COVID-19 Update from PSI (24 June 2020)

PSI is continuing to monitor the latest developments associated with the global spread of COVID-19. From the beginning of the outbreak, we have followed strict safety procedures in line with federal, state, and local guidelines as well as guidelines provided by the Centers for Disease Control and Prevention (CDC) as well as the World Health Organization (WHO).

At all times, our top priority has been the health, safety and well-being of candidates, our team, and the entire community that relies on PSI’s solutions and services. We recognize that these have been difficult and unusual times over the last few months, but together with our partners, we are making great strides in returning our solutions and services to normal.

PSI now has over 98% of its owned and operated sites open. As a result of this positive news, you will notice when you access the test center site list (https://www.psionline.com/openings), that we are now showing open sites, the address, and the capacity of that site.

Test Center Safety

Candidates

- The health questionnaire will continue to be provided to the candidates prior to the examination (https://www.psionline.com/wp-content/uploads/PSI-COVID-19-Candidate-Questionnaire.pdf). An update to the questionnaire is the mandate that ALL candidates must wear face masks at all times while in the test center.
- Candidates MUST complete the questionnaire and bring it with them on their testing day. If a candidate fails to bring the required questionnaire, one will be provided on-site.
- If a candidate answers, “yes” to any of the first four questions, they will need to reschedule their exam. Candidates should not travel to the test center where they will be denied admission. We recommend that candidates use the self-service option (https://www.psionline.com/test-takers/) or contact PSI via email (examschedule@psionline.com) or phone to reschedule their exam.
- If a candidate fails to bring and wear a face mask during the examination, they will be requested to leave the test site.
- Candidates will be requested to remove the face mask briefly during check-in to verify identity as well as capture the photograph of the candidate.
- Candidates may wear gloves during the examination. Gloves will need to be examined by the test site administrator during check-in and check-out.
- Candidates are required to discard face masks and gloves outside of the PSI test site in a safe and sanitary manner.

PSI Employees

- Test site administrators are being provided face masks, hand sanitizers, and antibacterial wipes.
- We are focused on safe distancing in the lobby area for the candidates as well as our employees. As a result, candidates may be requested to wait outside of the building or in the hallway during the candidate check-in process.
- In addition, all testing equipment will be thoroughly wiped down following each test administration.

Our test centers will continue to have signage reminding candidates of the social distancing protocols. Information regarding the safety and sanitation procedures at our test site can be found in our FAQs (https://www.psionline.com/wp-content/uploads/psi-services-covid-19-faqs.pdf).