AGENDA

- Introduction – Nancy Kirsch, FSBPT Board President
- Onset through the End of “April” Testing
- July Testing
- Expectations beyond July
- Questions
INTRODUCTION

- Our mission is important to us and our members
- We value the partnerships and relationship we have with all of our stakeholders
- The stresses on individuals and systems are unprecedented
- Things haven’t been done as well as we would like
- We are committed to doing things well and value your input
ONSET – END OF “APRIL” TESTING
UNPRECEDENTED DISRUPTIONS TO TESTING

➢ All April exams were cancelled

• PT – 4,081
• PTA – 1,706
• Law – 1,135
• TOTAL FSBPT – 5,922

Total April Displacements 2012 – 2019

43
## STATUS OF APRIL TEST TAKERS AS OF MAY 13, 2020

<table>
<thead>
<tr>
<th></th>
<th>PTA</th>
<th>% of expected</th>
<th>PT</th>
<th>% of expected</th>
</tr>
</thead>
<tbody>
<tr>
<td>Test complete</td>
<td>137</td>
<td>13%</td>
<td>920</td>
<td>25%</td>
</tr>
<tr>
<td>Scheduled to test</td>
<td>719</td>
<td>71%</td>
<td>2,474</td>
<td>67%</td>
</tr>
<tr>
<td>Not yet scheduled</td>
<td>163</td>
<td>16%</td>
<td>282</td>
<td>8%</td>
</tr>
<tr>
<td>TOTAL APRIL</td>
<td>1,019</td>
<td>100%</td>
<td>3,676</td>
<td>100%</td>
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<tr>
<td>EXPECTED</td>
<td></td>
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</tbody>
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COMMUNICATIONS

➢ Candidates with open NPTE registrations
  • Emails
  • Twitter/Facebook
  • Phone calls

➢ Member boards
  • Emails
  • April 9 WebEx

➢ Schools
  • Emails
  • Responded to individual emails and phone calls
  • This WebEx

➢ Technical Advisory Panel
COMMUNICATIONS

- Development of coronavirus page
  - www.fsbpt.org/coronavirus

- Partners
  - APTA, CAPTE, ACAPT, PTA SIG, ELP

- Prometric
  - Meetings 2-4 times per week

- Other healthcare testing organizations
  - Security roundtable
  - Healthcare regulatory organizations CEO group
  - Peer-to-peer conversations
COMMUNICATIONS

- Public webinar
  - Monday 5/18/2020
  - Short registration form
  - Everyone is welcome
  - Different format
  - Info is on www.fsbpt.org
PAIN POINTS

Challenges with Prometric Creating a Plan for Resumption of Testing

- Tremendous number of displaced candidates across programs – 450,000 in 2 months
- Emphasis on essential services programs
- Personal Protective Equipment
- Local/State regulations
Technical Problems with Significant Consequences for Candidates

- Social distancing cancellations
- Center closure cancellations
- Auditing
  - Late cancellations
- Numerous cancellations
- Refund delays
PAIN POINTS

- Confusing communications
  - Incorrect information in initial cancellation notices from Prometric
  - Timing difference between FSBPT and Prometric communications
  - Incorrect/slow to update information on Prometric’s website

- Slow communications
  - FSBPT waited to announce plans for April testing

- Appointment availability
  - Limited seats around the country
RESOLUTIONS/UPDATES ON PAIN POINTS

Message from Prometric

“We recognize that our communications to your test takers and other stakeholders has at times been inadequate and may have caused unnecessary confusion and frustration. In response, we have applied new processes to improve our communication and response times, and continue to work to identify areas for improved service.”
RESOLUTIONS/UPDATES ON PAIN POINTS

- **Seat Availability**
  - Centers continue to open
  - Additional seats w/in those centers (greater than 10 people allowed)

- **Slow Communications**
  - Many factors to consider

- **Confusing Communications**
  - Communications from Prometric to be reviewed by FSBPT prior to distribution to test takers
  - Prometric website, open center status, daily updates
RESOLUTIONS/UPDATES ON PAIN POINTS

➢ Technical Problems

• Substantial remediation on behind the scenes issues
• Cancellations going forward should be done more than 48 hours in advance
• Refunds should be done within 10 days
WHAT IF AN INDIVIDUAL CANNOT FIND A SEAT IN MAY?

- We’re still looking at areas where test centers might not open
- Potentially 385 candidates who are currently scheduled who might need to find new seats
- Options pending additional data
  - Paper and pencil
  - June window
  - Wait until July
HOW DOES PROMETRIC HANDLE LAST MINUTE CANCELLATIONS? REIMBURSEMENT POLICY?

