National Board Dental Hygiene Examination (NBDHE) 2019 Candidate Guide

Read this Guide before submitting an application to test.

At the time of application, you will be required to acknowledge that you have read and understood this Guide and the policies and procedures contained within.

Print this Guide for your records.
You are required to read this document before you apply to take the examination.

At the time of application, you will be required to confirm that you have read this document, understood its contents, and agree to the policies and procedures contained herein.

Changes in the National Board Dental Hygiene Examination (NBDHE) might occur after publication of this Guide and will be posted on the National Board Guides page at ADA.org/NBDE.
# TABLE OF CONTENTS

## OVERVIEW
- About This Guide
- Dental Hygiene Licensure and the NBDHE
- Purpose of the NBDHE
- Recognition of NBDHE Certification
- Ethical Conduct and the Licensure Process for Dental Hygienists

## EXAMINATION CONTENT AND PREPARATION MATERIALS
- Examination Specifications
- Scope of the Examination
- Patient Box
- Sample Item Formats
- Testlet
- Examination Preparation
- Confidentiality of Examination Materials

## RESULTS INFORMATION
- Scoring of Examination
- Results Reporting
- Results Reports
- Results Audits

## ELIGIBILITY REQUIREMENTS

## EXAMINATION INFORMATION
- Test Centers
- Fees
- Examination Schedule
- Obtain a DENTPIN® and Apply for Examination
- Application Details
- Reschedule or Cancel a Testing Appointment
- Testing Accommodations
- Unacceptable Forms of Documentation

## EXAMINATION REGULATIONS AND RULES OF CONDUCT
- Rules of Conduct
- Test Center Procedures
- Examination Regulations and Prohibited Conduct
- Examination Misconduct
- Irregularities and Appeals
- Arbitration Requirement
ABOUT THIS GUIDE
This document is the official candidate guide for the National Board Dental Hygiene Examination (NBDHE). It provides information about application and examination procedures, program policies, examination content, test security and ramifications of irregularities, and scoring.

DENTAL HYGIENE LICENSURE AND THE NBDHE
Licensure of dental hygienists in the United States is the responsibility of the individual state, district, or jurisdiction. Agencies in state government that administer dental hygiene licensure under laws adopted by state legislatures typically are called state boards of dentistry. A list of state boards can be found at www.dentalboards.org.

Specific dental hygiene licensure requirements vary among jurisdictions, but all jurisdictions have three basic requirements: an educational requirement, a written examination requirement, and a clinical examination requirement. All jurisdictions accept graduation from a dental hygiene program accredited by the Commission on Dental Accreditation (CODA) as fulfilling the educational requirement. Most jurisdictions also accept graduation from a Canadian dental hygiene program accredited by the Commission on Dental Accreditation of Canada (CDAC).

The NBDHE is intended to fulfill or partially fulfill the written examination requirement. Acceptance of National Board Examination results is completely at the discretion of the individual state. A state can place any limit on acceptance of NBDHE results that it deems appropriate.

The Joint Commission on National Dental Examinations (JCNDE) is responsible for the development and administration of the NBDHE and the National Board Dental Examinations (NBDE). A standing committee of the JCNDE includes other dental hygienists who act as consultants regarding the NBDHE. The Department of Testing Services is a shared resource of the American Dental Association (ADA) that implements the National Board Examinations.

PURPOSE OF THE NBDHE
The purpose of the NBDHE is to assist state boards in determining qualifications of dental hygienists who seek licensure to practice dental hygiene. The examination assesses the ability to understand important information from basic biomedical, dental and dental hygiene sciences, and the ability to apply such information in a problem-solving context. State boards use the information provided by the NBDHE to help protect the public health.

RECOGNITION OF NBDHE CERTIFICATION
Currently, all United States licensing jurisdictions recognize NBDHE results. These jurisdictions include all 50 states, the District of Columbia, Puerto Rico, Guam, and the Virgin Islands of the United States.
ETHICAL CONDUCT AND THE LICENSURE PROCESS FOR DENTAL HYGIENISTS

As professionals devoted to the prevention of disease and the promotion and improvement of the public’s health, dental hygienists hold a position of trust within society. The American Dental Hygienists’ Association’s Code of Ethics for Dental Hygienists establishes standards of behavior to guide the public’s expectations and support dental hygiene practice, laws, and regulations. By holding themselves accountable to the standards stated in the Code, dental hygienists enhance the public’s trust on which their professional privilege and status are founded.

Dental hygiene professionals must behave ethically in their practice at all times. This obligation begins at the time of application to a dental hygiene education program and continues through the educational process, the licensure process, and the entirety of professional practice.

NBDHE applicants are expected to abide by these ethical standards and to read, understand, and comply with the Examination Regulations and Rules of Conduct guiding the National Board Examinations. The obligation to abide by the ethical standards of the profession includes a commitment to honesty, truthfulness, full disclosure, accuracy, fairness, and integrity in completing the examination application, in the examination process itself, and in applying for licensure.

All candidates are expected to pass the examination on their own merit without assistance, and are expected to maintain confidentiality with respect to examination content.

Behavior that results in misconduct or irregularity in the licensure examination process is a very serious matter. Violations of the NBDHE Rules of Conduct or the Examination Regulations could result in civil liability, voiding of examination results, or other appropriate penalty. Under certain circumstances, misconduct or irregularity in the examination process could be reported to the relevant licensing authority. A candidate who acts unethically risks potential delay, denial, suspension, or loss of licensure.

The JCNDE, state boards of dentistry, and the dental hygiene profession expect strong ethical behavior in all candidates for licensure. The JCNDE annually publishes policies and procedures applicable to misconduct and irregularities in the NBDHE application and examination process. This information is available in later sections of this document. The JCNDE expects all candidates to carefully read and understand this information and their obligations as candidates for National Board Examination certification. Questions regarding these policies should be directed to the JCNDE.
EXAMINATION SPECIFICATIONS
Examination items are developed by test construction teams composed of subject-matter experts in accordance with examination specifications approved by the JCNDE. Examination constructors are appointed based on expertise in six areas: biomedical sciences, radiology, periodontics, dental hygiene curriculum, clinical dental hygiene, and community dental health.

The Universal/National tooth notation system is used on all National Board Dental and Dental Hygiene Examinations. This system is a sequential tooth numbering system, designating the permanent dentition with numbers 1-32, and the primary dentition with letters A-T.

The distribution of items in the discipline-based component is defined by the outline on the following pages.

In November 2017, the American Heart Association released new guidelines for blood pressure. The NBDHE in 2019 may reflect either the old or new guidelines as DTS works to implement the new guidelines; candidates should prepare for the possibility of being tested on either set of guidelines.

In the June 2018 issue of the Journal of Periodontology the American Academy of Periodontology (AAP) published updates to its Classification of Periodontal and Peri-Implant Diseases and Conditions. Examinations published through the Department of Testing Services—including those overseen by the Joint Commission on National Dental Examinations or by the American Dental Association—continue to be based on the prior (i.e., 1999) AAP disease classification. Candidates will be notified when examinations are updated to reflect the new terminology.

SCOPE OF THE EXAMINATION
The NBDHE is a comprehensive examination consisting of 350 multiple-choice items.

The examination consists of two components, one discipline-based and the other case-based.

