



National Kitchen & Bath Association

December 21, 2009

Mary Sterling
Indiana State University
318 North 6th Street
Interior Design Department
Terre Haute, IN 47809

Received
FEB 17 2010
Academic Affairs

Dear Professor Sterling:

The National Kitchen & Bath Association with regret has issued an Accreditation Probationary status for the Bachelor of Science Degree in Interior Design for the Kitchen & Bath Design program at Indiana State University. This status is based on critical weaknesses identified during the 2009 Verification Visit, and failure to successfully meet annual requirements each year over the past 3 years.

The following paragraphs found in the NKBA Accredited Programs Handbook states the policies and procedures for probationary status.

Probation

Probation may be issued for programs that failed to meet one or all of the following: (a) critical weaknesses in the program, (b) failure to send annual requirements, (c) failure to maintain membership in good standing. Probation indicates that the Accredited Programs department, in its discretion, determined the quality of the accredited program is at risk due to one or more of the above flaws. Probation provides the program a specific period of time to improve areas of weakness in order to maintain NKBA Accreditation. Programs placed in probationary status will need to complete the re-Accreditation process and pay the re-Accreditation fee.

Probation may be granted for a period of not more than one year. At the discretion of the Academic Relations department, a longer probationary period may be granted should extraordinary circumstances warrant such an extension. An Accredited program will receive specific written recommendations for improvement on which the program should act within a specified period of time. Probationary status requires a site visit by one or more NKBA representatives to review evidence. If the NKBA determines that improvements have not been

made which warrant a continuation of Accreditation, Accreditation will be denied or revoked.

Specifics of the probationary period include:

- (1) An institution that is granted probation continues to be accredited, with all the rights and responsibilities of an accredited institution as delineated by NKBA policies. Assuming payment of 2010 annual fees, including the \$175 re-Accreditation fee, submission of annual requirements and submission of dates for an on-site Verification Visit, the institution remains accredited at least through the one-year probationary term.
- (2) Return the Request for Verification Visit Form with dates for the team to revisit Indiana State University or a detailed request of extraordinary circumstances for an extension.
- (3) Institutions are encouraged to notify candidates currently enrolled in the curriculum accredited by the Association of the meaning and possible outcomes of probation. Candidates must be informed of the semester and year in which the probationary review will occur, and the range of outcomes of the probationary review, including the possibility and consequences of revocation of accreditation. Candidates should also be informed that probationary status does not affect the current accredited status of the professional education unit.

Re-Accreditation Process:

- College coordinator responds within one month of intention to apply for re-Accreditation by returning a completed Request for a Verification Visit form. (see section 6 Accreditation Selection Process for details about the Verification Visit. The date requested for the visit must be at least nine months from the date the Request for a Verification Visit form is submitted.
- Programs up for re-Accreditation will be invoiced the re-Accreditation fee of \$175 (enclosed with this mailing). Beginning January 1, 2011, the re-accreditation fee will increase to \$399 and there will be a \$799 site visit expense fee.
- The NKBA receives the Request for A Verification Form and works with the school to create a tentative agenda.
- Based on the created agenda, the NKBA confirms site evaluators, travel schedules and issues a Confirmation Verification Letter.
- 2 months or more prior to confirmed site visit date, the school sends **two copies** of the following re-accreditation paperwork with support documentation, i.e. school catalog, syllabi, and course schedules.



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1. *Form A - Part 1. Self Study*
2. *Form A – Part 2. Accredited Program Eligibility*
3. *Form B – Part 1. The NKBA Body of Knowledge*
4. *Form B – Part 2. Schedule of Courses*
5. *Form C. Faculty Resume*
6. *Form D. Organizational Structure and Support Statement*

(These forms are available electronically)

- One month or more prior to confirmed site visit date, the school sends the final agenda to the NKBA, the tentative number of participants for the presentation to the students and the presentation to the administrators and an electronic copy of *Form B - Part 1. The NKBA Body of Knowledge*.

The association trusts that your department will review the enclosed site visit report and implement the necessary changes to meet the rigorous accreditation standards.

The National Kitchen & Bath Association has valued our partnership over the past nine years and looks forward to continuing the partnership in the future.

Sincerely,

A handwritten signature in cursive script that reads "Sherylin Doyle".

