TEXAS COMMISSION ON LAW ENFORCMENT (TCOLE)

ELECTRONIC EXAMINATION MANUAL

Effective: 5/2021

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RULES: For testing rules see TCOLE Rules Section 219. Requests for testing accommodations for those making ADA requests are available in TCOLE Rules Section 219.5.

INTRODUCTION

The Texas Commission on Law Enforcement (Commission) issues licenses to peace officers, county jailers, telecommunicators and a certificate to investigative hypnotists. In each case, an applicant must meet certain training and examination standards prior to licensing. The licensing examination follows required training or its equivalent, and each is an independent licensing requirement.

The licensing exam for peace officers became effective September 1, 1983. At that time, the Commission began administering exams on-site. In 1985, the Commission opened exam centers in Austin, Dallas, Houston, and San Antonio; and travel to administer exams on-site began on a reimbursement basis. In 1997, the Commission closed the exam centers and recalled personnel to Austin Headquarters. To further expand the effectiveness and efficiency of administering licensing examinations, the Commission entered into agreement with certain colleges and universities to establish examination sites, and allow authorized persons affiliated with those colleges and universities to administer licensing exams as prescribed by Commission rules. TCOLE later expanded the contractual examination sites to include selected contractual private examination sites. Exam sites are established based on geographic area workload as determined by Commission personnel. Agreement contracts are maintained to assure responsibility for exam material and a quality examination program.

This manual is provided in order to establish standardized procedures for the administration of licensing exams based on Commission rules and policy. As the need arises, this manual may be updated and/or amended. Such amendments are for insertion into appropriate sections of the manual.

All proctors are required to read this manual.

TCLEDDS ONLINE TESTING TECHNICAL REQUIREMENTS

Contact Francine Morones at PCI (713)-939-9777 fmorones@prodctr.com to verify your site has the technical, hardware, software requirements to be a TCOLE exam site.

ELECTRONIC TESTING/SECURITY

In order to maintain validity of electronic testing, the following procedures are used for electronic storage, inventory, and security.

EXAM SECURITY

If it is determined that an exam site security breach that could jeopardize the integrity of the exams has occurred, **IMMEDIATE** notice of the breach will be made to the Special Services Division at Commission Headquarters (512) 936-7700; if no contact is made, the proctor will IMMEDIATELY send an email to the designated Academy Contract Evaluator (ACE) for the appropriate district and to the designated Field Service Agent (FSA) for the appropriate region.

If the breach cannot be satisfactorily resolved, the Commission may block access of that equipment to the Commission database until the matter has been resolved.

Maintenance and back-up of the system is run nightly. No exams should be scheduled after 8:00 P.M. because of lack of computer support. Any testing outside of normal business hours, the examinee or academy should verify with TCOLE, during regular business hours, that the students training and pre-requisites have been downloaded and accepted for entry in the TCLEDDS system to allow access to the exam. Verify passwords are working. Support is not available on weekends or holidays.

SELF AUDIT

An internal security audit of the electronic testing and storage facility must be conducted by examination agency personnel annually, and reviewed by the test center administrator. Any identified weaknesses in security must be noted and corrected. **The security audit is due on September 1st of each calendar year.**

EXAMINATION ADMINISTRATOR PROCTORS

Each test site can appoint their proctors. **Training coordinators are not allowed to be proctors for any TCOLE licensing exam.** This is the named coordinator for the academy. That is the person who we hold accountable for the pass rate.

Any changes to your proctors must be reported to the commission using the form "Proctor Change /Update". Proctors do not need a TCOLE PID to be a proctor. Contact Productivity Center (PCI), (800) 975-0599 to change or update a password. To reset a password contact PCI for help.

The exam administrator shall:

(1) set the date, time, location of any examination;
(2) ensure that the examination and materials remain secure and that the exam is conducted under conditions warranting honest results;
(3) not allow anyone (to include proctors) to bring electronic equipment in the test area, to include cell phones, and cameras;
(4) ensure students are monitored to prevent access to internet while examination is in progress;
(5) control entrance to and exit from the examination site;
(6) permit no one in the room while the examination is in progress except proctors and examinees;
(7) ensure examinees are visually monitored at all times during the testing process;

(8) assign or re-assign seating;
(9) bar admission to or dismiss any examinee who does not bring a valid id, is not qualified or eligible to sit for the examination;
(10) comply with any examination agreements;
(11) not assist examinees with their test questions; and
(12) give each examinee their printed test results.

