



January 26, 2025

At the National Board of Examiners in Optometry (NBEEO), we protect the public by developing, administering, scoring, and reporting results of valid examinations that assess competency in optometry. Optometrists help the world see more clearly and lead healthier and more productive lives. We understand the responsibility entrusted to us to ensure those entering this field are fully qualified for this important calling.

At approximately 3:00 p.m. on Friday, January 24, results for the 1,866 candidates who took the December 2024 Part II PAM/TMOD examinations were released. Unfortunately, the scores reported did not reflect candidates' true scores on the exam due to an error in the publication process. This error was the result of an incorrect data transfer between our internal database and our candidate score reporting platform, from which candidates' score reports are generated. The issue was quickly identified, and correct scores were released at approximately 5:00 p.m.

We sincerely regret the confusion and frustration caused by this reporting error. All of us at NBEEO recognize the effort, time, and passion candidates commit to when preparing for this exam. We understand this error is particularly frustrating for those candidates who were incorrectly told they received a passing grade. For that reason, NBEEO will be reaching out directly to the limited number of these non-passing candidates to provide a retake opportunity at no charge, along with free access to the NBEEO Practice Items Databank through the next Part II PAM/TMOD administration.

Just as importantly, NBEEO is committed to making sure this never happens again. Even before this incident occurred, we were already undertaking considerable upgrades to our technological infrastructure, in which we have already invested significant time, energy and resources. As part of these plans, NBEEO is working to completely transition to a more advanced infrastructure by the end of 2026. In addition, we are asking our external partners in exam development and information technology to assess our policy protocols to ensure greater redundancy and reliability in the score reporting process. We will continue to communicate updates in each of these areas as they occur.

NBEEO is committed to increased communication and engagement with candidates and our stakeholders. You can expect to hear from us more frequently in the coming weeks and months. If you have questions or concerns, please direct your communications to: December2024Scoring@optometry.org.

Once again, we deeply regret the frustration this has caused.

Sincerely,

The National Board of Examiners in Optometry

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