

**COVID-19 UPDATES**  
**ADA Department of Testing Services (DTS)**  
**September 4, 2020**

**\*\*\* BREAKING NEWS \*\*\*\***

**NBDE Part I.** The deadline for discontinuation of the NBDE Part I for ALL qualified candidates will be extended to December 31, 2020. See the *Examination Eligibility and Program Modifications* section for more details.

**Prometric** (the testing vendor for DAT, OAT, NBDE Parts I and II, INBDE, and DLOSCE) will re-instate rescheduling fees on August 3, 2020. See the *Test Administration Vendors* section for more details.

**NBDHE.** The JCNDE recognizes the frustration felt among dental hygiene students, faculty and administrators due to circumstances involving COVID-19. Candidates are now able to schedule appointments and complete a short-form version of the NBDHE at a wider range of Pearson VUE testing centers. This version has undergone thorough psychometric analysis and assesses content in a manner proportional to the standard version of the NBDHE. See the *Examination Eligibility and Program Modifications* section for more details.

**DLOSCE.** The first Dental Licensure Objective Structured Clinical Examination (DLOSCE) testing window closed on July 17. As indicated in the DLOSCE Candidate Guide (p12), results will be made available four to five weeks after this date. Candidates are able to schedule appointments for the second testing window, **November 9 – 27, 2020**. Accommodations are currently being made for those in the military who seek to challenge the DLOSCE, but for whom a scheduling conflict is present. See the *DLOSCE* section for more details.

**DAT, OAT, NBDE Part I, NBDE Part II, INBDE, and DLOSCE.** Prometric has enabled thousands of additional appointments at testing centers in markets in the U.S. and Canada, and continues to add more. See the *Test Administration Vendors (Prometric and Pearson VUE)* section for more details.

**ADAT and NBDHE.** Pearson VUE-owned test centers continue to make adjustments to increase test center capacity in accordance with health and safety guidelines, and state and local requirements. See the *Test Administration Vendors (Prometric and Pearson VUE)* section 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 is updated regularly. 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) recognizes the concerns present 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	<a href="mailto:adatexam@ada.org">adatexam@ada.org</a>
DAT	<a href="mailto:datexam@ada.org">datexam@ada.org</a>
OAT	<a href="mailto:oatexam@ada.org">oatexam@ada.org</a>
NBDE Part I NBDE Part II INBDE NBDHE	<a href="mailto:nbexams@ada.org">nbexams@ada.org</a>
DLOSCE	<a href="mailto:dlosce@ada.org">dlosce@ada.org</a>

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](mailto:testingproblems@ada.org), providing the candidate's DENTPIN and an explanation of the situation.

## Examination Eligibility and Program Modifications

- 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, INBDE, and NBDHE
  - ADA Council on Dental Education and Licensure (CDEL)
    - DAT and ADAT
  - Association of Schools and Colleges of Optometry (ASCO)
    - OAT
- The following changes apply to candidates who are completing examinations of the Joint Commission on National Dental Examinations (JCNDE):
  - **The following strategies will be implemented to address the significant needs present for NBDHE candidates:**
    - Short-form administrations of the NBDHE can now be scheduled and completed. These forms require less than four hours to complete, and are available at thousands of Pearson VUE Authorized Test Centers located throughout the US. This is in addition to the 280+ Pearson Professional Centers that are owned and operated by Pearson VUE that currently administer the NBDHE.
    - The short-form-NBDHE measures content in the same areas as the standard NBDHE, and is proportional representative of the standard NBDHE. The short-form-NBDHE has undergone thorough psychometric analysis.
    - More information can be found on the [NBDHE Quick Facts](#) and [Short-Form FAQs](#).
    - The JCNDE believes that—by reducing the testing appointment length and substantially increasing the number of test centers available to candidates—the current backlog in NBDHE testing will be addressed by the end of this summer. Candidates are now able to schedule short-form-NBDHE testing appointments.
    - Please see the [NBDHE web pages](#) for additional details.
  - **In recognition of the current limitations on testing due to the COVID-19 pandemic, the deadline for discontinuation of the NBDE Part I for ALL qualified candidates will be extended to December 31, 2020.** This extension is available regardless of where qualified candidates received their dental training (i.e., from CODA-accredited dental programs, or from non-CODA-accredited dental programs). Qualified candidates are those who meet NBDE Part I eligibility requirements.
  - Applications with assigned eligibility windows beginning on July 1 or later are assigned the standard 6-month window of eligibility. That window of eligibility will not be extended unless candidates complete an online extension request.
  - The Integrated National Board Dental Examination (INBDE) will launch on August 1, 2020.

