

COVID-19 UPDATES
ADA Department of Testing Services (DTS)
March 20, 2020

***** BREAKING NEWS ******

As of March 16, 2020 Pearson VUE has closed all company owned testing centers in the US and Canada. As of March 18, 2020, all Prometric testing centers have been closed in the US and Canada. Please see the section entitled *Test Administration Vendors* for more details.

About this Document

This document presents the latest available information concerning the impact of COVID-19 on examination programs implemented by the ADA's Department of Testing Services (DTS), on behalf of governing bodies such as the Joint Commission on National Dental Examinations (JCNDE), the ADA Board of Trustees, the ADA Council on Dental Education and Licensure (CDEL), and the Association of Schools and Colleges of Optometry (ASCO). This document will be updated regularly. Please check back daily for updates. Changes to this document are also noted on the final page of this document, for ease of review.

DTS Approach to COVID-19

The Department of Testing Services (DTS) understands the growing concerns that are emerging regarding COVID-19 and its implications for each of us. In response to these concerns, DTS wishes to affirm that—regardless of whether you are a student, a test constructor, a volunteer leader, an ADA member, an ADA non-member, a staff member, a vendor, a member of the public, or whomever—safety is of utmost importance. In this challenging time, DTS is striving to be as responsive as possible as the situation evolves, to help ensure that we are appropriately prioritizing the aforementioned safety considerations, while also permitting important work to continue.

Safety Considerations

- Please follow all [CDC recommendations](#) regarding personal healthy and community safety. Please be vigilant and do so at all times. DTS will continue to follow these recommendations to help protect the health and well-being of all.
- Please visit the [American Dental Association's COVID-19 web page](#), which serves as a Coronavirus Resource Center for oral health care professionals.

Examination Administrations

- **DTS staff are operating at full capacity and are available to assist with any testing questions or issues.** However, staff is not currently available to answer questions by phone. Please contact staff via email or by clicking the **GET HELP** button on the right side of most DTS web pages.

ADAT	adatexam@ada.org
DAT	datexam@ada.org
OAT	oatexam@ada.org
NBDE Part I NBDE Part II NBDHE	nbexams@ada.org

- Candidates who are unable to travel for an examination due to illness, increased travel restrictions, or concerns regarding personal health must email testingproblems@ada.org, providing the candidate's DENTPIN and an explanation of the situation.

Examination Eligibility

- As of March 15, 2020, eligibility changes will be applied to candidates completing examinations under the purview of the following governing bodies:
 - Joint Commission on National Dental Examinations (JCNDE)
 - NBDE Part I, NBDE Part II, NBDHE
 - ADA Council on Dental Education and Licensure (CDEL)
 - DAT and ADAT
 - Association of Schools and Colleges of Optometry (ASCO)
 - OAT
- The following eligibility changes apply to candidates who are completing examinations of the Joint Commission on National Dental Examinations (JCNDE):
 - **Candidates trained by a dental or dental hygiene program that has been accredited by either the Commission on Dental Accreditation (CODA) or the Commission on Dental Accreditation of Canada (CDAC).**
 - Candidates whose test administration eligibility window is set to expire on or before May 31, 2020, will have their administration window extended through **July 1, 2020**.
 - **Candidates NOT trained by a dental or dental hygiene program that has been accredited by the Commission on Dental Accreditation (CODA) or the Commission on Dental Accreditation of Canada (CDAC).**
 - **NBDE Part I.** NBDE Part I candidates whose test administration eligibility window is set to expire on or before May 31, 2020, will have their administration window extended through **June 1, 2020**.
 - **NBDE Part II and NBDHE.** NBDE Part II and NBDHE candidates whose test administration eligibility window is set to expire on or before May 31, 2020, will have their administration window extended through **July 1, 2020**.

- The JCNDE will continue to monitor the situation to determine if further extensions are needed.
- With regard to the DAT, ADAT, and OAT, eligibility changes will proceed as follows:
 - All candidates whose test administration eligibility window is set to expire between March 15, 2020 and June 30, 2020, will have their administration window extended through July 1, 2020.
 - The situation will be monitored to determine if further extensions are needed.

