*** BREAKING NEWS ****
As of March 16, 2020 Pearson VUE has closed all company owned testing centers in the US and Canada. Beginning March 18, 2020, all Prometric testing centers will be closed in the US and Canada. Please see page 3 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.

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.

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- 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

- The following eligibility changes apply to candidates who are completing examinations of the Joint Commission on National Dental Examinations (JCNDE):
  - All 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.

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

Beginning March 18, 2020, all Prometric testing centers will be 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.

For additional information on Prometric’s response to the COVID-19 pandemic, including updates on test center closures, please visit Prometric Coronavirus Update. This information 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

Pearson VUE

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. This information concerns candidates who are taking the following examinations:
- Advanced Dental Admission Test (ADAT)
- National Board Dental Hygiene Examination (NBDHE)
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.