Use of the NBME Website, Self-Assessment Services, and Suggestions from Students
(880 medical students responded to a Web survey distributed to OSR Reps via the OSR listserv)

Usage data:

- Accessing the NBME Website
  - 52% of students surveyed use the NBME Website only to register for the Step 1 and 2 exams
  - 37% of students access the website only 1-2 times a year
  - 1% checked weekly, 10% monthly, 1% never use the website at all

- Most commonly sought information/links:
  - Registration for USMLE Step exams (97.4%)
  - Checking for updates/news regarding the USMLE Step Exams (46.3%)
  - FAQ section (39.9%)
  - Checking for updates/news from the NBME (17.8%)

- Ease of navigation through the site:
  - 43% were neutral
  - 30% found it easy to find what they needed
  - 24% found it somewhat difficult to find what they needed
  - 70% of students were neutral, found it difficult to obtain information, or extremely difficult to find information

Self-Assessment Services

- Overall use of self-assessments offered by the NBME:
  - 80.6% of respondents had not used the CBSSA, CCSSA
  - Of the 22.4% who had, 18.9% used the CBSSA
  - 76% of those students who had used the self-assessments felt that they were helpful preparation

- Reasons students had not used self-assessment services
  - 56.8% were using another source of study questions
  - 44.8% did not know these services were offered
  - 34.6% felt the $45 fee was too expensive
  - 9.3% did not feel the self-assessments would be helpful study tools

Comments about the NBME website

In general, students would like increased navigability and a more user-friendly interface that allows them to quickly find the information that they need.

- Redesign the layout so that links that are important to students are easy to find and prominently displayed.
- Many students would like to have a section with links to registration for Step 1, Step 2, and Step 3, as well as basic information about each of the exams, what to expect on exam day, etc.
- Try to consolidate information and avoid redundancy, especially overlap between the NBME and USMLE pages, which is confusing for students.
- Make instructions clear, navigational links straightforward.
- Update the FAQ section.
- Phone numbers easy to find if student need to speak with NBME employee.

Consider creation of an “NBME for Medical Students” section with a prominent link on the main page:

- Direct link to registration for the Step exams
- Basic, summary information about each exam
- Detailed information about each exam, including a breakdown of the subjects covered
- “What you will need for exam day” relevant to each exam, what to expect
- Costs of exams
- Links to schedules, calendars, and deadlines
- A place to display relevant updates