

Subject: ARE Update: ARE Migration to PSI Update

Date: Tuesday, May 4, 2021

From: NCARB

To:

This is a **preview email**.

ARE update

NCARB

In this issue: Learn more about the timeline to PSI (the new exam vendor), an additional Rolling Clock extension for candidates, and an update on technical issues.

ARE Migration to PSI

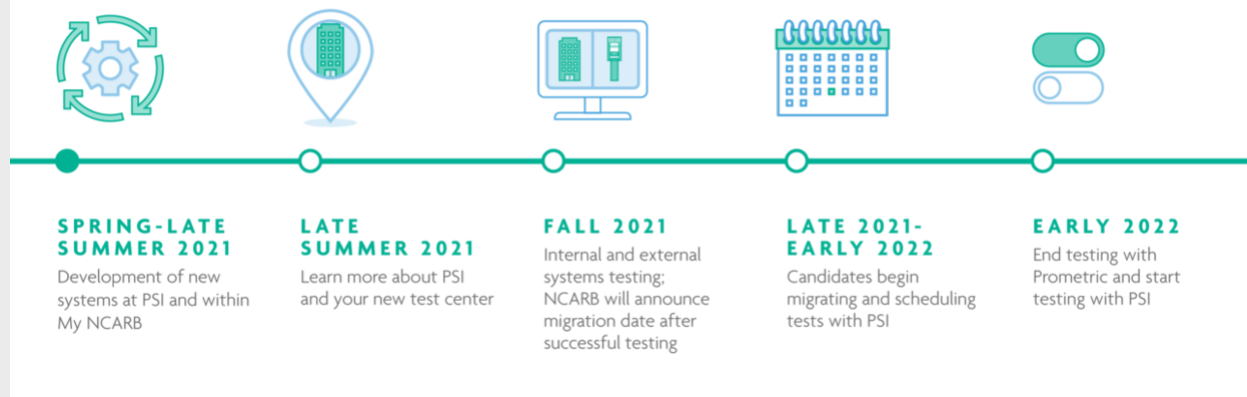
NCARB announced in March that we will be migrating to a new test administration vendor in early 2022. Today, we are excited to provide more details about this upcoming migration from Prometric to PSI. Here are the key things to know:

- **The earliest candidates can expect to test with PSI is February 2022.** We are currently developing the tools that will allow candidates to migrate their eligibilities to PSI and developing new systems to provide an improved scheduling and rescheduling experience. This will give candidates more flexibility in selecting and scheduling appointments.
- **You can schedule an exam with Prometric through January 31, 2022.** You can remain focused on your testing goals with assurance that any Prometric appointment will not be impacted by the future PSI migration. Remember, a scheduled appointment with Prometric cannot be canceled or refunded.
- **NCARB is committed to a minimum of a three-month notice prior to the launch date.** After all systems undergo extensive testing by NCARB and our vendor partners in fall 2021, we will establish the official launch date with PSI. You will receive at least three months' notice of the launch date so you can

plan future PSI appointments in coordination with any Prometric appointments.

- **Stay tuned for more details to be released summer 2021.** NCARB will provide more information about the PSI experience, including information about test centers and PSI's online proctoring platform, starting this summer. You'll have several months to prepare for any future testing with PSI.

Over the next several months, NCARB will be building and testing the new systems to provide an enhanced experience for candidates with PSI. This timeline is subject to change, but here is what we anticipate between now and the migration:



Rolling Clock Extension

NCARB will be implementing an additional three-month rolling clock extension due to the pandemic to all current exam scores. Combined with previous extensions granted due to the pandemic, all valid exam scores since March 1, 2020 will have received a total rolling clock extension of 18 months. The extension will automatically be applied to your valid ARE division scores by the end of May 2021. You do not need to take any action or apply to receive this extension.

With candidates uncomfortable testing at physical test centers before being fully vaccinated, this provides flexibility for all candidates during the ongoing pandemic.

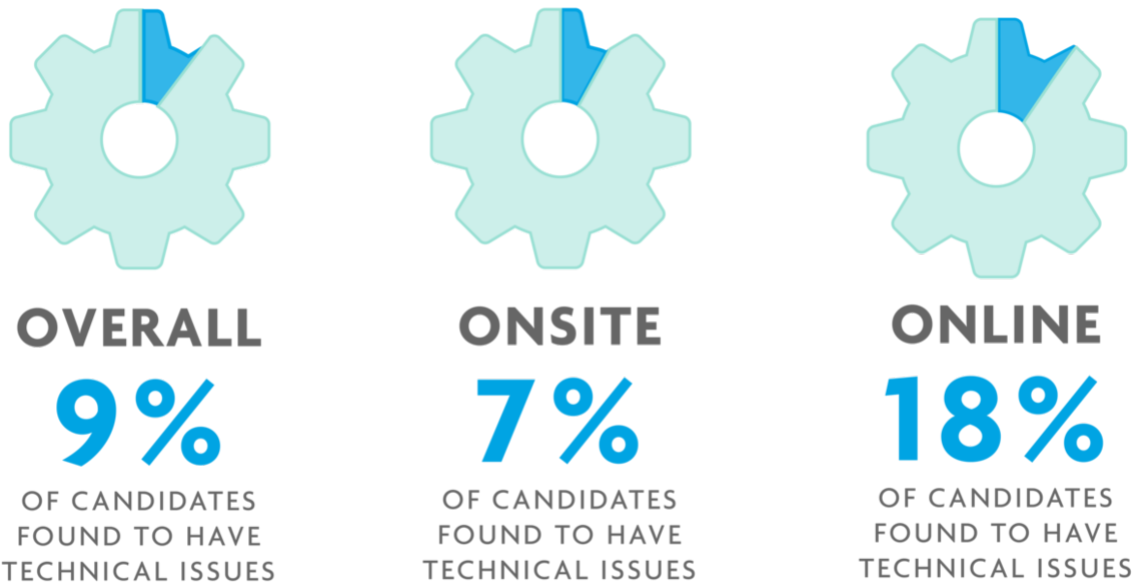
Update on Tech Issues

NCARB and our test delivery partners, Prometric and Zoomorphix, continue to

address technical issues for both in-person and online exams. Reported technical issues at test centers continue to decline. Technical issues experienced by online candidates often result from their lack of adequate technical preparation. As a greater percentage of candidates begin testing using the online option, it remains critical that each candidate use the test run option to help avoid technical issues on test day. Check out today's [video and blog](#) for tips to help you get ready for your online appointment.

The overall proportion of candidates reporting tech issues is now 9% overall (slightly down from early April). The vast majority of candidates that do experience a technical issue are able to complete their exam and receive a valid score result. Based on recent data, the percentage of candidates that had a technical issue significant enough to warrant a retest at no additional cost was less than 3%.

We're actively completing quality assurance reviews of Zoomorphix and Prometric updates that should improve the overall performance of the ARE and will be deployed later this month. Also, while the majority of exam administrations (approximately 70%) continue to be delivered at Prometric centers, a new high of 30% is being taken online.



If you experience a technical issue, immediately notify your proctor and then [contact NCARB](#) within 15 days. Remember, if you're unable to complete the exam due to a major technical issue, we will work with you to reschedule the division at no cost.

National Council of Architectural Registration Boards

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