- The JCNDE is maintaining the current NBDE Part II discontinuation date (July 31, 2022).
- DTS has lifted the requirement for the NBDE Part II to be administered on consecutive days. Candidates taking the NBDE Part II can schedule the second day of testing within 14 days of their first day of testing.
- The JCNDE will continue to monitor the situation to determine if any changes are needed.
- With regard to the DAT, ADAT, and OAT, eligibility changes will proceed as follows:
  - Applications with assigned eligibility windows beginning on July 1 or later are assigned the standard 6-month window of eligibility.
  - Candidates should monitor websites of training programs to which they intend to apply, to ensure timely submission of application materials and test results.
  - The situation will be monitored to determine if further extensions are needed.

### **Test Administration Vendors (Prometric and Pearson VUE)**

**General News:** Candidates planning to apply to take an examination and schedule their administration should do so as soon as possible. Candidates may find it helpful to keep checking the testing vendor's website for an earlier appointment, as availability is changing regularly as states reopen services. Candidates should also not forget to check for available appointments for openings that are quite soon. Late cancellations by candidates testing in other programs can result in open seats.

#### **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
- Dental Licensure Objective Structured Clinical Examination (DLOSCE)
- The Integrated National Board Dental Examination (INBDE)

In response to the global pandemic, Prometric had previously waived rescheduling fees for test takers for several months. With the increased in-center testing appointments now available and a reduction in the backlog of cancelled and postponed testing appointments, **Prometric will re-instate rescheduling fees on August 3, 2020 according to established program policies.**

Candidates who need reimbursement for rescheduling an appointment due to COVID-19 illness or impact should follow Prometric's standard escalation procedure, detailed on the [Prometric website](#).

#### **Prometric has released the following updates regarding all company-owned testing centers in the US and Canada:**

- Prometric is continuing in-center testing where possible in the U.S. and Canada for all client programs as of June 1st. **The DAT, OAT, Part I, Part II, INBDE, and DLOSCE are considered essential testing programs by Prometric.**

- Please check the [Prometric website](#) frequently to schedule a testing appointment; all appointments will book on a first come, first serve basis. **Candidates should be prepared for longer-than-normal wait times for testing appointments.** However, Prometric has enabled thousands of additional appointments at testing centers in markets in the U.S. and Canada, and continues to do so where possible. Candidates should visit the [Prometric website](#) for a list of current [open centers](#); this list may not be comprehensive. DTS staff does not have information regarding the open or closed status of specific test centers.
- Candidates will be informed of the test center policies currently in place, to ensure compliance and provide an understanding of what they can expect.
- Prometric continues to require candidates and test center staff to wear masks/face-covering while in the test center. Please note that masks with exhale valves will not be permitted in the test center; this is reflected in the test center policies, available on the Prometric website and referenced in candidate confirmation emails and calls.
- Prometric Displacement Process: Displacements can occur for a variety of reasons, including weather related issues. Prior to their scheduled test date, all displaced test takers will receive an email notification that their appointment has been canceled, including instructions on next steps to reschedule their appointment, if applicable. Prometric monitors the situation closely, and provides updates accordingly.
- Prometric has provided the following resources to assist candidates:
  - [COVID-19 Strategies](#): provides the most current information on Prometric's operation status and safety measures.
  - [Site Openings List](#): provides a running list of Prometric's current open/scheduled-to-open sites and their resumption test date. This list is updated daily to reflect any changes in status, and is evaluated for further additions on a rolling basis.
  - [Social Distancing Policies](#): provides a detailed look at Prometric standard and social distancing policies, as well as procedural modifications that candidates are expected to follow while at the test center.
  - [Test-Taker FAQ](#): provides answers to frequently asked questions.