Sherylin Doyle, AKBD, Manager of Academic Relations

CC: Dr. Robert E. English
Dr. Bradford Sims
Dr. Thomas Sauer

Enclosures: Verification Visit Report
Request for Verification Visit Form



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National Kitchen & Bath Association
NKBA Verification Visiting Team Report
Indiana State University
December 2-4, 2009

Introduction

Indiana State University is located sixty miles west of Indianapolis in Terre Haute, Indiana. Established as "a state Normal School" for the preparation of teachers by the General Assembly of the State of Indiana in 1865. ISU opened its doors in 1870 in Terre Haute on land donated by the local residents. The campus is located on more than 190 acres in the heart of the city. ISU also has a field campus comprised of 93 acres, located 18 miles east of Terre Haute in Brazil, Indiana. Today, ISU has more than 10,500 undergraduate students studying in more than 100 majors.

The kitchen and bath curriculum seeking NKBA Accreditation is found within the Bachelor of Science degree in Interior Design comprised of 124 credit hours. Currently this program resides within the College of arts and Sciences, Department of Family and Consumer Sciences. The program plans to relocate to the College of Technology, the Department of the Built Environment fall 2010.

The verification visit was conducted on December 2-4, 2009 by Dr. Phyllis Markussen, CKE, CBE, coordinator and department chair for the NKBA Accredited Program at the University of Nebraska, Kearney campus. Sherylin Doyle, AKBD, National Kitchen & Bath Association (NKBA) Manager of Academic Relations accompanied Professor Markussen on the visit. The team was pleased to have Patricia Redenbarger, CKD, local representative of the National Kitchen & Bath Association and ISU Advisory Board Member. Patricia participated in a portion of the visit as an evaluator. Local Chapter Officer Sandi Perlman, CKD, CR, joined the team for the lunch at Farringtons Bed and Breakfast.

Insufficient NKBA evidence of assignments, student projects, examinations, class exercises, current lesson plans and teaching materials were not provided in the student work display and supporting materials area. Therefore, this report may be conservative in reporting strengths of the program. An opportunity for improvement for future verification visits would be better preparation for the site visit including: (a) improved analysis of student learning outcomes on Form B; (b) timely submission and a more thorough and complete self study application; (c) up to date NKBA teaching manuals (teaching portfolios) for each of the courses; and (d) additional NKBA evidence demonstrating student learning in the form of completed student work such as studio projects, quizzes, tests, class activities, etc.

The visiting team found several opportunities for improvement in the Kitchen and Bath Design portion of the Interior Design Program. Teaching of the "body of knowledge" is necessary to be successful in the kitchen and bath industry as determined by the National Kitchen and Bath Association. This "body of knowledge" is based on the 2005 Role Delineation contracted by NKBA and conducted and psychometrically quantified by Castle Worldwide.



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Support for the Program

The visit began with a presentation to the students from Sherylin Doyle, manager of academic relations. The majority of the students enrolled in the Interior Design Program attended the presentation. Ms. Doyle informed the student body of the many valuable benefits students receive at NKBA Accredited Programs. NKBA Accreditation provides students a direct career path in to the industry through education, experience and examination. She informed the students that seniors would be eligible to take the professional certification examination and apply for the designation after meeting the requirements upon graduation. As a result of the presentation, one student registered for the January examination. ISU is registered as a testing center with CASTLE Worldwide the test administrator used by NKBA. Hence, students can take the NKBA (Associate Kitchen/Bath Designer) (AKBD) Certification Examination on campus. It became apparent after the presentation that many students were not fully aware of the many benefits of NKBA Accreditation.

During the overview presentation by Professor Sterling, it was stated that the purpose for seeking accreditation was to give ISU a competitive edge in marketing the program. A number of students come to ISU seeking to work as residential designers, and the kitchen and bath area is a complex and detailed area of concentration. Professor Sterling stated that typically 10-20% of graduating students typically become employed in the kitchen and bath industry. Last year the program graduated five students, two of the five are working in kitchen and bath and one student is enrolled in graduate school. Professor Sterling noted that students report the K & B industry is very welcoming to students and provides many scholarships. The visiting team inquired about specific stated goals of the program and noted that goals pertaining to the National Kitchen & Bath Association were not included. This fact combined with the limited amount of information being distributed to the students related to Certification had the team members concerned with the level of support of faculty members for NKBA and the NKBA Accreditation.

