

COVID-19 HEALTH & SAFETY UPDATE: Candidate Escalation Form

Released: June 18, 2020

NBEO has heard from many of you regarding difficulties in scheduling your Part I ABS and Part II PAM/TMOD examinations. We understand that some of you have been unable to find a location or have accepted appointments in locations that require long distance travel for your examinations.

We completely understand the frustration that you feel. Since learning of seat selection issues, NBEO has worked with Pearson VUE leadership to take active measures for our candidates. If you have not been able to find a seat at a Pearson Professional Center or you are scheduled in a location that requires travel over 90 miles, an overnight hotel stay, or a flight, then we ask you to complete the **NBEO Candidate Escalation Form**. We also ask that you complete this form if you scheduled in the November ABS timeframe due to unavailable options in the July – August ABS window. This form will be emailed to you later tonight. **Please submit this form by Monday, June 22th at 8:00am**. NBEO will be communicating the information we receive through this process with Pearson VUE. This data collection will be critical to our ability to communicate and work closely with Pearson VUE in identifying alternative strategies and aiding in Pearson VUE's ability to assist individual candidates. Candidates receiving accommodations in March or April will be processed separately through the Pearson VUE accommodations team for scheduling. NBEO and Pearson VUE are already aware of the individual candidates who need accommodations.

Pearson VUE has repeatedly reassured NBEO that the availability of seats is continuing to improve as closed centers are reopening, and some states are relaxing social distancing protocols. Six states (Florida, Georgia, North Dakota, Wisconsin, Nebraska, and Utah except for Salt Lake City) are moving from 50% capacity to full or near full capacity for examinations scheduled July 15 and beyond. Beginning tonight additional seat availability will become available in these states for dates later than July 15, 2020.

We encourage you to continue to periodically check the Pearson VUE website located [here](#). As the situation continues to change, options are improving, and more appointments are becoming available. In the meantime, we are optimistic that this coordinated effort between NBEO, and Pearson VUE through the Candidate Escalation Form will help in alleviating the difficulties you have faced.

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COVID-19 has presented multiple challenges and we know that you have faced the disruption of cancelled exams and subsequent difficulty through the rescheduling process. Pearson VUE and NBEO remain committed to assisting candidates impacted by the challenges of COVID-19 cancellations. We will continue to do everything that we can to ensure that all candidates have an opportunity to take the examinations. Please click [here](#) to contact NBEO with any questions.

Please check your inbox later tonight for an invitation to complete the NBEO Candidate Escalation Form.

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About NBEO — Established in 1951, NBEO is an independent, non-governmental, non-profit organization whose examinations are universally accepted for optometric licensure in the United States and accepted internationally. NBEO's mission is to serve the public and profession of optometry by developing, administering, scoring, and reporting results of valid examinations that assess competence.