar year, January 1 through December 31. This new rule was first implemented for calendar year 2013. In February of this year (2014) the first audit letters with the new criteria were sent out. All registrants who received the audit letters were required to show proof of completion of 12 hours of CE. If you are a TBAE registrant, you might ask yourself: “If I received an audit letter today, could I show proof of completion of the 12 hours for calendar year 2013?”* If you don’t know the answer, I would suggest you call or email me and I can get you pointed in the right direction. If you know you have your CE for calendar year 2013, that’s great and I would simply ask that you keep in mind the additional 12 hours due by December 31, 2014.

Twelve hours of continuing education equates to one hour of CE a month, it’s not a difficult task considering the peace of mind that comes with knowing you’re covered. With hundreds of providers eager to help you earn CE, you have a great many options. I can’t recommend any provider in particular, of course, but I am always happy to point you in the right direction should you need some guidance with your CE.

* Registrants were permitted to use any hours accrued after their 2012 expiration date to apply to the 2013 twelve hour requirement.

Contact Tony Whitt directly about continuing education issues!
PHONE: 512-305-8528 • EMAIL: ce@tbae.state.tx.us

Architectural exam candidates: Two new changes to the Intern Development Program

The employment duration requirement is no more
The elimination of this requirement allows interns to earn work experience for short-term projects and/or experience obtained over a winter or summer break while in school. Before, interns were required to work for 15 hours per week for eight consecutive weeks to earn experience toward the IDP.

Simplified IDP Eligibility Requirement
Now interns can earn experience straight out of high school, and will no longer need to submit a form to set their eligibility date. Prior to rule change, interns could establish an IDP eligibility date by enrolling in a NAAB-/CACB-accredited degree program; enrolling in a pre-professional architecture degree program; or being employed in experience setting A after obtaining a high school diploma.

Learn all about the current IDP in the latest version of the IDP Guidelines.
Disciplinary Action

In order to ensure compliance with continuing education responsibilities, TBAE staff audits 10 percent of its registrants each year through a random selection process. All of the continuing education enforcement cases brought to the Board at the February and May, 2014 meetings stem from the random audit program. The cases reflect the most common violations: (1) failing to complete adequate continuing education hours during a program year, (2) failing to maintain continuing education records and verification of participation in CE activities for a period of five years, (3) falsely certifying, at the time of renewal, compliance with continuing education responsibilities, and/or (4) failing to respond to a request for information within 30 days. Each infraction is subject to a standard administrative penalty.

Registrant and Non-Registrant Cases
February Board Meeting

Garrison, Michael $6,000.00
Austin, TX
Violation of 1051.801(a)(3) and 1051.702

During a period when Mr. Garrison was not registered to engage in the practice of architecture, he prepared and issued five (5) sealed sheets of architectural plans and specifications for a single family residence in Austin, TX.

Jetton, Sheila $800.00
Dripping Springs, TX
Violation of 1051.801(a)(1)

Ms. Jetton is not now and never has been registered to engage in the practice of architecture. In late 2011, Ms. Jetton prepared and issued four (4) sheets of architectural plans and specifications for a project located in Kyle, Texas. The project had a total floor area of 10,000 square feet and was intended to be used as a church.

Pappageorge, George $2,000.00
Chicago, IL
Violation of Rule 1.68(b)

Mr. Pappageorge is a registered architect in Texas. On June 1, 2009, Mr. Pappageorge requested a change of status from active to inactive and became inactive on June 2, 2009. In calendar years 2011 and 2012, he provided architectural services for a project located in Houston, Texas.

Taniguchi, Evan $1,000.00
Austin, TX
Violation of Rule 1.104(a)

By affixing his architectural seal to construction documents which were not prepared by his or under his supervision and control, Mr. Taniguchi violated 22 TEX. ADMIN. CODE §1.104(a) which prohibits an architect from affixing his/her seal to a document unless it was prepared by the architect or under the architect’s supervision and control. Although Rule 1.104(b) allows an architect to add to the work of another and affix his or her architectural seal to the work, the architect must clearly identify the portion of the work he or she prepared and identify that the seal applies only to that portion of the work. Mr. Taniguchi did not clearly indicate the changes he made and note in writing that his seal applies only to those changes. However, he did include an explanatory statement on each sheet bearing his seal, which the Board considered a mitigating circumstance.

Taylor, John $10,000.00
Dallas, TX
Violation of 1051.703(a) and 1051.801(a)(1)

Neither Mr. Taylor nor his firm is registered to engage in the practice of architecture in Texas. In February of 2010, during a time in which no registered architect was associated with his firm, Mr. Taylor prepared architectural plans and specifications for a project in Bosque County.

May Board Meeting

Chase, Mike $16,000.00
Austin, TX
Violation of TEX. OCC. CODE ANN. §1051.702(b)

Mr. Chase, who is not and never has been registered as an architect, hired a registered architect to provide a site study for a project, including information regarding applicable buildable area and height limitations. The architect did so, producing and sealing drawings. Mr. Chase asked the architect to seal and sign associated prototypical designs for the project, which the architect declined to do.