Professor Sterling provided a brief overview of the curriculum. The public display in the atrium was the main work that was available for review. The team asked for additional evidence including teaching materials, NKBA related assignments, project descriptions, handouts, and power point presentations.

The team met with administrators to review the accreditation process, the site visit activities, benefits of accreditation, and the association's annual requirement of submission of student work as outcome based assessments. The association was exceptionally pleased with the overwhelmingly positive participation by the campus administration. In attendance was Dr. Robert E. English, Associate Vice President for Academic Affairs, Mr. John E. Beacon, Vice President for Enrollment Management Marketing and Communications, Mr. Kent R. Waggoner, Director of Career Center, and Dr. Harriet Hudson, Associate Dean CAS, Curriculum.

Dr. Robert E. English, Associate Vice President for Academic Affairs expressed the college's commitment to the process of accreditation and his support for the accreditation by the National Kitchen & Bath Association. ISU has a process to recognize programs that do exceed standards, called the *Programs of Distinction and Promise*. Dr. English conveyed that accreditation procedures help to ensure that curriculum meets established standards. He stated that ISU programs seeking accreditation should strive to exceed the standards. He stated, "If you are



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going to do it, do it well." Dr. English voiced his concern about the university's preparedness for the visit. He was especially concerned after visiting the display of student work and the room prepared for the team. The team informed the Associate Vice President that during the overview meeting with faculty members, the team requested additional materials for the review including more student work and teaching materials. The faculty complied with the request. Sherylin Doyle asked administration if faculty had adequate time to complete annual paperwork and prepare for the visit. Dr. English did not know whether or not faculty received release time to prepare.

Sherylin Doyle informed the administration of the requirement for the coordinator of the NKBA program to attend the Educators Meeting at the Kitchen and Bath Industry Show and Conference once every three years. Discussion included the need for at least two faculty members to be knowledgeable of NKBA curriculum. NKBA provides in-person educational opportunities at no cost, and discounted certification fees to NKBA accredited program instructors. The team stressed the importance of additional release time, as necessary, to participate in Professional Development opportunities, seek NKBA Certification and address any recommendations resulting from the site visit. Sherylin Doyle explained that the accreditation, if granted, will be for a five year period to 2014. The annual dues of three hundred dollars and support fee of three hundred dollars will remain constant for 2010. For visits beginning in 2011, a re-accreditation fee of \$399 and a site visit fee of \$799 will be assessed.

The team met in private with Mr. John E. Beacon, Vice President for Enrollment Management, Marketing and Communications, to discuss the value of accreditation and the myriad of opportunities to work together to recruit students. Mr. Beacon was interested in learning more about marketing partnerships and materials provided by NKBA. Mr. Beacon expressed that the marketing department is willing to help market the program and would like the ID department to work closer with them on this.

The team met in private with Mr. Kent R. Waggoner, Director for the Career Center. Mr. Waggoner claimed that at one time the ID Program worked on a project for the Career Center of Student Services. This project created synergy between the students and student services. During and immediately following the completion of the project, the interior design students used the services of the Career Center. More recently, there has been a decline in students visiting the center or attending career fairs. The Career Center would like the interior design students to avail of their services more frequently.

The visiting team discussed recruitments with Mr. Waggoner. It was established that employers that are seeking design students do not normally recruit on their campus. Ms. Doyle asked about the possibility of the local NKBA chapter participating in the career fair. Mr. Waggoner stated that non-profit organizations such as the NKBA have the opportunity to participate in the career fair at no charge. There may be an opportunity for the local NKBA Chapter to help with placement by formulating a list of position openings and internships within the chapter boundaries to distribute at the career fair held on February 10th. Ms. Doyle agreed to send follow-up correspondence to the local NKBA representative, Sandi Perlman, CKD, CBD, about the opportunity.



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Facilities

Indiana State University Interior Design facilities are limited to one lighting/design studio with fifteen drafting tables and CAD stations. The program currently shares lecture space with other disciplines within FCS. Future relocation of the program should include the following much needed facilities: two designated design studios with drafting tables and state of the art CAD stations, critique space, gallery and locked display areas, designated resource and materials room, large inkjet E size plotter, laser printer B size and color printers, large format scanner, and model making stations.

