



Past Event: 2026 NCSBN Annual Meeting – Meridians: The NCSBN Learning Hub Video Transcript

Event

2026 NCSBN Annual Meeting

More info: <https://www.ncsbn.org/past-event/2026-annual-meeting>

Presenter

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- [Cheryl] Good afternoon. I'm Cheryl Pulec, director of education. I'm excited to finally share something we've been working on for quite some time: the next chapter of learning at NCSBN. But before I talk about where we're going, I want to make sure that I acknowledge where we've been.

ICRS has been an important part of learning at NCSBN for many years. It's created meaningful opportunities for regulators to build knowledge, connect with colleagues, and grow through its courses and the certificate program. And over the years, many of you have shared how much you valued your experiences in ICRS and the connections the program has helped to create.

But you also have described a profession that is becoming increasingly complex. Regulators are being asked to exercise sound judgment, communicate clearly, and adapt to changes every day. And at the same time, you've let us know that you're ready for something more, a learning program that's more accessible, more flexible, and better able to support you across different roles and levels of experience.

And that readiness gave us reason to pause and listen more intentionally. So instead of starting with what we wanted to teach you, we listened to what you wanted to learn. We surveyed about 1,600 members across states, territories, and jurisdictions, and while the details varied, the themes that emerged were very consistent.

And I have to move it. One of the strongest themes we heard was a desire for stronger foundation in regulation, governance, and policy. You want learning that helps you understand not just what regulators do, but why regulatory systems work the way that they do.

You also wanted practical skills, skills you could apply immediately: critical thinking, problem-solving, communication. And you wanted opportunities to learn from experienced regulators across jurisdictions. And just as importantly, you were very clear about how you wanted learning to feel.

It should be authentic, actionable, relevant to the work that you do every single day. Another challenge that emerged: time. Learning has to be flexible. It has to be worth the time that you invest in it. And so that means shorter, self-paced learning experiences that you could access when your schedule allows.

And it also means having choices. Sometimes you need a single course to address an immediate challenge, but other times, you have the time, and you'd like to have a more structured path that helps you build the knowledge and skills that you need. Everything that we heard, from the years of member feedback to the research that we've collected, helped shape what we created.

Not just the content, but also how you, as a user, access and experience it. The result is Meridians, the NCSBN Learning Hub. So what you're seeing here is the Meridians homepage, and it reflects three core components: on-demand courses, learning journeys, and networking opportunities.

And together, they provide the flexible learning, guided development, and opportunities to connect with peers and experts across the regulatory community. So whether you're new to regulation, or you bring years of experience to the profession, Meridians is designed to support your continued growth and development.

So how does it all come together? I'm sure that's a burning question for everybody. It starts with how Meridians is organized. At the heart of Meridians are three connected components. Competencies, learning journeys, and proficiency levels. And together, they're meant to help you understand what you are learning, how it connects to your role, and how you can continue growing over time.

So first are the universal regulatory competencies, and these are the common thread throughout Meridians. The competencies help connect learning experiences to the universal knowledge, skills, and abilities that support effective regulatory practice. These are organized into five domains.

Governance and regulatory frameworks, fundamental regulatory skills, business and operations oversight, strategic regulatory leadership, and stakeholder relations. The learning journeys connect courses to the competencies, resulting in an authentic, role-based pathway that reflects the responsibilities and the challenges you face in your work.

So whether you're a board member, an executive leader, or staff at an NRB, each journey is designed to help you apply what you're learning in ways that are meaningful to your role. And finally, we have the proficiency levels. We have four.

Foundational, emerging, advanced, and mastery. Together, they help you understand where you are today, how your knowledge, skills, and abilities can continue to develop, and where that learning can take you next. But by now, you might be wondering why we called it Meridians. But like Meridians on a globe, this learning program reflects the idea that there are many pathways to learning and growth.

Some of them are intersecting, and others running parallel to one another. Still, all the paths share a common purpose. And it's the same with all of you in this room. Your regulatory journey may look different from somebody else's, but you are all connected through that shared profession and purpose.

And that same spirit of connection and collaboration shaped with how Meridians was built because Meridians was built by regulators for regulators, which is a great opportunity. I don't know if they knew I was going to do this, to recognize the education advisory group whose expertise helped shape the vision of the program.

So if you all could stand when I call your name. We've got Terri Belcourt, director of Practice and Education at the College of Registered Nurses of Saskatchewan. Erin Bush, investigator in Washington. Jay Douglas, former executive director in Virginia and former NCSBN board president.