Subsequently, Mr. Chase photocopied the architect’s seal and affixed it to eight sheets of prototypical drawings for submission to the City of Austin’s permitting office. The architect had no knowledge of this occurrence until later, at which time the architect informed TBAE staff.

Townsend, Phillip B. $3,000.00
Wichita Falls, TX
Violation of TEX. OCC. CODE ANN. §1051.351(a) and 1051.701

Mr. Townsend is a registered architect in Texas. From January 1, 2012 to June 3, 2012, his registration was delinquent due to failure to renew. During that time, the registrant provided architectural services on at least five separate projects. The respondent was cooperative during the investigative process, and accepted responsibility for his actions.

Continued on next page
Disciplinary Action (continued)

Tyler, Lance  $2,500.00
Dallas, TX
Violation of TEX. OCC. CODE ANN. §1051.701(b)
Mr. Tyler is not registered as an architect in Texas, nor is his firm. In 2012 Mr. Tyler’s firm, Bella Vista Company, represented via its Web site, a business sign, and a magazine advertisement that it offered architectural services. In 2009, the respondent received a warning letter from TBAE addressing the same or similar conduct.

The following four cases are presented here together and arose from the same events. Each case was considered individually, but the case summary herein pertains to each respondent equally.

Gignac, Raymond D.  $17,500.00
Corpus Christi, TX
Violation of Board Rule 1.147

Hernandez, Joel E.  $10,000.00
San Antonio, TX
Violation of Board Rule 1.147

Nigaglioni, Irene M.  $10,000.00
Dallas, TX
Violation of Board Rule 1.147

Powell, James Ian Adams  $15,000.00
Conroe, TX
Violation of Board Rule 1.147

All four respondents (“the Team”) are registered architects in Texas. In August of 2011, the Team appeared before the Corpus Christi Independent School District (CCISD) Board of Trustees, seeking selection to provide architectural services for a new middle school. During its presentation, the team mentioned potential savings and “economies of scale” that could arise out of the Team’s already-existing design activities for another CCISD project, and a PowerPoint slide made the same general claim. These activities were not a violation of statutes or TBAE rules.

However, during the same presentation, the Team referenced “Design Team Savings” of “$100,000-$135,000,” and a PowerPoint slide made the same specific claim. By doing so, the Team violated Board Rule 1.147, which prohibits the disclosure of information related to professional fees to a governmental agency prior to qualifications-based selection. The Board determined that because the savings were not created merely to secure the contract for the project and arose out of work already performed for CCISD, the Team was not aware of violating and did not intend to violate Board Rule 1.147.

In addition to the individual administrative penalties listed, each respondent has agreed to attend two hours of professional ethics training within 12 months of the Board’s approval of the Agreed Order.

Continuing Education Cases

February Board Meeting

Bengston, Gary  $700.00
Farmers Branch, Texas
• Falsely reporting completion of CE responsibilities in order to renew registration

Appel, Jennifer  $500.00
Houston, TX
• Failure to maintain adequate records of CE activities for a period of 5 years

Armstrong, Ted  $700.00
Fort Worth, TX
• Falsely reporting completion of CE responsibilities in order to renew registration

Bache, Debra Lee  $500.00
Kingwood, TX
• Failure to maintain adequate records of CE activities for a period of 5 years

Batho, Robert T.  $700.00
Houston, TX
• Falsely reporting completion of CE responsibilities in order to renew registration

Blonski, Arcadio  $700.00
Houston, TX
• Falsely reporting completion of CE responsibilities in order to renew registration

Boggio, Michael A.  $1,450.00
Franklin, MI
• Failure to timely complete CE requirements within the program year
• Falsely reporting completion of CE responsibilities in order to renew registration
• Failure to respond to a Board inquiry within 30 days

Eckols, Donald E.  $700.00
Austin, TX
• Falsely reporting completion of CE responsibilities in order to renew registration

Evans, Evan U.  $500.00
Plano, TX
• Failure to maintain adequate records of CE activities for a period of 5 years

Henderson, Mark W.  $500.00
Houston, TX
• Failure to maintain adequate records of CE activities for a period of 5 years