The discipline-based component includes 200 items addressing three major areas:
1. Scientific Basis for Dental Hygiene Practice
2. Provision of Clinical Dental Hygiene Services
3. Community Health/Research Principles

The case-based component includes 150 items that refer to 12 to 15 dental hygiene patient cases. These cases present information dealing with adult and child patients by means of patient histories, dental charts, radiographs, and clinical photographs. Each examination includes at least one case regarding patients of the following types: geriatric, adult-periodontal, pediatric, special needs, and medically compromised. A medically compromised patient is one whose health status may require modification of standard treatment or special consideration.

Case-based items address knowledge and skills required in the following:
- Assessing patient characteristics
- Obtaining and interpreting radiographs
- Planning and managing dental hygiene care
- Performing periodontal procedures
- Using preventive agents
- Providing supportive treatment service
- Professional responsibility

Examination items cover functions that a dental hygienist is expected to be able to perform. Only functions that can be delegated to a dental hygienist in a majority of states are included in the examination.
Scientific Basis for Dental Hygiene Practice (61 Items)

- Anatomic Sciences
  - Anatomy
    - Head and neck anatomy
    - Dental anatomy
    - General anatomy
    - Root anatomy
  - Histology and Embryology
- Physiology
- Biochemistry and Nutrition
- Microbiology and Immunology
- Pathology
  - General
  - Oral
- Pharmacology

Provision of Clinical Dental Hygiene Services (115 Items)

- Assessing Patient Characteristics
  - Medical and dental history
  - Head and neck examination
  - Periodontal evaluation
  - Oral evaluation
  - General
- Obtaining and Interpreting Radiographs
  - Principles of radiophysics and radiobiology
  - Principles of radiologic health
  - Technique
  - Recognition of normalities and abnormalities
  - General
- Planning and Managing Dental Hygiene Care
  - Infection control (application)
  - Recognition of emergency situations and provision of appropriate care
  - Individualized patient education
    - Planning of individualized instruction
    - Provision of instruction for prevention and management of oral diseases
      - Dental caries
      - Periodontal disease
      - Oral conditions
  - Anxiety and pain control
  - Recognition and management of compromised patients
  - Dental hygiene treatment strategies
    - Diagnosis
    - Treatment plan
    - Case presentation
  - General
- Performing Periodontal Procedures
  - Etiology and pathogenesis of periodontal diseases
  - Prescribed therapy
    - Periodontal debridement
    - Surgical support services
    - Chemotherapeutic agents
  - General
  - Reassessment and maintenance (e.g., implant care)
Continued, Provision of Clinical Dental Hygiene Services (115 Items)

- Using Preventive Agents
  - Fluorides - systemic and topical
    - Mechanisms of action
    - Toxicology
    - Methods of administration
      - Water fluoridation
      - Self-administered
  - Pit and fissure sealants
    - Mechanisms of action
    - Techniques for application
  - Other preventive agents

- Providing Supportive Treatment Services
  - Properties and manipulation of materials
  - Polishing natural and restored teeth
  - Making of impressions and preparation of study casts
  - Other supportive services (e.g., tooth desensitization)
  - General

- Professional Responsibility
  - Ethical principles, including informed consent
  - Regulatory compliance
  - Patient and professional communication
  - General

Community Health/Research Principles (24 Items)

- Promoting Health and Preventing Disease Within Groups
- Participating in Community Programs
  - Assessing populations and defining objectives
  - Designing, implementing, and evaluating programs
- Analyzing Scientific Literature, Understanding Statistical Concept, and Applying Research Results

Case Based Items (150 Items)

PATIENT BOX

Some questions in this test involve a Patient Box. The Patient Box presents information available to the dentist and dental hygienist at the time of the visit. If no information is presented in a given area of the Patient Box, assume the information is either unknown or is not available. For example, if no allergies are listed, assume the patient has no known allergies at the time of visit. Always consider information presented in the Patient Box when answering questions and pay close attention to all provided patient information.
DENTAL CHARTS

Some cases in this test involve dental charts. Below are samples of the types of dental charts used within the test.

**ADULT CLINICAL EXAMINATION**

![Diagram of dental charts]

**Current Oral Hygiene Status**

**Supplemental Oral Examination Findings**

1. 
2. 

![Table of oral examination findings]

**ADULT CLINICAL EXAMINATION CHART**

![Diagram of dental charts]

**LEGEND**

- Existing restorations not charted
- Fissure sealed
- Mobility I, II, III
- Partially or fully impacted
- Planned extraction
- Clinically visible carious lesion
- Class I Furcation Grade
- Class II Furcation Grade
- Class III Furcation Grade
SAMPLE ITEM FORMATS

A multiple-choice examination item consists of a stem, which poses a problem, followed by a list of possible answers. The stem of an examination item is usually either a question or an incomplete statement. For NBDHE purposes, an item must have at least three and not more than five possible responses. Only one of the responses is considered the correct or best option.

**Completion** items require the correct completion of a concept or idea.
The sensation of touch, pain, pressure, or temperature is determined by the
A. degree of myelinization of a nerve fiber.
B. frequency of the stimulation to a nerve fiber.
C. method of stimulation of a nerve fiber.
D. specific nerve fiber stimulated.
E. strength of the stimulation to a nerve fiber.

**Paired True-False** consists of two sentences on the same topic; the only portion of the item that varies is the stem.
In healthy, bone is constantly undergoing resorption and formation.
In periodontitis, only bone resorption occurs.
A. Both statements are true.
B. Both statements are false.
C. The first statement is true, the second is false.
D. The first statement is false, the second is true.

**Question** items communicate a problem or set of circumstances.
The phrenic nerve innervates which of the following?
A. Abdominal muscles
B. Diaphragm
C. External intercostal muscles
D. Internal intercostal muscles
E. Sternocleidomastoid muscle

**Negative** items are characterized by a word such as EXCEPT or NOT in the stem. These key words are capitalized.
Each of the following is affected by saliva EXCEPT one. Which is the EXCEPTION?
A. Carbohydrate breakdown
B. Dental caries
C. Oral microflora
D. Protein digestion
E. Swallowing
A testlet consists of a case study or problem with a set of associated test items. The testlet format is used for items related to the Community Health/Research Principles section of the Dental Hygiene Examination Specifications and in the case-based section of the examination.

*Please note that while this example includes five answer options for each question, the current NBDHE offers four answer options for each question.

SAMPLE TESTLET ON COMMUNITY HEALTH/RESEARCH PRINCIPLES

A dental hygienist employed at a public health clinic in a rural county of the United States is assigned the project of developing a preventive dental health program for a sub-group of the population.

COMMUNITY PROFILE: The primary employers in this county have been coal mining companies. The unemployment rate in the county has increased by 32 percent since the closing of the coal mine companies.

- The median age of the population is 46. In the county there are five general dentists, three dental hygienists, and one public health-centered dental clinic. The clinic employs a full-time dentist and dental hygienist. The public health clinic sees low-income children and senior citizens on a sliding-fee schedule.
- The dental hygienist employed by the public health clinic conducts dental screenings for the kindergarten students each year. The mean deft scores for the kindergarten students for the last three years are: $d = 1.02$, $e = 0.87$, $f = 4.22$.
- The community does not have water fluoridation because of multiple water sources. The state funds a 0.2%-sodium fluoride rinse program in grades K-5. The state mandates that a dentist or a dental hygienist perform deft/dmft/DMFT and GI indices on all students in grades 1, 2, 3, 5, 7, and 10. On a yearly basis, all pathology is brought to parents’ attention and referred to a dental professional.

