

PSI began an official re-opening of domestic owned and operated (O&O) test centers May 1st, with most sites open by May 18th. As of today, 168 of our 187 US owned and operated sites are now open.

The good news is that we are seeing a pent-up candidate demand and scheduling is going very well. One thing to note, however, is that the test centers are open at 50% capacity in order to adhere to social distancing. This could mean that scheduling availability may not be immediate. We are monitoring capacity and working with all test centers to ensure that we can offer as many options as possible to your candidates, including plans to expand sessions and open 7 days a week. Due to the 50% capacity to assure social distancing and everyone's safety, we are methodically working through scheduling and rescheduling candidates as needed.

We recognize that some of your candidates are experiencing longer call wait times. We are monitoring and staffing to absorb the increased demand. What we would request of you:

- Ensure that candidates have access to the correct number to call for your program
- Encourage candidates to utilize on-line services to check site availability and any other important notices that are available to them
- If your program offers testing in windows, we do recommend you work with your client services team to discuss extending the window to accommodate all candidates.

Additionally, due to the fluidity of state, city, and county restrictions, we have had cases of sites closing on short notice after re-opening. We encourage you to have your candidates check their emails and voice mails often in order to review communication regarding last-minute updates regarding their scheduled test date.

As a reminder, our process for notifying candidates is below. When a cancellation must happen, we will begin candidate reschedules by most recently scheduled.

- The site management team will notify session management daily by 5 p.m. ET if there is a cancellation.
- Session management will produce a roster of affected candidates and will immediately send an email to the candidates of the site closure if an email address is available in their record
- The roster will be provided to candidate services who will prioritize calling candidates, in order by date, to confirm the email notification and assist with rescheduling.

For the remaining closed test centers, you can access the list [here](#). Information regarding the safety and sanitation procedures at our test site can be found <https://www.psonline.com/wp-content/uploads/psi-services-covid-19-faqs.pdf>. PSI staff continues to be available to you and your stakeholders for questions and needs during this time. From the PSI family to yours, we hope you are staying safe and healthy.