



Letter from the Board of Directors, National Board of Chiropractic Examiners

September 2, 2016

Earlier this year, in March and again in June, the National Board of Chiropractic Examiners' new computer-based testing (CBT) system malfunctioned, creating widespread confusion and frustration at test sites.

On behalf of everyone at the NBCE, we sincerely apologize for any resulting problems and hardships.

Based on various reports, letters and emails from test administrators and students, we realize that the impact upon examinees was significant, creating extra anxiety and other burdens for students. We wish to say most earnestly that we take full responsibility for the disruption to students in their journey toward their chiropractic careers.

Most importantly, we take responsibility for repairing the CBT system, for meeting the NBCE's long-standing goal of reliable computer testing available for all students, and for making as many amends to recent examinees as possible.

In this spirit, NBCE's board of directors, staff and consultants have invested tens of thousands of hours this spring and summer into meeting these objectives. Here is a summary of our efforts so far:

- We have offered free retests to all affected examinees.
- An NBCE customer-service team of eight staff has conducted hundreds of phone calls, text notifications, emails and online chat sessions with examinees in order to notify them and provide details of the free-retest offer.
- Of the 1,495 total CBT examinees affected (March—281 and June—1,214), we have rescheduled all but 42 of those who failed and were eligible for a free retake. All 42 have been notified of their free retake opportunity but have chosen to reschedule at a later time.
- To fully understand the CBT system malfunction, the NBCE has hired Patina Solutions, a national consulting firm based in Milwaukee with experience in information technology strategic analysis and development.
- In the aim of increased transparency, we have also hired Denver-based Vanguard Communications, a 22-year-old healthcare consulting firm with experience in helping organizations improve public communications.

With new resources devoted to our goals, we plan to update on a more regular basis all our valued stakeholders on our progress both in addressing the malfunction and in making a detailed plan for resuming CBT examinations. While we have worked hard to communicate openly with affected examinees individually, as well as with chiropractic colleges, we recognize in hindsight that we could have been more communicative to the profession at large.

In the coming weeks, as we uncover problems and determine solutions, the NBCE commits to resolving complaints on a person-by-person basis.

Meanwhile, we have suspended offering CBT exams until we are certain that we can deliver them successfully at the highest level of reliability achievable. In the interim we will administer exams in the paper-and-pencil format.

We are of course eager to make communications a two-way dialogue and thus welcome any comments and questions and, most importantly, to involve chiropractic students, teachers and professionals in our path forward.

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