1. Which population group is dentally underserved in this community?
   A. Adult age
   B. Geriatric age
   C. Adolescent age
   D. Early childhood age
   E. Elementary school age

2. What would be the next step for the dental hygienist to take in program planning after selecting the target population?
   A. Appraise the program.
   B. Define goals for the program.
   C. Compile data on the target group population.
   D. Develop educational components.
   E. Identify manpower resources in the community.

3. Each of the following is perceived as a barrier to dental care for this community EXCEPT one. Which is the EXCEPTION?
   A. Geographic isolation
   B. Lack of water fluoridation
   C. Maldistribution of providers
   D. Lack of affordable services
   E. Loss of income and insurance

4. What can be stated about the deft scores of the kindergarten students?
   A. Early exfoliation
   B. High decay rate
   C. Increased referrals
   D. Late eruption pattern
   E. Treatment needs are being met

5. How often should the fluoride rinse for grades K-5 be performed?
   A. Daily
   B. Weekly
   C. Monthly
   D. Three times a week
   E. Based on the caries rate of the child
EXAMINATION CONTENT AND PREPARATION MATERIALS

EXAMINATION PREPARATION
The JCNDE recommends that candidates use textbooks and lecture notes as primary sources for study. Although some previous questions from the NBDHE are periodically released, the JCNDE believes they are best used to familiarize candidates with item formats. The JCNDE does not guarantee that the information in released NBDHE materials is accurate, current, or relevant. Released materials might no longer be consistent with the current test specifications, content emphasis, item formatting guidelines, and examination structure. Due to the dynamic nature of dental practice and the biomedical sciences, these materials could be outdated. Candidates are cautioned not to limit preparation for the examination to the review of released materials.

Copies of released items can be purchased from the ADA.org/JCNDE website under Exam Preparation Materials and Helpful Information. Official released items can be identified by the ADA copyright insignia at the bottom of the document pages.

The JCNDE does not endorse or recommend any specific texts or other teaching aids (e.g., review courses) that are identified as NBDHE preparation materials.

At the Pearson VUE test center, you will be given an opportunity to take a brief optional tutorial before beginning the actual examination. The tutorial provides the opportunity to become familiar with the steps involved in proceeding through the examination.

CONFIDENTIALITY OF EXAMINATION MATERIALS
Examination items represent confidential, copyrighted intellectual property. Obtaining, using, or distributing examination items is strictly prohibited, regardless of the method employed (whether by memorization, recording, copying, or other means). This prohibition includes the discussion, distribution, or online posting of remembered examination questions or answers, in whole or in part.

The use or sharing of current examination items violates the Examination Regulations and Rules of Conduct of this testing program. Such activities could provide an unfair advantage to individuals or groups of individuals and threaten the validity and credibility of the examination. Since all examinations are copyrighted property, these prohibited activities also violate federal copyright laws.

The Department of Testing Services investigates all reports and allegations of candidates’ alleged generation, misuse, or sharing of current examination materials, and will pursue formal action against anyone who violates the Examination Regulations or federal copyright law. Violations could result in the voiding of exam results and legal action.
RESULTS INFORMATION

SCORING OF EXAMINATION
Scale scores range from 49 to 99, with a score of 75 representing the minimum passing score. Because the NBDHE is a criterion-referenced examination, the minimum passing score is determined by experts through standard-setting activities. Examination passing standards are reviewed and updated by subject matter experts and the Joint Commission on a periodic basis so the passing standard in place continues to reflect the level of cognitive skills required to safely practice. When standards are updated, a corresponding modification is made to the score scale, so that a score of 75 continues to reflect the minimum passing score.

A candidate’s total score is computed using the total number of correct answers selected by the candidate. The total score is then converted to a scale score, which adjusts for any minor differences in difficulty across NBDHE forms.

RESULTS REPORTING
The NBDHE is a pass/fail exam; results are reported only as “pass” for candidates who achieve passing scores. For remediation purposes, candidates who fail the examination receive numerical scores for each of the major disciplines covered on the exam. With respect to candidates who tested prior to 2012, numerical scores for prior attempts will still be reported.

The status of “pass” is reported for candidates who achieve a scale score of 75 or higher. The status of “fail” is reported for candidates who achieve a scale score below 75.

RESULTS REPORTS
National Board Examination results are typically made available approximately three to four weeks after the examination. Results can be viewed online by logging into the My Account Summary page.

To retrieve results online, go to the DENTPIN homepage and click on the “My Account” link on the left side of the page. Proceed by clicking on the “My Account Summary” link on the My DENTPIN Account page. Log in using your DENTPIN and password.

By signing the application, a candidate enrolled in an accredited dental hygiene program (or who has graduated within the last five years) gives express permission to provide results to the dental hygiene program director and his or her designee(s). Results are provided to others if permission is granted in the form of a results request from the candidate. If misconduct has occurred in a past administration, your results report may contain information concerning the incident (see the Examination Irregularities and Misconduct section). Regional boards and clinical testing agencies make no use of NBDHE results; results reports should be sent directly to the dental licensing board of the state.

After receiving your results report, you may request that additional reports be sent to other entities. You should confirm the accuracy of your results report request.

Fees are nonrefundable and nontransferable.

The Department of Testing Services will provide a history of your results to state boards and additional recipients.

RESULTS AUDITS
As a routine part of the overall validation process, the responses from the NBDHE are audited for accuracy before results are distributed. You can request to have your examination responses audited or rechecked for accuracy. To request an audit of your results, you must login with your DENTPIN and follow the audit request instructions. There is an additional charge for this service (see the Examination Fees section of this Guide). Audits require six to eight weeks to complete and must be requested within 30 days of the reporting date on the official report of results.
The JCNDE does not discriminate based on race, ethnicity, religion, gender, age, disability, sexual orientation, or marital status.

To participate in the NBDHE, a candidate must qualify through one of the following provisions:

**Dental Hygiene Student**
A student in a dental hygiene program accredited by CODA is eligible for examination when the dental hygiene program director (or a designee) certifies that the student is prepared in all NBDHE disciplines. If the dental hygiene program is accredited by CODA, the approval of the director (or the designee) meets this requirement.

Visit CODA's website at [ADA.org/CODA](http://ADA.org/CODA) and select “Find a Program” for a list of accredited allied dental programs.

**Graduate of an Accredited Program**
A dental hygienist who is a graduate of a dental hygiene program accredited by CODA during the time the dental hygienist was enrolled is eligible for examination following the JCNDE’s receipt of evidence of graduation.

To fulfill this NBDHE eligibility requirement, one of the following is required: a copy of your dental hygiene program diploma or a copy of your final transcript with the conferred degree. If you submit an application without proof of graduation, your application will not be processed. Recent graduates who are retaking the examination must also provide proof of graduation.

**Graduate of an Nonaccredited Program**
A dental hygienist who is a graduate of a U.S. or Canadian dental hygiene education program that was not accredited during the time the dental hygienist was enrolled is eligible for examination only if the program was equivalent to an accredited program (see summary of accreditation standards). Accreditation standards in effect at the time the candidate applies for examination are used in evaluating the program.

