Frequently Asked Questions

ADHA is proud to offer online continuing education courses in conjunction with the *Journal of Dental Hygiene*, *Access* magazine and our CE partner, http://adha.cdeworld.com/.

I want to take a course

Q. How many credits is each course worth?
A. The CEUs awarded are listed to the left of each course.

Q. I am in (fill in the state); will the credits from these courses count towards my license renewal?
A. Our CE courses have been approved by the majority of states. If you have any concerns, please contact your state board for confirmation.

Q. Who is allowed to take these courses?
A. These courses are available to anyone; however some states have limitations on the number of online CE courses they accept for re-licensure. Please confirm your states requirements.

Q. I am trying to complete a specific requirement for my license renewal; do your courses fulfill these requirements?
A. As every state is different, you will need to contact your state dental board to confirm your specific CE requirements.

Q. How much is each course?
A. All courses are $20 USD for ADHA members and $35 USD for non-members.

Q. What information do you need from me so that I can take the course?
A. We require your name as you would like it printed on the certificate and a valid email address where you will receive your results. For CDE World courses you will need to create a login at their site.

Q. I don't have email, is there a way I can still take the course?
A. All of our CE is now digital, therefore you would have to use a computer to complete it. If you have a friend's email address or a work email address that you can use, please use that in email so we can send you your results.

I'm about to take the test

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, you can print out the article.

I just finished taking the test

Q. How long will it take for me to get my test results?
A. The majority of courses provide immediate results (http://adha.cdeworld.com/). The CE course, Special Care: An Oral Health Professional's Guide to Serving Young Children with Special Health Care Needs, may take up to a month to process.

Q. How do I receive results?
A. CDE World test results are provided immediately and the Special Care CE Certificate is emailed.

I received my results

Q. Does ADHA submit the CE results to my state board or do I need to do that?
A. It is your responsibility to record your CE courses and submit them to the appropriate licensing authority for credit.

Q. I failed the test, now what?
A. Unfortunately, since you did not receive a passing grade we are unable to award credit for the course. If you would like another chance to receive credit for the course you took, you can retake the test.

I want to re-take the test

Q. Do I have to pay again to retake a post-test I've failed?
A. No. You can contact Hilary Noden at CDE World and she will arrange for you to retake the test. However, you can only make 2 attempts total, otherwise you will not be able to complete that particular CE.

Q. I failed one of the courses. Do I have to retake the same course/test to receive CE credits?
A. Only if you want credit for that course, for example because of its specific topic matter. You may take any course/test to receive credit, with the exception of courses that you have already received credit for.

I didn't receive my results

Q. It's been over 4 weeks and I still have not received my test results. Help!
A. Please remember **your results will be sent to the email address** you provided. In addition to your inbox, please make sure to check in your spam/ trash/ bulk folders before contacting us.

Send an email to education@adha.net
Include in the email:
- title of test
- name on the test
- approximate date/month test was taken

I lost my results

Q. Can you supply me with another copy?
A. As a member benefit, ADHA tracks all of your CDE World and annual conference CE. If you require a transcript, go to your member page and access it there. If the course was taken recently, we may be able to send a replacement copy of your CE certificate. Please save the certificates for your files. It is your responsibility to keep track of how many CE courses you have taken and the CEUs you've earned.