

Frequently Asked Questions

About the test:

As of January 2009, ADHA offers 21 continuing education courses in conjunction with our *Journal of Dental Hygiene* and *Access* magazine publications.

I want to take the test, what do I need to know?

Q. Who is allowed to take these tests?

A. These tests are available for anyone to take, however you will need to contact your local dental board to see if it will count for credit.

Q. How much is each test?

A. Courses 1-16 are \$15 USD for ADHA members and \$30 USD for non-members. Course 17-21 are free for both members and non-members.

Q. It says courses 17-21 are free, is this true?

A. Yes, courses 17-21 are indeed free.

Q. Some of the tests say they are worth 1 credit and others say 2 how many credits is each test worth?

A. Each test is worth 2 credits.

Q. I am trying to complete a specific requirement for my license renewal do your test fulfill these requirements?

A. You will need to contact your state dental board for that information.

Q. I am in (fill in the state) will the credits from these test count towards my license renewal?

A. Our tests have been approved by most states, if you have any concerns please contact your state board.

Q. What information do you need from me so that I can take the test?

A. Your name as you would like it printed on the certificate and a valid email where you will be able to receive the results.

Q. I don't have an email, is there a way I can still take the test?

A. You can print out the test and mail or fax it in. However results are still sent via email. So if you have a friend's email or a work email that you can use, please put that in email blank so that we can send you your results.

Q. How long will it take for me to get my test result?

A. It can take up to 6 weeks.

I am taking the test/ about to take the test, what do I need to know?

Q. There is an option to print and fax/mail in the test. Do I need to do that or can I take it online?

A. You can take it online. In fact it is preferred that way so we can keep record of when the test was submitted.

Q. I would like to review the material but the computer screen makes it difficult to read, is there another way I can access this information?

A. Yes, if you don't have the supplement that came with Access magazine, you can print out the article from the line online

I just finished taking the test, what do I need to know?

Q. How long will it take for me to get my test result?

A. It can take up to 6 weeks but usually you will get results sooner than that.

Q. Why does it take so long for results?

A. We get a lot of test submissions and each test is graded and manually entered and responded to by hand.

Q. I submitted my test by mail/ fax/ online. How do I receive results?

A. All test results are sent via email.

Q. I took 4 tests on the same day and I got some of them back but not all of them what happened?

A. Sending them in does not guarantee that you will receive the results at the same time. The tests are graded individually and grouped by course number.

I received my results, what do I need to know?

Q. Do you submit the results to my state board or would I need to do that?

A. You will need to pass your certificate along to the appropriate authorities.

Q. I failed the test, now what?

A. Unfortunately, since you did not receive a passing grade. We will not be able to award you credit for that test. If you would like another chance to receive credit for the course you took, you can retake the test.

Q. I lost my results, can you supply me with another copy?

A. If the test was taken recently we may be able to send you a replacement copy. Please save the certificates in your files. We will not be responsible for keeping track of how many certificates you have taken.

It's been over the 6 week time frame and I still have not received my test results, what do I do now?

****NOTE****If you have a taken a course and do not receive an emailed response concerning the results of your test(s) in your Inbox within the 6 week time frame, please make sure to check in your spam/ trash/ bulk folders before contacting us.

If it has been 6 weeks and you have not received results. Send an email to kennyettad@adha.net

Include the following information in the email.

- title of test/ course number
- name on the test
- approximate date/month test was taken

I want to re-take the test, what do I need to know?

Q. I failed one of the paid tests do I have to repay?

A. Yes.

Q. I failed one of the paid tests do I have to retake the same test to receive the credits.

A. No, unless you need to take that test because of its specific topic matter, you may take any test that you would like with the exception of tests that you have already received credit for.

I read the whole FAQ sheet and I still have questions. What do I do now?

Contact Kennyetta Dillon

Phone: 312-440-8940

Email: Kennyettad@adha.net

Please include the course number or name of the test you took and your name as it appears on the course you submitted. Also include approximate time frame of when you took the test.