- Prometric’s contact us page has been updated
- Reimbursements have been made to FSBPT candidates
- New FAQ on FSBPT website
JULY TESTING
STATUS OF JULY EXAMS

- Fixed dates still apply
  - July 8 (PTA) and July 28 & 29 (PT)
  - Blocked seats on the fixed dates
    - ~4,800 seats for PTA
    - ~6,600 seats for PT

- Multi-week exam window following the fixed dates
  - Three-week window for PTA (July 9 through July 26)
  - Four-week window for PT (July 30 through August 31)

*Capacity challenges at test centers will continue into July*

*Window seats are intended to be used only if an individual cannot find an appointment on the assigned fixed date.*
# STATUS OF JULY TEST Takers AS OF MAY 13, 2020

<table>
<thead>
<tr>
<th></th>
<th>PTA</th>
<th>PT</th>
</tr>
</thead>
<tbody>
<tr>
<td>Scheduled to test</td>
<td>1,528</td>
<td>2,713</td>
</tr>
<tr>
<td>Eligible - Not yet scheduled</td>
<td>496</td>
<td>484</td>
</tr>
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</table>

2019 July Volume
PTA – 4,049
PT – 6,345
BEYOND JULY
PLANS FOR OCTOBER

- Registration is open for October exams
  - Fixed dates - PTA 10/6/2020 | PT 10/27/2020

- We will have large blocks of seats on the fixed dates
  - ~3,500 seats for PT
  - ~2,500 seats for PTA

- Need more info before making any other decisions relative to October
  - Prometric capacity
  - Candidate behavior
  - Status of coronavirus pandemic
ADVANCE QUESTIONS
FREQUENTLY ASKED QUESTIONS

- Why aren’t all Prometric centers open?
- Has FSBPT considered substantially modifying the testing program (i.e.: remote proctoring, continuous testing, university proctoring)?
- Will FSPBT continue to waive withdrawal/cancellation fees?
- My program’s final clinical rotation is delayed. How will that impact the graduation validation for my students?
- How are states’ various systems that have different online/electronic capabilities affecting students? What can be done to help?
- What is Prometric doing to ensure test takers aren’t unnecessarily exposed to COVID-19?
- Another testing program is doing things differently? Why aren’t you?
WHY AREN’T ALL PROMETRIC CENTERS OPEN?

- Number of factors determine whether a specific center is able to open:
  - Are there state/local government mandates preventing the center from opening?
  - Does the center have the requisite number of staff to maintain secure testing protocols?
  - Does the center have enough personal protective equipment (PPE) and cleaning supplies for staff members?
  - Is the facility owner where the center is located allowing businesses to open?

- These issues can be site specific, which is why some centers in a given market are open, while others remain closed

- If any of the factors above change, it can cause a closed center to open, or result in an open center needing to close
HAS FSBPT CONSIDERED SUBSTANTIALLY MODIFYING THE TESTING PROGRAM (I.E.: REMOTE PROCTORING, CONTINUOUS TESTING, UNIVERSITY PROCTORING)?

- Alternate NPTE delivery options are unlikely to be a realistic solution in the near term
  - Gather stakeholder input
  - Contract with a delivery provider
  - Address technical details to ensure fairness for all candidates

- The NPTE’s purpose is to help state PT boards ensure that only individuals with the requisite knowledge of physical therapy are licensed

- FSBPT is committed to working with Prometric to help our candidates take the NPTE safely and securely during this pandemic

- FSBPT is focusing all efforts on working with Prometric to get as many candidates scheduled in the existing test centers as possible
WILL FSBPT CONTINUE TO WAIVE WITHDRAWAL/CANCELLATION FEES?

- Yes

- There will be no cancellation fees for the NPTE for the foreseeable future, including for the July exam
MY PROGRAM’S FINAL CLINICAL ROTATION IS DELAYED. HOW WILL THAT IMPACT THE GRADUATION VALIDATION FOR MY STUDENTS?

- FSBPT’s system allows schools to validate graduation up to 150 days before graduation
- Under the NPTE Policies, students are permitted to sit for the NPTE up to 90 days before graduation
- Unless your graduation date will be delayed more than 90 days, there should be no impact on when you can validate the graduation for your cohort
- Email schools@fsbpt.org if you have specific questions about your cohort
HOW ARE STATES’ VARIOUS SYSTEMS WITH DIFFERENT ONLINE/ELECTRONIC CAPABILITIES AFFECTING STUDENTS? WHAT CAN BE DONE TO HELP?

