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Sent: Tuesday, May 5, 2020 3:35 PM

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Subject: Communication Regarding Prometric Testing Sites

Dear Class of 2021 and Class of 2022,

We know this has been a very difficult time for you with all the uncertainty surrounding the COVID-19 pandemic. In particular, many of you are dealing with the insufficient communication and management of the Prometric testing sites. We are working on better understanding the issues as solutions come from Prometric. In the meantime, please see the message below from the Prometric President and CEO. At the very least, they “recognize that our communications to the USMLE test takers and other stakeholders has been inadequate during this time.”

At this time, we would recommend you all continue to follow along and engage in the curriculum as best as you can. We will continue to support you throughout the process of rescheduling your exams. None of this is within your or our control at this time, please know that the issues with your exam (i.e. when you take each exam) will be considered during the rest of your medical school career (i.e. residency applications in particular) and will not impact you negatively as it is clear this is not within anyone’s control. Specialty groups are aware of students’ difficulties scheduling exams, and many have already come out with statements acknowledging this and requesting residency program directors to take this into consideration when reviewing residency applications.

Things that we are doing to try to help:

- Our leadership is joining with other medical schools – so many of which are reporting the same problems and the impact on student stress – to communicate with AAMC and the USMLE to create flexible solutions, sooner rather than later. We will absolutely keep you posted on what we hear. Evidence that the message is starting to get through is evident in the Twitter communication (see below) from the CEO of Prometric.
- Drs. Menon, Eldakar-Hein, Rosen, and Moynihan, are also glad to meet with you to strategize about your plans, studying, or maintaining your wellbeing. Your Wellness Committee reps, SEG reps, and Student Council reps are all also available for support and to receive and your feedback about how we are doing at carrying out the curriculum and supporting you all through these complications with the exam scheduling.
- Finally, Dr. Moynihan and the tutors are creating a set of recommendations about how to maintain your Step (1 or 2) knowledge while participating in other activities, even if you have minimal time for Step preparation. Tutors will also be available for individual consultation about Step knowledge maintenance.

Sincerely,

Drs. Eldakar-Hein, Kulaga, Menon, Moynihan and Rosen

May 1, 2020

To our colleagues at the National Board of Medical Examiners (NBME), the US Medical Licensure Examination program (USMLE), their testing candidates and stakeholders:

Prometric recognizes the critical importance of the USMLE examinations in the effective training, development, and eventual licensure of medical practitioners. We take our role in providing high quality, reliable assessment services to the individuals sitting for these examinations very seriously. This includes ensuring appropriate, convenient access to testing appointments that meet individual and program requirements, as well as providing candidates with timely, accurate, and consistent program information.

As we have worked to re-establish testing at our locations across North America and around the world, we have simultaneously begun to re-open test schedules, prepare for new operational procedures, and communicate with the testing population concerning the status of existing appointments in order to preserve as many of the USMLE testing opportunities as possible. We recognize that our communications to the USMLE test takers and other stakeholders has been inadequate during this time. We have applied additional resources to all areas of our business to improve our communication and response times. We sincerely regret the stress and confusion this has caused to the USMLE test taking community and stakeholders that rely on this program, and we apologize for the unacceptable experience many have had.

The disruption to our business that the COVID-19 pandemic has caused is unprecedented. We are working diligently to restore access to testing as expeditiously and safely as possible, and we are striving to provide each candidate with a positive experience throughout the testing process. We know this is the level of service you expect and deserve, and we hold ourselves to the highest standards as well.

We have a dedicated team, working 24 hours a day, to get test centers back online. Our singular mission is to be able to give you a safe and professional testing experience so you can continue on with your career. If you have a concern or issue in the days ahead, please utilize our "Contact Us" form on Prometric.com and our teams will do everything in our power to get back to you quickly and assist. Until then, stay safe and vigilant.

Sincerely,

A handwritten signature in blue ink, appearing to read "R. Simrell".

Roy Simrell
President and Chief Executive Officer