To fulfill this NBDHE eligibility requirement, the following is required: a letter of recommendation from (a) the dean of an accredited dental school or the director of an accredited dental hygiene program, and (b) the secretary of a board of dentistry of a U.S. licensing jurisdiction. The letter from the dean or director must certify the nonaccredited program met each of the requirements in terms of length of study, subjects, functions, and hours.

The following provisions are required for the verification of educational credentials obtained from nonaccredited dental hygiene schools — schools not accredited by the CODA or the Commission on Dental Accreditation of Canada (CDAC).

You must have official dental hygiene school transcripts verified by Educational Credential Evaluators Inc. (ECE).

If you do not have a DENTPIN®, you must register for one through the DENTPIN® homepage at [ADA.org/DENTPIN](http://ADA.org/DENTPIN) prior to submitting an ECE report. The Department of Testing Services will discard ECE reports that cannot be matched to a DENTPIN® using candidate supplied name and date of birth.
ELIGIBILITY REQUIREMENTS

Graduate of an Nonaccredited Program (continued)
ECE prepares evaluation reports that identify U.S. equivalents of educational qualifications earned in other countries.

Educational Credential Evaluators Inc.
P.O. Box 514070, Milwaukee, WI 53202-3470
414.289.3400 or www.ece.org

1. Contact Educational Credential Evaluators Inc. (ECE) and request a General Report. The ECE evaluation report request will describe what documents are required, the manner in which to submit them to ECE, and the applicable fee. To request an evaluation report, visit ECE.org and request that a General Evaluation report be sent to the JCNDE.

2. Only official reports electronically transmitted from ECE to the Department of Testing Services will be accepted. Personal copies are not acceptable.

3. The Department of Testing Services will not process an examination application before the ECE Evaluation Report is received.

4. The name on the ECE report must match the name on the application exactly. Any name changes must be accompanied by legal documentation.

The full accreditation standards for dental hygiene education programs is available to download from the Current Accreditation Standards page on ADA.org/CODA. Graduates must be competent in problem-solving strategies related to comprehensive patient care and management of patients.

Dental Student
A dental student from an accredited dental school is eligible for examination if the dean of the dental school certifies that the student has completed the equivalent of a CODA-accredited dental hygiene program. The means of fulfilling this requirement is a letter from the dean of the accredited dental school.

Dentist (Graduate of an Accredited or Nonaccredited Dental Program)
A dentist is eligible for examination if the eligibility requirements for the National Board Dental Examination (NBDE) are met. This does not apply to a graduate of a nonaccredited dental program currently enrolled in an accredited program.

ELIGIBILITY FOR RE-EXAMINATION
Candidates who have passed the NBDHE may not retake the examination unless required by a state board or relevant regulatory agency.

Candidates who have not passed may apply for re-examination. An examination attempt is defined as any examination administration where the candidate has been seated at a computer at a test center and electronically agreed to the confidentiality statement to start the examination.

Candidates must wait a minimum of 90 days between test attempts.

Under the JCNDE’s Five Years/Five Attempts Eligibility Rule, candidates must pass the examination within a) five years of their first attempt or b) five examination attempts, whichever comes first. Subsequent to the fifth year or fifth attempt, candidates may test once every 12 months after their most recent examination attempt.

The Five Years/Five Attempts Eligibility Rule applies to examination attempts occurring on or after January 1, 2012. Examination attempts occurring prior to this date are not considered under this regulation.
TEST CENTERS
The NBDHE is administered by Pearson VUE at test centers in the United States and its territories (including Guam, Puerto Rico and the Virgin Islands of the U.S.), and in Canada.

After your application has been processed, you will receive an email with scheduling instructions. You may schedule your testing appointment at Pearson VUE or by calling 888.456.2830. Pearson VUE will not schedule your appointment before receiving authorization from the JCNDE. Additionally, local test centers cannot schedule, reschedule, or cancel appointments.

EXAMINATION FEES
Fees are non-refundable and non-transferable. All fees are in U.S. dollars.

<table>
<thead>
<tr>
<th>FEE TYPE</th>
<th>DESCRIPTION</th>
<th>FEE AMOUNT</th>
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<tbody>
<tr>
<td>NBDHE Fee</td>
<td>This fee includes official results reporting to you, three dental licensing</td>
<td>$440</td>
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<td></td>
<td>jurisdictions (provided that results report requests are included on the</td>
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<td></td>
<td>application), and the dental hygiene program director of your dental</td>
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<td></td>
<td>hygiene school (if you are currently enrolled in an accredited dental hygiene</td>
<td></td>
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<td></td>
<td>school or have graduated within last five years).</td>
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</tr>
<tr>
<td>NBDHE Processing Fee for</td>
<td>This handling or processing fee is for candidates who are students or</td>
<td>$210</td>
</tr>
<tr>
<td>Nonaccredited Candidates</td>
<td>graduates of a dental or dental hygiene school that is not accredited by</td>
<td></td>
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<tr>
<td></td>
<td>CODA.</td>
<td></td>
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<tr>
<td>Results Report Fee (optional)</td>
<td>This fee covers a single results report for a recipient NOT selected at the</td>
<td>$40 per</td>
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<td></td>
<td>time of application.</td>
<td>report</td>
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<tr>
<td>Results Audit Fee (optional)</td>
<td>The Department of Testing Services is willing to audit your NBDHE results</td>
<td>$65</td>
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<tr>
<td></td>
<td>if your request is received within 30 Days of the reporting date on your</td>
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<td></td>
<td>official results report.</td>
<td></td>
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<tr>
<td>NBDHE Certificate</td>
<td>Candidates can order a full-size (8.5” x 11”) certificate with optional</td>
<td>To purchase a</td>
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<tr>
<td></td>
<td>frames.</td>
<td>National Board Certificate you must login with</td>
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<tr>
<td></td>
<td></td>
<td>your DENTPIN</td>
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</tbody>
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RESCHEDULE FEES
Candidates may reschedule testing appointments for a fee, provided at least one full business day (24 hours) of notice is given before the appointment, and the rescheduled date falls within the authorized eligibility period.

<table>
<thead>
<tr>
<th>RESCHEDULE FEE</th>
<th>FEE AMOUNT</th>
</tr>
</thead>
<tbody>
<tr>
<td>Candidates may reschedule testing appointments for a fee, provided at least</td>
<td>$25</td>
</tr>
<tr>
<td>one full business day (24 hours) of notice is given before the appointment,</td>
<td></td>
</tr>
<tr>
<td>and the rescheduled date falls within the authorized eligibility period.</td>
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EXAMINATION SCHEDULE

The following table provides the NBDHE administration schedule. The total administration time is nine hours, including the tutorial, scheduled break, and a survey. For a content outline of the examination, see the Examination Specifications.