Candidates are encouraged to contact Prometric through the online [Contact Us](#) page for a timely response, or through toll-free phone line in the U.S. in support of candidates with specific requests: 1-800-936-2433. **Candidates may receive a quicker response through the Contact Us page than the phone line.** For summary 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)

**Pearson VUE has released the following updates regarding all company owned testing centers in the US and Canada:**

- **Testing centers are open in all states** but may have limited appointments or capacity. Pearson VUE-owned test centers (PPCs) and PVTs should be operating at full or near full capacity (dependent upon test center layout) in Arizona and Arkansas no later than August 3rd, and Washington (state) and Washington D.C no later than August 10th. Test centers in Louisiana and the Northern Mariana Islands are still experiencing site closures. Candidates should continue checking the [Pearson VUE](#) website for updates.
- Pearson VUE has communicated that test center capacity adjustments will continue to be made in accordance with health and safety guidelines, with corresponding measures in place. If a government entity reinstates measures to limit capacity due to COVID-19, Pearson VUE will again adjust testing capacity and operations accordingly. These adjustments may require additional cancellations of candidate appointments.
- **NBDHE updates:** The JCNDE has introduced new, short-form-NBDHE administrations, which are currently available for administration at thousands of additional Pearson VUE test centers. Additional details are available in the *Examination Eligibility and Program Modifications* section of this document, and on the [NBDHE web pages](#).
- Pearson VUE has outfitted all test centers with health and safety necessities, such as hand sanitizer, disinfectant, etc., so that operations can continue. Additionally, all candidates are required to wear a face mask and respect social distancing requirements. Pearson VUE monitors restrictions and makes adjustments as necessary.
- Pearson VUE extends temporary suspension of exam deliveries in US and Canada as appropriate where restrictions remain. New candidate appointment availability has begun as of June 1.

Pearson VUE is seeing a higher volume of candidates looking for summer testing appointments, due to the number of testing appointments that were previously postponed or not made due to COVID-19. Candidates should search for an appointment in a physical test center, and also leverage the "Compare 3 Sites" option on the Pearson VUE website to ensure all available seats are considered for a testing appointment.

Additional plans are in place to accommodate the larger-than-normal volume.

Candidates should visit the [Pearson VUE website](#) for updates regarding the projected opening dates for specific test centers and proposed safety precautions visitors will need to follow.

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](#).

**Dental Licensure Objective Structured Clinical Examination (DLOSCE)**

- While the first Dental Licensure Objective Structured Clinical Examination (DLOSCE) testing window has closed (as of Friday, July 17), applications to take the DLOSCE remain open. **Candidates are currently able to schedule an appointment for the second testing window, November 9 – 27, 2020.**
- As communicated in the DLOSCE candidate guide (p12), DLOSCE results will be communicated to boards and candidates four to five weeks after the close of the first test administration window.
- The JCNDE would like to assist those in the military services who are interested in challenging the DLOSCE, but are finding it difficult to do so given scheduling conflicts involving the DLOSCE testing windows and officer training requirements (e.g., ODS). Individuals in this situation are encouraged to contact the Department of Testing Services (DTS) at [testingproblems@ada.org](mailto:testingproblems@ada.org). DTS will work with these individuals to coordinate DLOSCE administrations outside of the standard testing windows indicated above.
- The following five states currently accept the DLOSCE: Alaska, Colorado, Iowa, Oregon, and Washington. **Please visit each dental board's website for specific information regarding the examination, and any additional testing that may be required in each state.**
- A list of Prometric testing centers available for the DLOSCE is available on the [DLOSCE website](#).
- Resources to assist candidates in preparing for this examination are available on the [DLOSCE website](#):
  - DLOSCE Candidate Guide
  - DLOSCE Practice Questions
  - DLOSCE 3-D Model Tutorial
- The JCNDE has conducted several webinars to share details concerning the DLOSCE and answer questions from stakeholders and communities of interest. These webinars are focused on specific stakeholder groups:
  - Dental boards: [Watch a recording of this webinar](#) on YouTube
  - Dental students: [Watch a recording of the webinar](#) using this password: 8x!\$Jw54
  - Dental educators: [Watch a recording of the webinar](#) using this password: 2w+z#k2^
- Additional details concerning this exciting new examination program are available on the [DLOSCE website](#).
- Dental boards interested in a DLOSCE presentation should contact the Department of Testing Services at [dlosce@ada.org](mailto:dlosce@ada.org), and/or to Alix Katznelson ([katznelsona@ada.org](mailto:katznelsona@ada.org)), Manager of DTS Communications.