Interview

Student interviews are conducted to provide valuable insight into the effectiveness of the program and to help in assessing strengths and weaknesses. The team met with one senior student and one junior student. The junior student plans to attend graduate school to study Urban Planning. The senior student expressed an interest in pursuing a career in commercial interior design. The students have not completed the ID Portfolio course which is offered in the spring of the senior year; therefore, they did not bring portfolios to the interview. Both students identified mechanical systems as being necessary for kitchen and bath applications. Additional opportunities to study construction are needed for students to develop confidence in answering technical questions.

Curriculum Review

Sherylin Doyle explained that the goals of the curriculum review were to: (a) identify areas of success that may not readily appear in submitted materials; (b) verify the implementation of the new NKBA Professional Resource Library; and (c) ensure that all NKBA required competencies are met. Full time faculty, Mary Sterling and Juan Jurado participated in the review.

The visiting team asked for an explanation of the portfolio review required of all students at the end of sophomore year. It was explained that students with identified area weaknesses are asked to repeat courses or self select out of the program.

The team identified the need for: (a) more consistency in instruction of NKBA competencies; (b) multiple exposures to the NKBA materials; and (c) additional opportunities for application of the NKBA body of knowledge that needs to be incorporated into the program. It is recommended that there be a better integration of the NKBA Professional Resource Library into the curriculum. This will provide students a foundation of knowledge to prepare them for the NKBA Certification Exams in their futures.

The following required accreditation competencies listed in Assessment *Form B – Part I. The NKBA body of Knowledge*, was met with strength:

Design

No. 8 Demonstrates application of human anthropometrics to design solutions



The following required accreditation competencies listed in Assessment Form B – Part I. The NKBA body of Knowledge, met the requirements of accreditation:

Construction Systems

No. 4 Demonstrates application of electrical systems, lighting terminology, and types of light

No. 5 Demonstrates application of electrical symbols, and specifies appropriate amounts and types of light

Design

No. 2 Demonstrates proper use of drafting equipment, metric and imperial scale applications and measuring techniques per NKBA recommendations

No. 3 Demonstrates competency in producing drawings using NKBA in producing drawings using NKBA Graphic and Presentation Standards to convey the design solution clearly

No. 4 Communicates the design solution by developing a written and oral design statement to substantiate the project to the client

No. 5 Demonstrates knowledge of color theories and how color relates to space.

No. 6 Demonstrates design solutions using the elements and principles of design to satisfy aesthetic criteria.

No. 9 Evaluates client needs and incorporates them in the design solution

No. 12 Demonstrates application of building codes and NKBA Planning Guidelines in kitchen and bath

K & B Knowledge

No. 4 Demonstrates skill in identifying sources for new products and technologies

Business Management

No. 2 Demonstrates the knowledge to work within a team

No. 5 Demonstrates application of organizational skills necessary to bring projects from initial contact to successful completion

No. 7 Demonstrates knowledge of processes to communicate with the client in oral, written and visual presentations through various project stages

Decision, Recommendations, and Comments.



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Decision

The verification team supports the relocation of the Interior Design Program to the College of Technology, the Department of the Built Environment. This move will provide multiple opportunities for synergy, collaboration, and cross disciplinary studies with other programs within the College of Technology. The elimination of the core classes, FCS107, FCS109, and FCS410, will allow the ID Program to add new courses in 3-D and NKBA related construction and mechanical systems.

After review of the curriculum, the verification team has determined that the Interior Design Program ***has not met*** the requirements for accreditation and has been assigned probation status. Probation has been issued due to critical weaknesses in the NKBA curriculum, and late submittal of annual requirements within the past 3 years. Probation will be granted for a maximum of one calendar year. This period starts 01 January and ends 31 December 2010. Programs placed on probationary status are required to complete a re-Accreditation process including a verification visit before the end of the probationary period, and pay the re-Accreditation fee of \$175. Beginning January 1, 2011, the re-accreditation fee will increase to \$399 and a site visit fee to cover travel expenses of \$799 will be implemented.

The required accreditation competencies listed in *Assessment Form B – Part I. The NKBA Body of Knowledge* that did not meet the requirements of accreditation were identified by the visiting team and can be found in the Appendix.