<table>
<thead>
<tr>
<th>National Board Dental Hygiene Examination</th>
<th>Time</th>
</tr>
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<tbody>
<tr>
<td>Optional Tutorial</td>
<td>15 minutes</td>
</tr>
<tr>
<td>Session one: Discipline-based items (100 items)</td>
<td>3 hours 30 minutes plus optional 15-minute scheduled break</td>
</tr>
<tr>
<td>Optional 15-minute scheduled break after the 100th question</td>
<td></td>
</tr>
<tr>
<td>Session one: Discipline-based items (100 items)</td>
<td>scheduled break</td>
</tr>
<tr>
<td>Optional scheduled break</td>
<td>30 minutes</td>
</tr>
<tr>
<td>Session two: 7-8 Patient cases (approximately 75 items)</td>
<td>4 hours plus optional 15-minute scheduled break</td>
</tr>
<tr>
<td>Optional 15-minute scheduled break</td>
<td></td>
</tr>
<tr>
<td>Session two: 7-8 Patient cases (approximately 75 items)</td>
<td></td>
</tr>
<tr>
<td>Optional Post-examination Survey</td>
<td>15 minutes</td>
</tr>
<tr>
<td>Total Time</td>
<td>9 hours</td>
</tr>
</tbody>
</table>

OBTAIN A DENTPIN® AND APPLY FOR EXAMINATION

As part of the application process, you must provide your Dental Personal Identification Number (DENTPIN®). The DENTPIN® is a unique personal identifier for individuals involved with the U.S. dental education system and its standardized testing programs, such as the Dental Admission Test, American Dental Education Association’s (ADEA) Associated American Dental Schools Application Service (ADEA AADSAS), Texas Medical & Dental Schools Application Service (TMDSAS), ADEA Centralized Application for Advanced Placement for International Dentists (ADEA CAAPID), ADEA Postdoctoral Application Support Service (ADEA PASS), and the National Board Examinations.

These programs use the DENTPIN® to uniquely identify individuals, and for confidential and secure reporting, transmission, and tracking of test results and academic data. If you have taken the Dental Admission Test or the National Board Dental Hygiene Examination previously, a DENTPIN® exists for you.

Before proceeding with your application, obtain or retrieve your DENTPIN® at ADA.org/DENTPIN.

You may submit an application on ADA.org/JCNDE. If you meet the eligibility requirements for testing, your application will be processed. This processing takes place Monday through Friday during normal business hours.

After your application has been processed, you will be eligible for examination for a six-month period. If you do not schedule a testing appointment and take the NBDHE during this period, you will have to submit a new application and fee to take the examination. The eligibility period will NOT be extended and you will forfeit your examination fee.
APPLICATION DETAILS
All information you provide on the application must be accurate. To avoid complications in qualifying for licensure, you must enter your name as it appears on your government-issued ID. The name on your application and IDs must match exactly. When including a middle name, either the full name or initial is acceptable.

If the name on your NBDHE application and your IDs do not match exactly, you will be denied permission to test. As a result, you will forfeit your testing appointment and application fee. You will be required to submit a new application.

Changes and corrections to your application (such as name, birth date, etc.) must be completed at least five business days prior to your testing appointment. You are responsible for identifying any corrections and must notify the JCNDE at dentpin@ada.org. Name changes and birth date corrections require completing a separate DENTPIN® Form, which is available under “Change Your DENTPIN Information” on ADA.org/DENTPIN. This form must be emailed to dentpin@ada.org along with your DENTPIN® and any appropriate documentation, such as a marriage certificate or court documents.

If it is determined that you deliberately falsified your name, DENTPIN®, or personal data in the DENTPIN® system, examination application, or at the test center, your results will be voided, and your dental hygiene program will be notified. You might have to wait two years before re-examination, or you could be banned from taking the NBDHE.

PRIVACY AND SECURITY
The Joint Commission uses industry standard methods to secure and protect your confidential information. The Department of Testing Services will collect and retain personal information to the extent necessary to serve candidate needs, administer the National Board Examinations, fulfill National Board Examination program responsibilities (e.g., to maintain the integrity of the test and to detect and prevent unlawful activity), and fulfill legal requirements. National Board Examination results shall be retained indefinitely, along with testing records and necessary personal information.

Before the test is administered, you will be required to execute a written release to the collection of your fingerprints. Palm vein scans are collected for purposes of verifying identity and detecting and preventing unlawful activity; the data is stored securely.

National Board Examination results will be released or reported to state dental boards, education programs, or other entities upon written candidate authorization or designation by electronic means through the electronic application or score report request form. Examination results could be released or reported in the absence of such authorization when Joint Commission policies indicate that such notification is appropriate (e.g., notification of state dental boards concerning an irregularity). Examination results will be released to dental education programs to enable those programs to understand student outcomes. For research and policy-making purposes, examination results could be released—with personally identifying information removed—to legitimately interested parties. The Joint Commission shall make information on its privacy policies available to all candidates and the public.

The ADA provides technical support for the National Board Examinations and uses data security procedures to protect the integrity of personal and exam information. Security safeguards include administrative, technical, and physical safeguards over data and data-processing systems. For additional information, please refer to the Privacy Policy and Terms of Use available on ADA.org.
APPLICATION DETAILS
If you wish to reschedule or cancel your testing appointment, you must contact Pearson VUE at least one business day (24 hours) in advance of the testing appointment and pay a fee directly to Pearson Vue. An additional fee applies (see the Examination Fees section of this Guide). You may cancel or reschedule electronically at PearsonVUE.com/NBDHE.

If you cancel less than 24 hours prior the scheduled testing date or fail to show for your appointment, you will forfeit your appointment and application fee. You will be required to submit a new application and fee to the JCNDE to reschedule. The local test center cannot schedule, reschedule, or cancel your appointment.

If you do not appear for your scheduled testing appointment and you do not cancel or reschedule your appointment in advance of the test date, you will forfeit all examination fees.

You will be required to submit a new application and pay the fee to schedule a new appointment.

Be sure that you receive a confirmation notification when rescheduling your testing appointment. Retain a copy of this confirmation for your records.

EMERGENCIES ON THE DAY OF A TESTING APPOINTMENT
If an emergency on the day of the testing appointment prevents you from appearing for the appointment, you may submit a written request for relief to the Department of Testing Services. This request should include applicable documentation and be sent to testingproblems@ada.org within five business days of the appointment.

Examples of emergencies and applicable documentation include, but are not limited to, the following:

- Sudden illness on the exam day. Provide a doctor’s note or hospital records confirming that you were treated on the day of the examination.
- Death in the family on the exam day. Provide a copy of an obituary, prayer card, funeral service program, or death certificate confirming that the relative passed away or services were held on the day of the examination.

Testing appointments affected by emergencies occurring prior to the day of the actual testing appointment should be handled through the rescheduling and cancellation process with Pearson Vue indicated above.

Testing Problems on the Day of the Testing Appointment

If you experience problems with testing conditions during administration of the exam, you must stop testing and notify the test center administrator immediately.

Testing should not be resumed until the issue has been documented and resolved by the test center administrator. Unresolved concerns must be submitted in writing within five business days of the testing appointment to testingproblems@ada.org.

Upon receipt of the information, the Department of Testing Services will conduct an investigation and notify you of the outcome. Candidates with documented, unresolved testing issues could be offered the opportunity to retest within 30 days. The results of the retest will replace the results of the initial test.

Scores cannot be canceled or adjusted under any circumstances.
TESTING ACCOMODATIONS
The Department of Testing Services provides reasonable and appropriate accommodations in accordance with the Americans with Disabilities Act for individuals with documented disabilities or a medical condition who demonstrate a need for accommodation and request an accommodation prior to testing.

For more information on accommodations and an explanation of how to request testing accommodations consult the NBDHE Testing Accommodations Request available under Apply to Take the NBDHE on ADA.org/NBDHE.

Testing accommodations are offered to those with a qualified disability or a medical condition in order to offer equal access to testing. Candidates must request testing accommodations with each application, but will not be required to submit additional documentation for the same disability or condition with subsequent re-examinations.

