North Carolina Treasurer's ChatGPT Pilot — A 26-Person, 12-Week Trial With an Academic Evaluation, 85% Positive and 30–60 Minutes Saved a Day

AI in the Public Sector · Good practice · United States of America

Quality score: 53/100

Evidence strength: Moderate

Summary

A 12-week ChatGPT pilot with 26 staff in two Treasurer divisions, evaluated by NC Central University: 85% positive, 30–60 minutes saved a day (self-reported), hallucinations noted, no personal data used.

Key dimensions

Dimension	Score
Evidence of impact / measured public value	1/3
Transparency, fairness & accountability	2/3
Transferability / demonstrated replication	2/3
Scalability beyond pilot	1/3
Governance, capability & sustainability	2/3

Evaluated by C-NAPSE

Data sources

C-NAPSE web research — accessed 2026-11-05

North Carolina Department of State Treasurer, with OpenAI and NC Central University's IAIER — accessed 2026-11-05

North State Journal report — accessed 2026-11-05

Carolina Journal report — accessed 2026-11-05

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