Rachel Fillbrandt, executive director in Wyoming. Kyle Martin, director of Operations and Legislative Liaison in North Dakota. Meredith Parris, legislative liaison and legal counsel in North Carolina. And Stevan VanHook, education consultant in Georgia.

Please join me in thanking our education advisory group. Thank you all. So now for the fun part, I get to show you how it all works and comes to life. So this right here is the Learning Hub. It's the sign-in page that you will go to.

I would encourage everybody to bookmark it and visit it often. And you might notice that there are several different ways for you to sign in, a couple of different buttons and links to click. You can click on any one of those. When you do, a pop-up will appear. And I just want to point out, you should always click on the NCSBN member login.

That'll sign you in through your passport credentials. Very important because you have access to everything that we develop, and it is free for you as members. Once you sign in, you'll arrive at your personalized dashboard. This is where you can access your enrolled courses, upcoming events, the course catalog, the Meridians map, and the network.

Here too, we listened to your feedback. So everything on the dashboard is designed to be easy to find and only reflect what you need. Additional user experience, making things a lot easier. You can also access the user menu in the upper left-hand corner that has only the things that you need rather than the list of everything available.

So first, I'm going to have you take a look at the Course Catalog. And this is where all of our learning experiences are organized into three categories. At the top, you have the Meridians learning journey and courses, then the classics and the board-assigned courses for nurses. Meridians courses, like mentioned, are at the top.

And this is all the new content that we are currently developing, and we'll be continuing to put out for your access. All of the courses for Meridians are being developed in response to your feedback. They're all designed to be timely, accessible learning experiences for you. There is a pre-enroll feature that I would like to point out here.

The courses for Meridians won't come out until October. But if you find something that you like, that you're interested in, you can enroll in it now. It's kind of a set-it-and-forget-it type thing. And in October, when it does open, you'll receive a notification through email. In the meantime, though, you can take advantage of the classic courses. Again, hearing your calls for access, we have converted all the popular ICRS certificate program courses in an on-demand and self-paced format.

So for those of you who have taken an ICRS course in the past, it's a perfect opportunity to revisit some of your favorites. And those of you who had scheduling conflicts or could not find a seat, you can now access them whenever it works for you. Oh, thank you.

Excellent. Wonderful. Oh, goodness. Okay. I do want to show you one of the learning journeys that we're working on currently and one of the first courses. So I'm going to start with the foundations of

regulation. Now, this learning journey, again, created directly in response to your feedback for stronger foundation and regulation and regulatory systems.

This is how it'll look. Again, trying to go for just a nice, clean, easy-to-read kind of user experience. You have access to the full learning journey in this case. All of the courses are listed there in the center. And they do build upon one another. When we are designing these learning journeys or a course, we do look for those connections between concepts and topics.

But I want to emphasize here: you're not locked in, right? So you can enroll in a full learning journey and only take one of the courses, or you could take the last course listed and then backtrack to the first course. Meridians is designed to provide you the structure that you want and need if you want and need it, but also the flexibility to just create your own adventure.

The first course I do want to highlight here, this is the Mission and Purpose of Nursing Regulation. It explores why nursing regulation exists, the role it plays in serving the public, and the shared responsibility you all have in advancing public protection. We intentionally made this course first because, regardless of your role, whether you're a board member, an executive leader, or the staff member at an NRB, a common understanding of the mission, and purpose, and regulation really provides that foundation for everything that follows.

Additionally, want to highlight the course experience. Again, the user experience here. It's designed to be practical and relevant, all about the real-world regulatory work that you do. So when you take a course, you should find that they're very approachable. They're engaging, and they're immediately applicable to your day-to-day responsibilities.

And while we did move away from a traditional instructor-based learning model, you still have access to experts to support you throughout your learning journey. There is a feature that we're very excited about. It's called Ask the Expert. So at any point when you are in a course and you have a question, you're going to be able to click on that button, that feature, and you'll have direct access to ask your question and get a response through email or through the network, which brings us to the topic of the network.

Again, networking was a major theme in the feedback that we received. We did not want to lose those connections that were so great in ICRS. And so the network is where you can continue the conversation from your courses. You can ask questions, share resources, and learn from the experience of colleagues across jurisdictions.

We know that some of the most important learning happens through discussion, and especially with conversations from others or with others that understand the realities of your work. And that's what the network is designed to support. So we've already started a few conversations for you here about what you might be excited about when it comes to Meridians, some of the experiences that you had at annual meeting, and how learning at NCSBN has shaped your growth as a regulator.