Information concerning specific accommodations provided will not be shared outside of the Department of Testing Services, the test center, and the JCNDE, and will not be indicated on examination results reported to state boards or additional recipients.

In considering a request from a candidate with a disability, the Joint Commission is guided by a focus on validity. Testing accommodations are provided so all candidates have the opportunity to demonstrate their knowledge and skills, and so that measurement through testing can accurately reflect knowledge and skills, as opposed to having measurement inappropriately reflect a disability.

The following information will be used to help determine whether you qualify for accommodations under the Americans with Disabilities Act or whether you qualify for accommodations as a result of a medical condition.

The Department of Testing Services requires a complete evaluation of the candidate as well as the completed and signed NBDHE Testing Accommodations Request Form available under Apply to Take the NBDHE on ADA.org/JCNDE. A health care professional appropriately qualified to evaluate the disability or medical condition must conduct the evaluation.

If you have a documented disability recognized under the Americans with Disabilities Act and require testing accommodations, you must submit the following prior to testing: an application to test, the Testing Accommodations Request Form, and the supporting documentation. Your submission is not complete until you have provided all three components.

Procedures for submitting a request for testing accommodations are as follows:
• Select “Yes” from the drop down on the NBDHE application requesting testing accommodations. You must submit an application for the examination, the Testing Accommodations Request Form, and the supporting documentation prior to testing. The process is not complete until you have submitted all three components.

You can schedule a testing appointment after your testing accommodation request has been approved. Testing accommodations cannot be added to a previously scheduled testing appointment. If you schedule your testing appointment before the approval of testing accommodations, you will be required to cancel the appointment and pay a reschedule fee. You must receive your eligibility email (with approved accommodations) before you can schedule a testing appointment.
TESTING ACCOMMODATIONS (continued)

- Submit the following documents to testingaccommodations@ada.org:
  - Testing Accommodation Request Form which can be found on the NBDHE General Information page of ADA.org/JCNDE website, signed and dated, indicating the disability, and the request for accommodations. Accommodations should align with the identified functional limitation so that the adjustment to the testing procedure is appropriate.
  - Current evaluation report (from within the past five years) from the appropriate health care professional. The document must be on official letterhead and should include the professional’s credentials, signature, address, and telephone number. The report must indicate the candidate’s name, date of birth, and date of evaluation. The report should include:
    - information concerning the specific diagnostic procedures or tests administered. Diagnostic methods used should be appropriate to the disability and in alignment with current professional protocol.
    - the results of the diagnostic procedures and tests, and a comprehensive interpretation of the results.
    - the specific diagnosis of the disability, with an accompanying description of the candidate’s limitations due to the disability.
    - a summary of the complete evaluation with recommendations for the specific accommodations and how they will reduce the impact of the identified functional limitation.
  - Documentation of any previous accommodations provided by educational institutions or other testing agencies. If no prior accommodations were provided, the licensed professional should include a detailed explanation as to why no accommodations were given in the past and why accommodations are needed now.

UNACCEPTABLE FORMS OF DOCUMENTATION

Please do not submit the following documents as they will not be accepted:

- Handwritten letters from health care professionals
- Handwritten patient records or notes from patient charts
- Diagnoses on prescription pads
- Self-evaluations
- Research articles
- Original documents (submit copies only)
- Previous correspondence to the JCNDE or the Department of Testing Services; we maintain copies of all correspondence
- Correspondence from educational institutions or testing agencies not directly addressed to the JCNDE
RULES OF CONDUCT

The JCNDE has established rules that govern the administration of the National Board Examinations to ensure that examination results accurately reflect candidates’ skills and that no candidate receives an unfair advantage on the examination.

Examination Regulations and Rules of Conduct help preserve the integrity of the examination process and provide standardized exam administration conditions that yield valid and reliable results.

Accessing examination content prior to testing, breaching the confidentiality of examination content, or any attempt to subvert the examination process represents violations of test regulations. Conduct occurring before, during, or after testing that violates the Examination Regulations and Rules of Conduct could result in invalidation of examination results and other penalties.

You must be truthful in completing the application and must abide by all instructions regarding examination conduct.

Failure to comply with the Examination Regulations and Rules of Conduct could result in a determination of the presence of an irregularity, and your examination results could consequently be voided. If your results are voided as a result of an irregularity, you could be prohibited from testing for a specified time period or, in egregious cases, from retesting at all. Additionally, you could face civil or criminal prosecution.

By applying for the NBDHE, you agree to abide by the following Rules of Conduct:

1. You certify that you are the person who has registered for the examination for the purpose of gaining National Board Examination certification. You may not take the examination for someone else, someone else may not take the examination for you, nor may you take the examination for any reason other than for the purpose of gaining admission to a dental or health profession education program or for state licensure. You may not take the examination to practice or to obtain an advance review of the content.

2. Candidates are not allowed to complete an examination for any reason other than National Board certification. If available information suggests a previously eligible candidate might be completing an examination for other purposes, the Joint Commission could revoke the candidate’s eligibility, and the candidate could be required to re-establish eligibility to take the examination.

3. You will not give, receive, or obtain any form of unauthorized assistance prior to the examination, during the examination (e.g., in the testing room or when on a break), or subsequent to the examination.

4. You will maintain the confidentiality of examination content at all times. You will not reproduce or attempt to reproduce examination materials through memorization, recording, copying, or other means. You will not provide information concerning current examination content that might affect the examination’s ability to accurately assess candidates’ skills, or that might provide unfair advantage to other candidates. For example, you will neither make use of nor participate in the sharing or distribution of information regarding examination content or answers (via electronic means or otherwise).

5. You will not bring any unauthorized materials, as listed in the Test Regulations and Prohibited Conduct section of this Guide, into the secure testing area. All unauthorized materials must be placed in your assigned locker and may not be accessed while you are testing.

6. You will not remove information about the exam (written, printed, recorded, or other) from the test center.

7. You will comply with test center policies and procedures. You will not create a disturbance in the test center.

8. You will not tamper with the computer testing equipment and facilities.

9. You will cooperate fully with any investigations involving testing irregularities. You agree to have your examination analyzed to detect aberrancies.

10. The NBDHE is a secure examination protected by U.S. copyright laws. Any unauthorized disclosure of the examination’s content could result in civil liability, criminal penalties, voiding of examination results, or other appropriate penalties.
RULES OF CONDUCT (continued)

You may not disclose any test content (in whole or in part) before, during, or after the test to anyone, including but not limited to family, friends, classmates, colleagues or test preparation organizations. This applies to any content disclosed through discussions, emails, in writing, online (e.g., blogs, social media, websites), or otherwise.

Candidates who receive unreleased test items should immediately forward it to testsecurity@ada.org without reviewing it. Candidates who have been found to be in possession of such information—or to have participated in the distribution of this information—may have their examination results voided. Penalties might be imposed subsequent to discovery and investigation of the original incident, which could occur years after the incident itself.

You are encouraged to report activities that disclose information about examination questions, so that the Department of Testing Services can investigate and take any necessary action. Report such activity to the Department of Testing Services at testsecurity@ada.org.

TEST CENTER PROCEDURES
Report to the test center at least 30 minutes prior to your scheduled appointment. If you report late, you might not be allowed to take the examination, depending on the time of your arrival and the scheduling of other testing appointments. Pearson VUE test center administrators will determine whether there is sufficient time and space to administer the examination. If you arrive late and cannot be seated, you will forfeit your examination fee and you must submit a new application and fee.