PHYSICAL CONDITIONS OF EXAM ROOM

The room in which the exams are to be administered should be well lighted, well ventilated, and the temperature should be comfortable. Interruptions and distractions from outside should be kept to a minimum. Examinees should be seated sufficiently far apart. It is important that each person has sufficient working space. Left-handed persons should be seated so that they and their neighbors will be comfortable. Mice should be properly configured for the examinee(s).

SPECIAL ACCOMMODATIONS

Individuals with diagnosed disabilities can be accommodated only if the Commission's ADA policy has been followed. Request for accommodation must be made to the Commission at least 90 days before testing. Oral testing is not permitted. Colored filters that are applied over the computer screen are allowed for students with reading disabilities. The test site is not required to provide this filter.

EXAMINEE REQUIREMENTS

To be eligible to sit for an examination, an examinee must,
  (1) bring to the examination site, and display upon request, identification issued by the state or federal government with the examinee's photograph;
  (2) know their correct TCOLE PID;
  (3) report on time;
  (4) not disrupt the examination; and
  (5) comply with all the written and verbal instructions of the proctor.

Photo identification may be:
  (1) valid driver's license (preferred);
  (2) law enforcement agency identification with photo; or
  (3) United States government issued photo identification.

EXAM ADMINISTRATION

All examinees should be given the opportunity to visit restrooms prior to the start of the exam.

A registration sign-in form shall be available and used for examinees to sign-in. (see Forms)

Once eligibility has been established, exam procedures should be followed.

The Commission agrees that the Examination Agent may charge a fee not to exceed $45.00 (forty-five dollars) for administration of any Commission examination, to be paid by the examinee at the time of examination, and the Examination Agent may retain any such fee.

Instructions must be given to all examinee(s).

EXAMINEES INSTRUCTIONS FOR ELECTRONIC TESTING:

There is a Demo test for individuals unfamiliar with computers or using a mouse. The demo test is only 15 questions and will help the individual become comfortable taking a computer test. The demo test does not show up in their file.

Please note the "**basic jail" and the "police officer to jailer exam" are two separate exams**. If you choose the PO to jailer exam and the system does not allow the individual access to the exam it may because the wrong exam was selected, or their training is not in their file. The academy must submit the basic licensing training roster to give TCOLE time to download the file. Training rosters are downloaded daily. Proctors should confirm the test selected matches the proper licensure course completed.

After the examinee signs in, the first page must be completed or verified by the examinee and the proctor. If something is wrong i.e. address state on driver's license have the examinee correct the entry. Hair, eyes, etc. must be selected before going to the next page. If the name or DOB is incorrect, there is a name change form on the TCOLE website that must be submitted to TCOLE along with a copy of the applicant's driver's license so TCOLE can correct the information in the data base. This change will likely require a delay in the testing process.

These are the talking points to cover when proctoring the exam.

Examination time limit and number of questions:

Peace Officer	250 questions	3 hour time limit (180 minutes)
Basic Jailer	100 questions	1.75 hour time limit (105 minutes)
Hypnosis	100 questions	1.5 hour time limit (90 minutes)
Police Officer to Jailer	100 questions	1.5 hour time limit (90 minutes)
Telecommunicators	80 questions	1.5 hour time limit (90 minutes)

1. All questions are multiple choice.
2. A window will open that tracks your questions.
3. Questions can be marked for review and answered later. When they are ready to answer the questions marked for review go to the tracking window, click on that number, the system will take them back to that question.
4. Examinees must not talk to other examinees during the test.
5. Once the exam has started the proctor may allow bathroom breaks. Only one individual may leave at a time. Explain that their allowed time for testing does not stop but continues.
6. Examinees must leave the room quietly, so not to disturb others still testing. Examinees shall not re-enter exam room or discuss the exam with anyone.

Examinees will receive a computerized printout of their results immediately after completing their exam. Included will be an analysis showing their results for each topic. This exam printout is important. Examinees should make a copy for their records. **Examinees should not throw this away.** Their hiring department may ask to see their results and the training coordinator for their academy may ask to review also. If an examinee trying to access the exam receives the message that they "do not have an endorsement to take the exam", first verify that the correct test is selected and that all required entries are made into the testing system. If still unable to resolve, call TCOLE to verify they are eligible to take the exam.

If an individual fails their exam there is no required waiting time to retake their second or third attempt, however TCOLE strongly recommends reviewing the areas shown on the printout of their results and reviewing those areas of study prior to a subsequent attempt at the exam.

In the event that anyone is caught cheating, dismiss the individual from the exam room and instruct him/her to wait for further instructions. Immediately contact the Special Services Division in Austin (512) 936-7700. You will be asked to draft a statement describing the circumstances and have the statement notarized and mailed to the Commission Examination Division.