Test Administration Vendors (Prometric and Pearson VUE)

Vendor Considerations

Social Distancing. Numerous states—including California, Hawaii, Minnesota, New Jersey, New York, and Washington—are implementing social distancing mandates requiring individuals to maintain a minimum distance from each other (e.g., 6 feet). Across the US, states are also limiting or considering limitations on the size of gatherings, and the number of individuals who can be in the same room together (e.g., ten). **While in place, these social distancing measures severely limit the availability of seats in testing centers.**

Supply Shortages. Testing vendors are subject to many of the same supply shortages (e.g., hand sanitizer, toilet paper) that the public is experiencing. If sufficient supplies are not available, **testing centers will need to close to protect the health and safety of candidates and staff.**

Prometric

The information below concerns candidates who are taking the following examinations:

- Dental Admission Test (DAT)
- Optometry Admission Test (OAT)
- National Board Dental Examination (NBDE) Parts I and II

As of March 18, 2020, all Prometric testing centers have been closed in the US and Canada. At this time, Prometric anticipates testing will become available again on April 16, 2020. Candidates may continue to schedule appointments. Prometric will be monitoring the situation closely, and will provide updates accordingly. Excerpts from a communication received by DTS on March 17, 2020 appear below.

Within the past 24 hours, the US Centers for Disease Control (CDC) have issued updated guidance on measures to be taken to reduce the spread of the COVID-19 disease. In particular, the CDC lowered the number of people that should be able to congregate in the same space from 50 to 10 in the United States.

Given this new guidance, Prometric has determined it is necessary and appropriate to close our test centers in the United States and Canada for a period of 30 days, starting today on March 17. This dramatic step is necessary in order to comply with this new federal guidance as well as to further protect the health and well-being of the individual test takers and the staff that provide services at each of our testing locations. We anticipate re-opening our test centers effective April 16, however, please note that the specific date will be dependent on circumstances that are changing daily.

Prometric operations teams are actively reaching out to individuals with testing appointments today and throughout the closure period, in an effort to prevent them from unnecessarily appearing at the testing centers. We will be taking measures to reschedule those impacted appointments into a new date after the planned re-opening and will be communicating that information to the impacted individuals. We will work closely with the test takers to find new appointment dates and times that work for their schedules, and we will be waiving any rescheduling fees per our previously communicated policy.

For additional information on Prometric's response to the COVID-19 pandemic, including updates on test center closures, please visit [Prometric Coronavirus Update](#).

Pearson VUE

The information below concerns candidates who are taking the following examinations:

- Advanced Dental Admission Test (ADAT)
- National Board Dental Hygiene Examination (NBDHE)

As of March 16, 2020 Pearson VUE has closed all company owned testing centers in the US and Canada. Excerpts from the communication received by DTS appear below.

“In light of the recent announcements by President Trump and Prime Minister Trudeau, continued government guidance, and with careful consideration, we have decided to temporarily close our company-owned U.S. and Canada-based Pearson Professional Centers (PPCs) starting March 16, 2020 for at least 30 days until April 16, or whenever conditions are deemed safe to re-open. We will begin candidate cancellation notifications in the afternoon of March 16 (CDT), which will provide instructions for scheduling new appointments on or after April 16, 2020.”

...

“This difficult decision was grounded in the belief that we have a responsibility to keep our candidates, employees, and communities healthy and safe amidst this unprecedented uncertainty. Thank you for your understanding and patience as we do what we can to help fight the spread of COVID-19. We're all in this together.”

For additional information on Pearson VUE's response to the COVID-19 pandemic, including updates on test center closures, please visit [Pearson Vue Coronavirus Update](#).

Test Construction Team (TCT) Meetings

- Where possible, for the near future, DTS will transition from conducting in-person TCT meetings, to conducting remote TCT meetings that take place via web conferencing software.
- DTS will provide additional information to test constructors shortly.

Scoring of Candidate Results

- No scoring delays are currently present.

Reporting of Candidate Results

- No reporting delays are currently present.

DTS will continue to update this document as the situation changes. As noted above, please follow all [CDC recommendations](#) regarding personal health and community safety.

Change Log

3/20/2020 Significant updates to the *Examination Eligibility* section; inclusion of excerpt from Prometric communication; minor changes to the sequence of presented information in the *Test Administration Vendors* section, for ease of reading; creation of a *Change Log* to facilitate review of changes to this document.