### Scoring of Candidate Results

No scoring delays are currently present.

### Reporting of Candidate Results

No reporting delays are currently present.

### Test Construction Team (TCT) Meetings

In 2020, DTS has fully transitioned from conducting in-person TCT meetings, to conducting remote TCT meetings that take place via web conferencing software.

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

- 3/17/2020 Initial release of the DTS “COVID-19 Updates” document.
- 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.
- 4/2/2020 Updates to the *Breaking News* and *Examination Eligibility* sections; notification of release of the DLOSCE; notification of suspension of operations of Educational Credential Evaluators (ECE); extension of NBDE Part I discontinuation date to 10/31/2020 for candidates trained by CODA accredited dental programs.
- 4/7/2020 Update to *Test Administration Vendors* section (Pearson VUE).
- 4/10/2020 Update to *Test Administration Vendors* section (Prometric). Significant updates to the *Examination Eligibility* section regarding the extension of the NBDE Part I for all candidates.
- 4/27/2020 Update to the *Examination Eligibility* section regarding an extended administration window for ADAT, DAT, and OAT candidates. Relabeled this section “*Examination Eligibility and Program Modifications*” and provided additional program modification information within this section. Update to the *Test Administration Vendors* section concerning test center openings.
- 4/30/2020 Update to the *Test Administration Vendors* section regarding Pearson VUE reopening schedules and personal protection requirements for candidates.
- 5/7/2020 Update to the *Test Administration Vendors* section regarding Prometric and Pearson VUE testing centers. Two DLOSCE webinars were announced.
- 5/21/2020 Update to the *Test Administration Vendors* section regarding Prometric and Pearson VUE testing centers. Specific updates to the NBDHE program were shared. Links to DLOSCE webinar recordings were provided.
- 5/26/2020 Update to the *Test Administration Vendors* section regarding Prometric testing centers. Additional links to DLOSCE webinar recordings were provided.
- 5/28/2020 Update to the *DLOSCE* section regarding the application for 2020 testing appointments.
- 6/18/2020 Updates were made to every section of this document. Key changes include the release of the DLOSCE and news concerning the release of the short-form-NBDHE.
- 6/25/2020 Updates were made to the *Test Administration Vendors* section regarding appointment availability at Prometric and Pearson VUE testing centers. Updates were made to the *DLOSCE* section regarding 1) states that currently accept the DLOSCE for licensure purposes, and 2) testing for those in the military.

7/16/2020 Updates were made to the *Test Administration Vendors* section regarding the Prometric policy on rescheduling fees. Updates were also made to this section regarding appointment availability at Pearson VUE testing centers. The INBDE has been added to various areas within this document.

7/30/2020 Updates were made to all sections of this document. Updates were made to the *Test Administration Vendors* section regarding availability at Pearson VUE testing centers. Previous versions of this report stated that Prometric would reinstate its cancellation and rescheduling fees on August 1, 2020; that date has been changed to August 3, 2020, and the new date is now reflected in this document. The first DLOSCE testing window has closed. The short-form-NBDHE is now available for administration.

9/4/2020 Updates were made to