EXAM ADMINISTRATOR (Proctors)

Secure the room once all examinees have left. Look for signs of tampering or anything that was left behind that looks suspicious. Should you find something suspicious, immediately secure the room and contact the Commission.

PROBLEMS PROCTORS MAY ENCOUNTER

Occasionally the server may lose connection to the exam. This could happen to one individual or if you are testing a group could affect everyone. You will not notice a problem until the individual submits their exam and they receive an error instead of "see the proctor". The exam results will not be available. Explain to the individual what happened and that you will need to sign them back in to finish the exam. Also explain some of their questions will probably have to be answered again**. Sign them back and continue the "test in progress" do not start a new exam. Wait to see the tracking window and note how much time is remaining and how many questions they have to answer.** The system will not let the individual submit until all questions are answered, unless they run out of time. The exam may be ok and just has to be resubmitted. Verify all questions are answered and resubmit.

If an examinee requests or needs special accommodation, refer to the TCOLE Rules Handbook for the appropriate procedures. Please note that special accommodation require notification to TCOLE at least 90 days prior to the examination.

If there is an <u>emergency</u> and the test needed to be stopped ALT F4 will stop the test and time. This should only be used during an emergency and students need to be cautioned to not discuss the exam The test can be resumed by logging in and "continue the test in progress."

Please call Jessica Teseny (512) 936-7702 or Dennis Graffious (512) 936-7752 if you need help.

The forms in this manual are for your use or information. Print as needed. **NOTE** the security audit must be received by TCOLE September 1st   Mail, fax or email is accepted.

Tutorial for new proctors to review.
The screens you will see and instructions for setting up the exam.

Username: [   ]
Password: [   ]
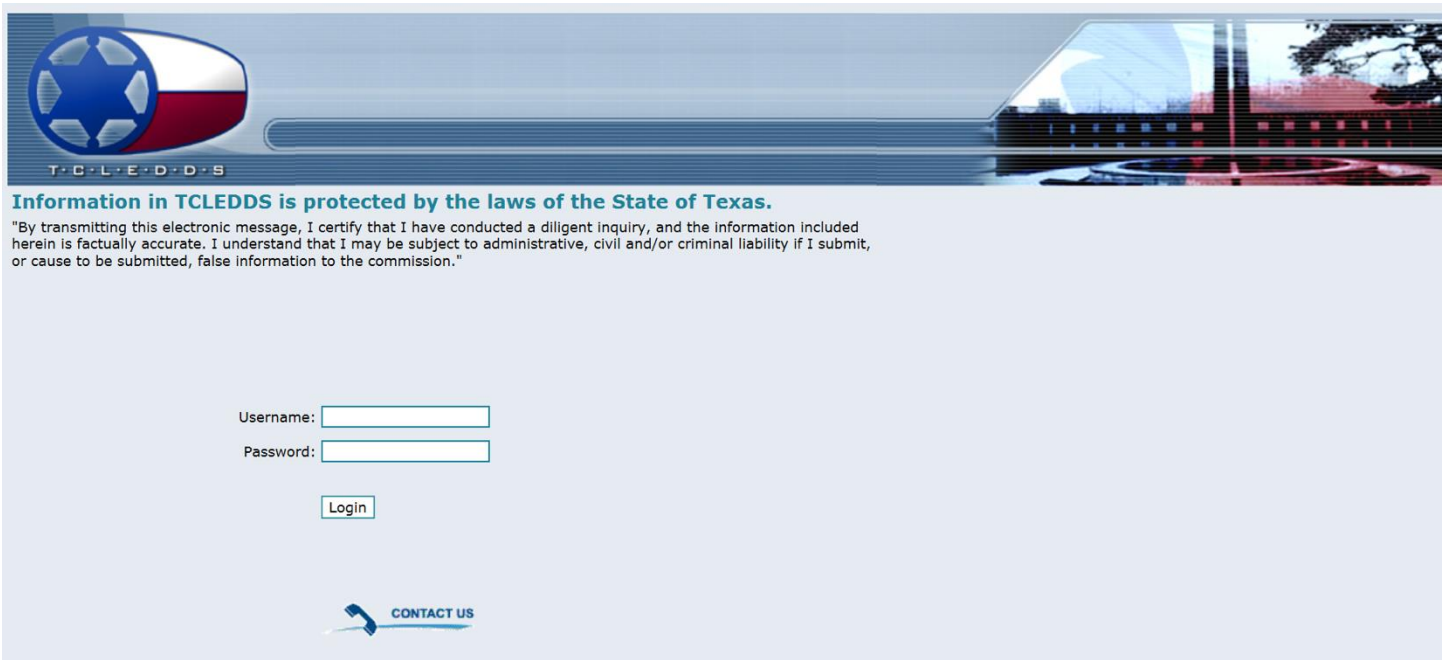
[Login]