Hiza, Carolyn F.  $700.00
Pflugerville, TX
• Falsely reporting completion of CE responsibilities in order to renew registration
<table>
<thead>
<tr>
<th>Name</th>
<th>Amount</th>
<th>Location</th>
<th>Offenses</th>
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| Huerta, Javier    | $750.00| Brownsville, TX | • Failure to maintain adequate records of CE activities for a period of 5 years  
• Failure to respond to a Board inquiry within 30 days |
| Kniffen, Anne E.  | $500.00| Dallas, TX    | • Failure to maintain adequate records of CE activities for a period of 5 years |
| Lam, Nai          | $700.00| Frankston, TX | • Falsely reporting completion of CE responsibilities in order to renew registration |
| Langford, Steven W.| $700.00| Santa Ana, CA | • Falsely reporting completion of CE responsibilities in order to renew registration |
| McIntyre, Timothy A.| $700.00| Austin, TX    | • Falsely reporting completion of CE responsibilities in order to renew registration |
| McMillan, Ben S.  | $500.00| Houston, TX   | • Failure to maintain adequate records of CE activities for a period of 5 years |
| Mendoza, Gary A.  | $250.00| Dorchester, MA| • Failure to respond to a Board inquiry within 30 days |
| Monsanto, Hugo E. | $500.00| Waxahachie, TX| • Failure to maintain adequate records of CE activities for a period of 5 years |
| Montgomery, Robert E.| $700.00| Houston, TX   | • Falsely reporting completion of CE responsibilities in order to renew registration |
| Moore, Sherry R.  | $500.00| Sugar Land, TX| • Failure to maintain adequate records of CE activities for a period of 5 years |
| Mullican, Gerri P.| $500.00| Galveston, TX | • Failure to maintain adequate records of CE activities for a period of 5 years |
| Oberholzer, Mark A.| $700.00| Austin, TX    | • Falsely reporting completion of CE responsibilities in order to renew registration |
| Rickard, Susan E. | $700.00| Allen, TX     | • Falsely reporting completion of CE responsibilities in order to renew registration |
| Robert, John E.   | $500.00| Cupertino, CA | • Failure to maintain adequate records of CE activities for a period of 5 years |
| Robertson, Stan A.| $700.00| Lubbock, TX   | • Falsely reporting completion of CE responsibilities in order to renew registration |
| Scoggins, William Curtis| $700.00| Garland, TX   | • Falsely reporting completion of CE responsibilities in order to renew registration |
| Sorenson, Mark E. | $700.00| Madison, WI   | • Falsely reporting completion of CE responsibilities in order to renew registration |
| Swanteson, Catherine L.| $1,700.00| Bryan, TX    | • Failure to timely complete CE requirements within the program year  
• Falsely reporting completion of CE responsibilities in order to renew registration  
• Failure to respond to two Board inquiries within 30 days |
| Vernooy, David Andrew| $500.00| Lubbock, TX   | • Failure to respond to two Board inquiries within 30 days |
| Wellman, Parke R. | $500.00| North Kansas City, MO | • Failure to maintain adequate records of CE activities for a period of 5 years |
| Gordon Yeatts     | $1,700.00| Houston, TX   | • Failure to timely complete CE requirements within the program year  
• Falsely reporting completion of CE responsibilities in order to renew registration  
• Failure to respond to two Board inquiries within 30 days |
| Young, C. Cal     | $1,700.00| Plano, TX     | • Failure to timely complete CE requirements within the program year  
• Falsely reporting completion of CE responsibilities in order to renew registration  
• Failure to respond to two Board inquiries within 30 days |
| Young, Erron A.   | $250.00| Dallas, TX    | • Failure to respond to a Board inquiry within 30 days |

**May Board Meeting:**

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<th>Location</th>
<th>Offenses</th>
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| Brink, Thomas C. | $1,200.00| Dallas, TX   | • Failure to timely complete CE requirements within the program year  
• Falsely reporting completion of CE responsibilities in order to renew registration  
• Failure to respond to two Board inquiries within 30 days |

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<td>Dierkes, David</td>
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For the latest news and updates, visit: www.tbae.state.tx.us
Change of Address
Please make sure that we have your current mailing and email address so we may send your renewal notice to you in a timely fashion. You may update your own record by logging in to your online account on our Web site, www.tbae.state.tx.us. You can also mail or fax 512.305.8900 the address change along with your signature. We will send renewal reminders to registrants at the e-mail address on file with TBAE, so be sure to keep your valid and unique email address updated.

Upcoming Board Meetings
• July 25, 2014 – Room II-350 (Rules Committee)
• August 21, 2014 - Room III-102
• October 30, 2014 - Room II-225

The mission of the Texas Board of Architectural Examiners is to protect the public health, safety, and welfare through the regulation of the practice of the professions of architecture, landscape architecture, and interior design.

Executive Director
Cathy L. Hendricks, RID/ASID/IIDA

Board Members
Alfred Vidaurri, Jr, AIA, AICP
Chair, Architect Member; Term ends 1/31/15
Debra Dockery, AIA
Vice-Chair, Architect Member; Term ends 1/31/17
Paula Ann Miller
Secretary-Treasurer, Public Member; Term ends 1/31/17
Chuck Anastos, AIA – Architect Member; Term ends 1/31/19
H.L. “Bert” Mijares, AIA – Architect Member; Term ends 1/31/15
Corbett “Chase” Bearden – Public Member; Term ends 1/31/15
Sonya B. Odell – Registered Interior Designer Member; Term ends 1/31/17
Chad Davis, RLA – Landscape Architect Member; Term ends 1/31/19
Davey Edwards, PLS, GISP – Public Member; Term ends 1/31/19

Registrants, please encourage your interns to sign up for the TBAE list serve for important news and updates.