

COVID-19 Update for Scantron Testing Candidates

Scantron wishes to thank the many test candidates we are working with during this unprecedented COVID-19 event. We are grateful for your tremendous amount of cooperation as we work to reschedule those who have been impacted by COVID-19. This is a rapidly changing situation; therefore, please continue to refer to [this site](#) for updates.

In efforts to help you continue with your examination, Scantron is maintaining testing operations as close to business as usual as possible; however, there is a growing number of test centers who are temporarily closing due to COVID-19. The list of test centers that are currently closed can be found here: <https://www.scantron.com/site-closures-delays/>.

Rescheduling

In our efforts to be as collaborative and supportive to our clients and candidates, Scantron is modifying our testing policies to allow additional flexibility to those who need it. If you have a scheduled testing appointment between May 1 and June 30, 2020 and decide to reschedule that appointment, Scantron will waive the rescheduling fee. *Please note, normal cancellation and rescheduling deadlines do apply; however, fees will be waived if you meet the normal deadlines.*

If a test center closes, you will receive an email notification informing you of the closure and how to reschedule. In cases in which a site closes, you will not be charged a rescheduling fee. Our scheduling experts are on stand-by at 919-572-6880 Monday through Friday 8:30 a.m. – 8:00 p.m. Eastern Time and Saturdays from 8:30 a.m. until 4:00 p.m. Eastern Time. Outside of those hours, you can reach us at candidatesupport@scantron.com, and someone will respond the next business day.

Test Site Conditions

We encourage everyone to follow the guidelines provided by the Centers of Disease Control and Prevention found at this web site: <https://www.cdc.gov/coronavirus/2019-ncov/community/index.html>.

Test sites are taking extra precautions to maintain a clean environment for testing. Regular cleanings are occurring, and proctors are asked to space candidates out as much as possible. Restrooms are conveniently provided, and we encourage all candidates to wash their hands prior to and after testing.

Surgical Mask Policy

Normally, surgical masks are considered personal items and are not allowed into the exam room without prior approval. However, during this situation, each site must follow their local policies, procedures, and regulations. If masks are required, proctors are required to remain highly vigilant to ensure notes or other unauthorized aids are not hidden on or in the mask. In addition, if you feel that you need to bring a mask, please let us know and we will work with you and your exam program director to determine the best way to accommodate your needs.

If a candidate is permitted or required to wear a mask, the mask must remain on throughout the exam. If the candidate removes the mask, it must be treated as a personal item, visually inspected by the proctor, and stored with the candidate's other personal belongings outside the exam room.

This situation is constantly evolving; therefore, our approaches and policies are under constant evaluation and could change as we all continue to deal with this unusual situation. Again, we appreciate your patience and your partnership as we do our best to meet your needs.