Appendix

Recommendations for Curriculum Improvement

The team deems that with improved organization of the curriculum the Interior Design Program has the potential to meet and exceed NKBA accreditation standards. The following opportunities for curriculum improvement were identified:

- Review the objectives and competencies addressed in each course to include the information found in the NKBA Professional Resource Library
- Define learning outcomes to reflect NKBA required competencies on syllabi
- Revise the syllabi to reflect and support individual learned competencies in greater detail
- Revise weekly schedules within the syllabi to include assignment dates, topics, and projects in greater detail
- Evaluate the curriculum as related to scope and sequence of coursework from introductory to complex, narrow the scope of student learning objectives indicated on syllabi, and implement additional kitchen and bath projects and assessments
- Increase awareness of contents of NKBA Professional Resource library by faculty members
- Identify faculty members that have knowledge of kitchen and bath competencies to teach kitchen and bath design or increase faculty members expertise through attendance at national and local educational events, professional development courses and earning NKBA Certification
- Recommend summer internship to accommodate students on a yearly basis versus bi-annual and expand venue for students to complete an NKBA internship under supervision of Kitchen and Bath Industry Professionals
- Increase support and knowledge of the NKBA requirements by faculty members
- Increase enrollment

Recommendations for Administration

The following recommendations were identified by the visiting team for consideration by administration:

- Support release time for preparation for accreditation visits and annual submission requirements.
- Provide opportunities for increased faculty development. NKBA provides matching funds in the form of full conference registration for the coordinator and one faculty member. NKBA provides matching funds in the form of registration for NKBA in-person Professional Development courses. NKBA urges the administration to provide matching funds for travel to these events.
- Support and recognize faculty that have expertise necessary to teach NKBA materials in annual review processes.



The following required accreditation competencies listed in Assessment Form B – Part I. The NKBA body of Knowledge, did not meet the requirements of accreditation:

Based on the assessed competencies, the following recommendations for the Interior Design Program at Indiana State University are presented to strengthen student’s knowledge of kitchen and bath standards:

Construction Systems

No. 1 Recommendation: Enhance student learning of sustainable principles, energy efficiency, environmentally friendly and dangerous materials. Review the NKBA Residential Construction volume chapters 1-3 and implement into curriculum with assessments.

No. 2 Recommendation- Enhance student understanding of construction materials, and systems. This recommendation includes recognizing the implications of altering these systems as related to cost, structure, and design in kitchen and bathroom projects

No. 3 Recommendation: Address specifically the impact of altering systems on design solutions in kitchen and bathroom projects

No. 6 Recommendation – Increase student learning outcomes for ventilation systems in both the kitchen and bath. Implement guideline 19, related to minimum cfm’s, ventilation calculations, and make-up air.

No. 8 Recommendation – Enhance student understanding of installation procedures recommended by the NKBA related to the volume on Project Management(pages 51 – 144)

Design

No. 1 Recommendation: Integrate kitchen and bath industry graphic standards through enlarged plans into the FCS152 Architectural Graphics I class.

No. 2 Competency met, however further recommendation: Introduce K&B industry standards for measuring.

No. 3 Competency met, however further recommendation: Enhance student competency and adherence to K&B graphic and presentation standards.

No. 7 Recommendation: Introduce exercises for students to apply general knowledge of history styles to kitchen and bath design.

No. 9 Competency met, however further recommendation: use of kitchen and bath survey forms for projects

No. 10 Recommendation: Introduce exercises for students to demonstrate application of access standards and how they related to Universal Design and ADA guidelines in kitchen and bathroom projects

No. 11 Recommendation: Incorporate activities that relate to principles of sustainability to protect the public’s health, safety and welfare in kitchen and bath projects



No. 12 Competency met, however further recommendation: Incorporate new creative ways to introduce the guidelines and assess student's knowledge

Kitchen and Bath Knowledge

No. 1 Recommendation: Dovetail the K&B Product volume information into the FCS 250 Materials and Finishes

No. 3 Recommendation: Add analysis of materials selection as related to cost, size, client needs, energy, safety and design as needed for K & B projects

Business Management

No. 1 Recommendation: Incorporate the NKBA Business Forms into FCS458 Prof Practice and Procedures class

No. 3 Recommendation: Include more evidence of student work

No. 4 Recommendation: Include more evidence of student work

No. 6 Recommendation: Integrate activities that provide systematic evaluation of kitchen and bath project components to establish selling price

No. 8 Recommendation: Introduce activities for students to engage in post occupancy evaluations as related to K & B projects

No. 9 Recommendation: Include more evidence of student work