In cases of inclement weather, a natural disaster, or other local conditions that could cause unavoidable interruptions to testing, Pearson VUE will make reasonable efforts to notify you and reschedule your testing appointment.

You are expected to understand and comply with the Pearson VUE test center regulations. You can review test center information at PearsonVue.com.

When you arrive at the Pearson VUE test center to take the examination, two original, current (not expired) forms of identification (ID) – one primary and one secondary – will be required. An expired ID that is accompanied by temporary identification or documentation that a new, valid ID has been requested WILL NOT be accepted.

The primary ID must be a government-issued ID with your photograph, name, and signature. Examples of acceptable primary IDs are a driver’s license, passport, or passport card. All IDs, with the exception of passports, must be in English.

The secondary ID must contain your name and signature. Examples of secondary IDs are a debit card, library card, or a credit card.

The name on your IDs must match exactly the name you entered on your NBDHE application. If the names on your IDs and your NBDHE application do not match exactly, you will be denied admission to the examination, and you will forfeit your scheduled testing appointment and application fee. You will be required to submit a new application and fee to test.
EXAMINATION REGULATIONS AND RULES OF CONDUCT

If you are including a middle name, either the full name or initial is acceptable.

If you have a name change request, complete the DENTPIN® Request Form, available online at ADA.org/DENTPIN, and email the request to dentpin@ada.org with appropriate documentation. Your request and the required documentation must be received at least five business days before your testing appointment. Address the email to the attention of NBDHE Name Change Request. Include your DENTPIN®, a copy of your government issued photo ID, and a copy of the legal name change documents, such as a marriage license or court documents.

If you have questions concerning which types of identification are acceptable, please call the Department of Testing Services at 800.232.1694.

The Pearson VUE test center will electronically capture the identity of each candidate by means of a palm vein print and a photograph before candidates can proceed with testing. Electronic capture of this biometric data allows for an easier and quicker return to testing after breaks. Biometric and other identification information will be retained by Pearson VUE and will be utilized for identity verification at potential future test administrations related to dental education and licensure.

Additionally, the test center will visually inspect eyeglasses and hair accessories for cameras as part of the check-in process. All jewelry except for wedding and engagement rings is prohibited. You can view the Pearson VUE check-in procedures at PearsonVue.com.

You will be given an opportunity to become familiar with the operation of the examination computer by taking a brief tutorial before your examination date.

You will be observed at all times while testing. This observation will include test center staff walking through the secure testing lab, as well as video recording of your examination session. Test center staff are required to report behavior that might represent a violation of the rules and regulations.

Test center staff are not authorized to answer questions from candidates regarding examination content, examination software, or scoring.

The test administrator is responsible for the operation of the test facility, maintaining order, and administering the examination according to established procedures. The test center administrator is authorized to dismiss candidates from a testing session for violating the rules or regulations.

If you experience problems with testing conditions, stop testing and notify the test administrator immediately; do not proceed with testing unless the problem is resolved.

Unresolved concerns should be reported to testingproblems@ada.org within five business days of your testing appointment.

EXAMINATION REGULATIONS AND PROHIBITED CONDUCT

The Examination Regulations are in place to ensure that exam results can be interpreted with confidence as an accurate reflection of candidates’ skills. This is particularly important given the role of the examination in helping to protect the health of the public. Violations of the Examination Regulations undermine the examination’s ability to accurately assess candidates’ skills and fulfill the purpose of the examination. As a result, the Joint Commission treats violations extremely seriously.

You must comply with the Examination Regulations, Rules of Conduct, and test center procedures. These preserve the integrity of the examination process, and provide standardized examination conditions that help to ensure no candidate receives an unfair advantage on the test.
EXAMINATION REGULATIONS AND PROHIBITED CONDUCT (continued)

It is your personal responsibility to understand and comply with the Examination Regulations indicated in this Guide.

Test administrators at test center facilities work with a large number of testing programs covering many fields and occupations. Each of those programs has adopted its own Examination Regulations and corresponding Rules of Conduct. If you are unsure of what would be considered appropriate and inappropriate (i.e., prohibited) conduct during test administration, please seek clarification directly from the Joint Commission in advance of testing. The Joint Commission bears no responsibility for inaccurate information or inappropriate permissions received from test center administrators. If a candidate’s conduct is determined to violate the terms set forth in this Guide, the Joint Commission will act to strictly enforce its policies and procedures.

• No personal items are permitted in the secure testing area. Any personal belongings brought to the test center must be stored in a designated locker; storage is limited. Your personal belongings might be inspected. Notes or any materials accessed during the examination, or on an unscheduled break, could be confiscated. Accessing personal belongings or your locker during an unscheduled break violates the Examination Regulations. Test administrators are NOT authorized to provide you with permission to access personal belongings or your locker during an unscheduled break.

• Items that are prohibited from the secure testing area include, but are not limited to, the following:
  - Books, notes, study materials, scratch paper, tissues, markers, personal earplugs, and headphones not provided by the testing center
  - Dental instruments, models, or materials
  - Slide rules, paper, calculating devices, rulers, and other measuring devices
  - Electronic devices such as cell phones, recording devices, iPods, tablets, and headsets
  - Tote bags, purses, wallets, backpacks, and briefcases
  - Highlighters, pens, erasers, pencils, dictionaries, and translators.
  - Food, candy, gum, and beverages
  - Outerwear, such as coats, jackets, gloves, or head coverings (except for religious purposes)
  - Good luck charms, statues, religious or spiritual items, and similar objects
  - Medicinal items (except those items approved in advance under testing accommodations)
  - Watches (digital, analog, or smart) or timing devices (a timer is provided on the computer screen during the examination)
  - Magnifying devices
  - Jewelry (except for wedding and engagement rings)

• The test center will provide two note boards and two low-odor fine tip markers during the examination. Used note boards will be replaced by test center staff upon request. Scratch paper, pencils, and markers not furnished by the testing center are prohibited. You may not write on the note boards before the test begins or during scheduled breaks. The note boards should not be folded, bent, distorted, or modified in any manner. You may not use the markers on any surface other than the note boards. You may not touch the monitor during the examination. All items provided must be returned to the test administrator before leaving the test center.

• Do not engage in conversation with others during testing or while on an unscheduled break. You are strictly prohibited from discussing the examination.

• Test center administrators will report the activity of candidates who take unscheduled breaks.

During an unscheduled break, you may NOT access personal belongings or prohibited items, study or refer to notes or texts, use a telephone, eat or drink any food or beverages, or leave the test center. Test administrators are NOT authorized to provide you with permission to engage in these activities.
EXAMINATION REGULATIONS AND RULES OF CONDUCT

• Although the examination is administered under strict supervision and security, examination irregularities can sometimes occur. Examination results could be voided based upon a breach of examination security, invalid examination conditions, or candidate violations of the Examination Regulations, Rules of Conduct, or test center procedures. If irregularities are detected during the examination, or evidence of irregular behavior is disclosed when the examination is scored or afterward, those involved will have their examination results voided and face appropriate penalties.

• If you think you might require any medicinal items during the testing session (such as aspirin or ibuprofen), you must receive permission from the Department of Testing Services in advance of the testing session. This permission is obtained by following the Department of Testing Services’ testing accommodations procedures.