We hope you continue the conversations and share your perspectives and stories. All right, so what I've shown you is just a glimpse of what's available in the Learning Hub. While you're here, I would really encourage you all to visit the Meridians booth, and you can talk to the education team to learn more about any of the upcoming learning experiences and future opportunities to contribute.

Which, speaking of the team, I do want to take one more opportunity to recognize everybody who has contributed to Meridians, the education team. Thank you. I am grateful for you all. They have worked tirelessly behind the scenes to design, build, and launch Meridians. They did not do it alone.

Meridians also spent One NCSBN effort. It's brought together our colleagues from policy, research, marketing, information technology, member engagement, and customer experience, along with many subject matter experts who've answered my call. Some of you in the room here. Thank you.

Thank you very much. And if you all could just help me recognize their contributions to the program. All right, so we've talked about the research, the framework, the learning experiences in this collaboration. That made it all possible. But the most important question that probably should be burning in your minds is, what does this mean for you?

It means learning is more relevant to your role, to your experience, in your professional goals. It can also help you understand how regulatory competencies connect to your work while providing flexible options for continued growth throughout your regulatory career.

So beginning August 26, Meridians goes live. You can explore the Learning Hub, access NCSBN Classics, and pre-enroll in any of those Foundations of Nursing Regulation courses or the whole journey itself. But in the meantime, we could use your help to plan for what comes next.

Please consider participating in the Meridians Future of Learning Survey. This survey will help the education team better understand your roles and your responsibilities, and so we can plan the next phase of role-based learning journeys for 2027. Survey is available in the Learning Hub, but you also have a QR code on a little square in your registration packets.

So please take that back home, encourage your staff, colleagues to participate in the survey as well. We also welcome your ideas, your questions, and feedback beyond the survey. The stories that you've shared over the years have been incredibly valuable to the education team. And because we know that learning that's connected to the work you do, it not only supports your growth as a professional, it strengthens the work of your board and ultimately reinforces the reason behind everything you do, protecting the public.

So I want to end here by emphasizing Meridians is not something that we've built for members. It's something that we are building with members. So thank you for being part of this journey, and we look forward to continuing to build, learn, and grow together. Thank you so much.

All right, and there's still some time for questions, so I'm happy to turn it over to the audience. Any questions or comments, please feel free. I think we've got seven, yep.

- [Meredith] Yes, hi, Cheryl.

- Hi, Meredith.

- Meredith Harris, as you saw, is part of the Education Advisory Group, and want to just share with you a little bit of my testimonial and start off by saying I'm a self-professed nerd and just have enjoyed this experience beyond measure. First off, I do want to thank the team: Cheryl, Annie, Kelly, the entire design staff with NCSBN. There are so many facets to developing these courses that I knew nothing about and just overwhelmed by the talent that they already have in place.

My testimony. So I came to nursing regulation with zero foundation of what that meant other than public protection, which was close to my heart. I came to my first delegate assembly, and I was very overwhelmed. I'm an attorney. I don't have a connection personally to nursing, and I was encouraged by my leadership to take the ICRS course and engage in the program, and that opened my eyes to what NCSBN can offer and the connection that it brings.

It's the connection to all of you that has enriched my learning and my purpose and my passion. And when Cheryl mentioned, you know, this is for everyone, when we've looked at designing these courses, it truly is. I want to empower you guys and encourage everyone in this room to take a course. You know, you might be sitting there thinking, you know, "I've been in this job or this role for 15 years."

There's going to be that elevated level of learning. So two calls to action from...and building on what you've said, Cheryl.

- Thanks.

- The courses are more accessible and more flexible. You know, when we're always asked to do more with less, what I want to say to you is encouraging your entry-level staff to take the foundational courses is going to empower them. It's going to give them pride in the work that they do, and it's going to build that connection and, you know, contributions to protecting the public.

It tells them what they're doing, why they're doing it, and the foundation that the whole organization is built on. Everyone, I think, in this room, can contribute as a subject matter expert, right? When they talk about we're asking for subject matter experts, the thought of being involved in designing a course can be very overwhelming.

That is why we turn it over to the experts. But content from all of your jurisdictions contributes to that elevated knowledge. So please go ahead and share that knowledge. We welcome it, and then we have the talent to put it all together. So it's going to empower your staff. It's going to build your confidence.

It certainly built mine. The leadership program and the actual conference that it ended in was exhilarating and exciting and just brought a whole lot to my role personally and professionally, and I think you can take it back to your staff at every level and enhance their role as well. So thank you for that.

- Well, thank you, Meredith. I think we're good. All right, well, thank you all very much. Don't forget to visit the booth. We'd love to talk to you. Have a good one.