

# North Carolina Psychology Board

**"CE Broker helped us streamline the renewal processes. It's like we took a step up into modern times with the continuing education processes."**

**Ariel Gould**

*Office Administrator for the  
North Carolina Psychology Board*



## Location

North Carolina

## Number of Licensees

4500

*\*as of 2023*



## Overview

The North Carolina Psychology Board (Board) manages the licensure process of psychological professionals, including psychological associates, licensed psychologists, and provisional licenses.

The Board staff, comprised of five members, relied on a manual, paper-based system for tracking continuing education (CE) compliance.

Adopting CE Broker as their continuing education tracking and compliance management system allowed the Board to automate processes and save resources.

## Challenge

The Board faced operational challenges with its continuing education (CE) compliance tracking. Their paper-based tracking system proved inefficient and labor-intensive.

"Prior to using CE Broker, licensees selected for audit needed to submit all proof of CE by physically mailing paper documents to the Board. Typically, we had one or two staff members who would oversee the CE component of license renewal. Other Board processes were often put on hold until staff finished reviewing everything submitted for the audit," Ariel Gould, Office Administrator for the North Carolina Psychology Board, explained.

## Solution

The Board needed a better system that would allow their staff to audit more of their licensees' continuing education. "Based upon the results of CE audits of licensees, the Board determined it was necessary to require all licensees to submit CE documentation as part of their license renewal process. Given the advantages of an online submission process, the decision was made to pursue an online process instead of a physical paper submission process," said Dan Collins, Executive Director of the North Carolina Psychology Board. "It was clear to the Board that an online submission process was easier and less time-consuming for both licensees and the Board staff."

The Board implemented CE Broker, which provided a platform for tracking CE compliance. Gould reflects on the system's efficiency, "CE Broker has solved the compliance issue for us. It's convenient," and acknowledges the significant reduction in non-compliant licensees from 126 to 5 due to the system's implementation.

***25X increase in  
compliance rates***



## Results

"This is the first time that our board has seen and has the data to back up compliance with renewal requirements; all of our licensees are submitting proof of CE at renewal time," Gould shared. The CE Broker system streamlined the renewal process and provided valuable data insights, such as learning that licensees completed CE hours well above the required amount. "We have a 24-hour requirement, and I've seen many licensees enter 54 hours or even a hundred-plus hours within the renewal cycle. It's great that our licensees go above and beyond with their professional development opportunities. These data insights have been very valuable to the Board."

The integration facilitated a significant cultural shift towards modern, digital processes, vastly reducing the workload on staff. “It’s taken a large load off of [our staff] to not have to physically go through the paperwork,” Gould remarks.

CE Broker has become a critical system for the Board as they seek new opportunities to offer modern technology and convenient options to their licensees and staff.



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## About North Carolina Board of Psychology

The North Carolina Psychology Board was created in 1967 to carry out provisions of the North Carolina Psychology Practice Act. The Board’s mission is to protect the public from the practice of psychology by unqualified persons and from unprofessional conduct by persons licensed to practice psychology. The Board is comprised of seven members appointed by the Governor to staggered terms of three years.



## About CE Broker by Propelus

Under the Propelus brand, CE Broker is a leading compliance and continuing education management solution. For over 20 years, Propelus solutions — CE Broker, EverCheck, and Immuware — have propelled the progress of millions of dedicated professionals in their career journey. Our market-leading workforce compliance management technology, full-lifecycle continuing education software, and vital data simplify total professional management for a happier workforce, better operations, and safer communities.

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