Failure to comply with the Examination Regulations, Rules of Conduct, and test center procedures could result in a determination of the presence of an irregularity, and your examination results could be withheld, canceled, considered invalid, or another appropriate penalty could be imposed. You might also be directed to leave the test center before you have completed the examination. If your results are withheld or invalidated, or you are otherwise penalized as the result of an irregularity, you could be prohibited from testing and other appropriate penalties could be imposed.
EXAMINATION MISCONDUCT
The Joint Commission strives to report results that accurately reflect the skills and performance of each candidate. The standards and procedures for administering each examination are intended to provide candidates with a reasonable opportunity to demonstrate their skills, and to facilitate accurate evaluation of those skills.

The JCNDE reserves the right to withhold, void, or invalidate any result when, in the JCNDE’s judgment, it is reasonable to question the validity of the result. Reasons for withholding, voiding, or invalidating results, or for imposing other appropriate penalties, could include, but are not limited to, the following:

- Unusual answer patterns
- Atypical score increases from one examination attempt to another
- Discrepancy in, or falsification of, a candidate’s identification
- Information indicating that a candidate has engaged in misconduct or a violation of the Examination Regulations, Rules of Conduct, or test center procedures
- Sharing of remembered exam questions or answers. This includes sharing through social media platforms, online discussion forums, or other means
- Taking an examination on behalf of another individual, or having another individual take an examination on your behalf
- Falsification of application information or supporting documents
- Falsification of a candidate’s results or results report
- Inconsistent performance on different sections of the exam from one examination attempt to another
- Improper access to secure exam content
- Evidence is available concerning the presence of an examination administration irregularity
- Any other information indicating the results might not be valid.

When the JCNDE voids or invalidates exam results, it notifies the candidate in writing. This notice includes information about the decision and the procedure for appeal. Results will remain voided until an appeal process has been completed, or the time for appeal has expired.

When the JCNDE voids a previously reported result, it notifies score report recipients that the result has been voided.

If it is determined a candidate has engaged in irregular behavior, information regarding this determination becomes a part of the candidate’s JCNDE record. At its sole discretion, the JCNDE may elect to send a summary report documenting the incident to legitimately interested parties. This would include all parties to whom you have instructed results be sent (both currently and in the future).

In situations where an irregularity has occurred, individuals who are involved or implicated with respect to the occurrence of the irregularity, or who are reasonably believed to have witnessed the irregularity, could be asked to provide information concerning the irregularity.

The JCNDE reserves the right to pursue other remedies, including prosecution of anyone whose conduct unlawfully undermines the security of the National Boards or the integrity of the examination process.
IRREGULARITIES AND APPEALS
An irregularity is defined as a situation in which there could be a question about the validity of examination results in accurately reflecting the ability and skills of a candidate.

For example, such questions could be raised when
- there is communication between candidates during the testing session.
- unauthorized assistance occurs.
- candidates have inappropriate access to current exam content (e.g. remembered exam questions or answers are shared by email, online posting, or other means).
- conduct prohibited by the Examination Regulations, Rules of Conduct, or test center procedures occurs, or exam administration disruptions are present, including natural disasters and other emergencies.

When an irregularity is identified, results for the candidate(s) involved will be voided pending resolution of the corresponding appeal(s). If an appeal is denied or no appeal is filed, the results of the candidate(s) involved could remain voided and/or other appropriate remedies imposed.

Candidates whose results are subject to being voided are notified by written correspondence and provided with a copy of the Limited Right of Appeal for Examination Candidates. Appeals must be submitted in writing within 30 days of notification of the irregularity. Appeals must clearly state the specific relief being requested and include corresponding arguments, evidence, and documentation in support of the request.

The candidate will be notified of the appeal decision approximately 60 days after receipt of the appeal.

When considering an appeal, the JCNDE strives to ensure that examination results accurately reflect candidates' skills, and that the appealing candidate has an opportunity to gain National Board Examination certification equal to, but not greater than, the opportunity provided to other candidates.

The JCNDE will void National Board results when there is a reasonable and good faith basis to do so. If the JCNDE determines that voiding results is not warranted under the circumstances, the results will be released.

Candidates should be aware that the JCNDE considers irregularities, other than natural disasters and emergencies beyond the control of the candidate, to be a serious breach of the examination process.

The JCNDE strives to handle irregularities and their investigation in a professional, fair, and objective manner. The JCNDE strives to handle irregularities in a confidential manner.

Candidates should be aware that reports of irregularities may have consequences beyond the voiding of results or the imposition of other appropriate penalties, if information regarding the irregularities is brought to the attention of school authorities or regulatory agencies, or other entities by other sources, or if information surfaces within the context of an investigation into an irregularity.

Candidates are encouraged to report suspicious activity or observations of violations of the Examination Regulations to the Department of Testing Services at testsecurity@ada.org.
EXAMINATION IRREGULARITIES AND MISCONDUCT

ARBITRATION REQUIREMENT
Arbitration has become an increasingly common way to resolve legal differences. Generally speaking, the advantages of arbitration over traditional lawsuits are that arbitration is less expensive and issues are resolved in less time. If a candidate wishes to pursue a dispute that has not been resolved by the appeal process mentioned above and detailed in the Limited Right of Appeal for Examination Candidates, the candidate must use the procedure described in the following Agreement to Arbitrate.

AGREEMENT TO ARBITRATE

1. In the event that any legal dispute arises between you and the Joint Commission on National Dental Examinations, an agency of the American Dental Association, in connection with your participation in the National Board Dental Hygiene Examination where that dispute is not resolved by the appeals process detailed in the Guide and elsewhere, you agree that the exclusive means for resolving the dispute shall be Binding Arbitration as described by the terms of this Agreement. This means that you waive the rights you may have to resolve the dispute in a court of law, or by any other means that might otherwise be available to you.

2. The American Dental Association (“ADA”) agrees to be similarly bound except that the ADA reserves its full rights to pursue injunctive and other appropriate relief in any state or federal court in cases of unfair competition or violations of, or threats to violate, any intellectual property rights of the ADA. With respect to any action filed by the ADA pursuant to this paragraph 2, you consent to submit to the jurisdiction of the state or federal court in which the ADA seeks relief.

3. Arbitration proceedings initiated pursuant to this Agreement to Arbitrate shall be conducted in accordance with the then current rules of the American Arbitration Association. The Arbitration and any proceedings relating to it shall be held in Chicago, Illinois. The arbitrator’s award shall be binding and may be entered as a judgment in any court of competent jurisdiction. Information about the American Arbitration Association, its rules, and its forms are available from the American Arbitration Association, 335 Madison Avenue, Floor 10, New York, New York, 10017-4605.

4. In the event of Arbitration, the parties shall bear their own costs and attorneys’ fees associated with the Arbitration proceedings, unless the arbitrator directs one of the parties to pay the other’s costs, or attorneys’ fees, or both.

5. To the fullest extent permitted by law, no Arbitration brought pursuant to this Agreement shall be joined to any Arbitration involving any other party whether through “Class Arbitration” proceedings or otherwise.

6. This Agreement is part of the Application to take the National Board Dental Hygiene Examination. Your assent to be bound by it is a requirement for taking the examination, but you can only sit for the examination if you also fulfill all other conditions imposed by the Joint Commission on National Dental Examinations.