- Even in the most difficult of times, boards have limited authority to make quick changes.
- Many jurisdictions have made significant and unprecedented changes to their policies and procedures to facilitate the licensure process.
- We encourage you to reach out to your state board to identify potential pain points that you face. If they don’t know about a problem, they can’t make a change.
- The technologic capabilities of each board is different. Some don’t have the infrastructure or the fiscal resources to allow for a more online application process.
WHAT IS PROMETRIC DOING TO ENSURE TEST TAKERS AREN’T UNNECESSARILY EXPOSED TO COVID-19?

- Prometric published its social distancing testing procedures
  - Available on Prometric’s COVID-19 page – social distancing policies
  - Available through FAQ on FSBPT’s website

- Modified arrival and check-in procedures
  - Require candidates to wear a mask
  - Test center staff will have access to masks, gloves, and sanitizing materials

- Proctor & testing room procedures

- End of test procedures
  - All surfaces cleaned between each test taker and at start/end of each day
ANOTHER TESTING PROGRAM IS DOING THINGS DIFFERENTLY? WHY AREN’T YOU?

- Every testing program has its own needs, resources, and challenges
- FSBPT actively communicates with and benchmarks against other entry-level licensing examinations for health care professions
- Many have and are continuing to evaluate remote-proctored testing as a potential solution
- Remote-proctoring is not a viable solution for the NPTE in the foreseeable future
OTHER QUESTIONS
WHAT ABOUT TEMPORARY LICENSURE AS AN OPTION?

- FSBPT MPA doesn’t include language on temporary licensure
- 29 states allow it for 1\textsuperscript{st} time CAPTE Graduates
FIXED DATES DON’T LINE UP WITH MY NEW GRADUATION DATES. CAN THERE BE DIFFERENT FIXED DATES?

- Fixed dates have been selected to accommodate as many program graduation dates as possible
- If there is flex in the graduation date, there is another fixed date that is approximately 90 days away
ALLOWING TESTING MORE THAN 90 DAYS IN ADVANCE OF GRADUATION?

- Our current policy doesn’t allow this
- Some states are now allowing testing prior to graduation which is helpful so more students can take advantage of this opportunity
- FSBPT BOD will be reviewing this
- Doesn’t make licensure faster – individuals still must graduate to be licensed
WILL YOU ALLOW CONTINUOUS TESTING FOR THE REST OF THE YEAR?

- No
- This was an option we considered
- Security concerns are far greater when we have continuous testing
- We are hopeful that the fixed dates + windows will allow ample appointment availability
- Continue to monitor
PROMETRIC RESOURCES

- Improved contact us form - [www.Prometric.com/contact-us](http://www.Prometric.com/contact-us)
- Social distancing policy
- New feature in development to make rescheduling easier
I AM CURRENTLY REQUIRED TO SEND PROGRAM COMPLETION FOR MY STUDENTS TO THE STATE BOARD. WHAT WILL HAPPEN IF MY SCHOOL REMAINS REMOTE ONLY AND WE ARE UNABLE TO SEND THE PROGRAM COMPLETION DOCUMENTATION TO THE STATE BOARD? (FAQ)

- If your student registers to sit for the NPTE in a state that has opted into FSBPT’s alternate approval process (AAP), they will automatically be made eligible to sit for the exam once they register for the NPTE.
- Please note, this doesn’t address the board’s requirement of proof of program completion to actually determine eligibility for a license.
- Although FSBPT cannot address what will happen if your student registers in a non-AAP jurisdiction, we are working with our member boards to see how they might handle this situation.
STATUS OF ALTERNATE APPROVAL PATHWAY ADOPTION
MAY 2020

GREEN – Executed AAP Agreement/Opted In (18)

- WA 3/20/18
- OR 3/5/19
- UT 11/14/18
- CO 10/5/17
- TX 6/26/17
- NM 1/6/20
- ND 8/1/19
- SD 6/6/18
- IA 11/14/19
- WI 8/23/19
- MI 2/15/19
- OH 3/27/19
- AL 1/2/19
- GA 4/15/19
- NH (7/18/19)
- MA 3/4/19
- RI (4/17/18)
- NJ (11/29/18)
- WA 3/20/18
- WI 8/23/19
- MI 2/15/19
- OH 3/27/19
- AL 1/2/19
- GA 4/15/19
- NH (7/18/19)
- MA 3/4/19
- RI (4/17/18)
- NJ (11/29/18)
CONTACT INFORMATION

- School Questions – schools@fsbpt.org
- Student Questions – examregistration@fsbpt.org
- State Questions – communications@fsbpt.org
- General Concerns – communications@fsbpt.org