CONTACT US

Log in screen from TCLEDDS. Each proctor will have their own login ID and PW set up through PCI. If the proctor gets locked out, contact PCI, (713) 939-9777, to unlock your account. Account should unlock after 15 minutes.
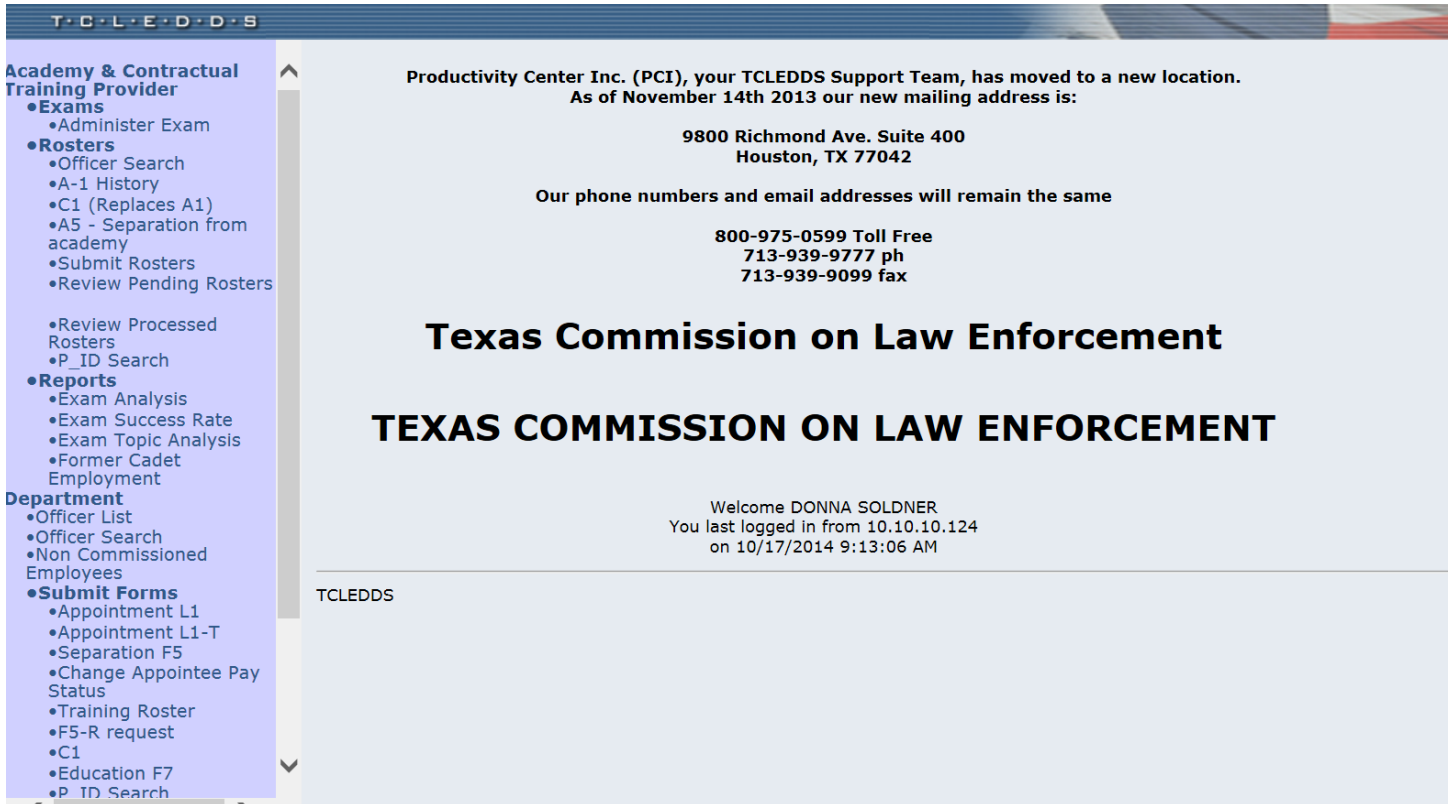
After log in, click on "Administer Exam." (This screen also is where you go for exam results.)
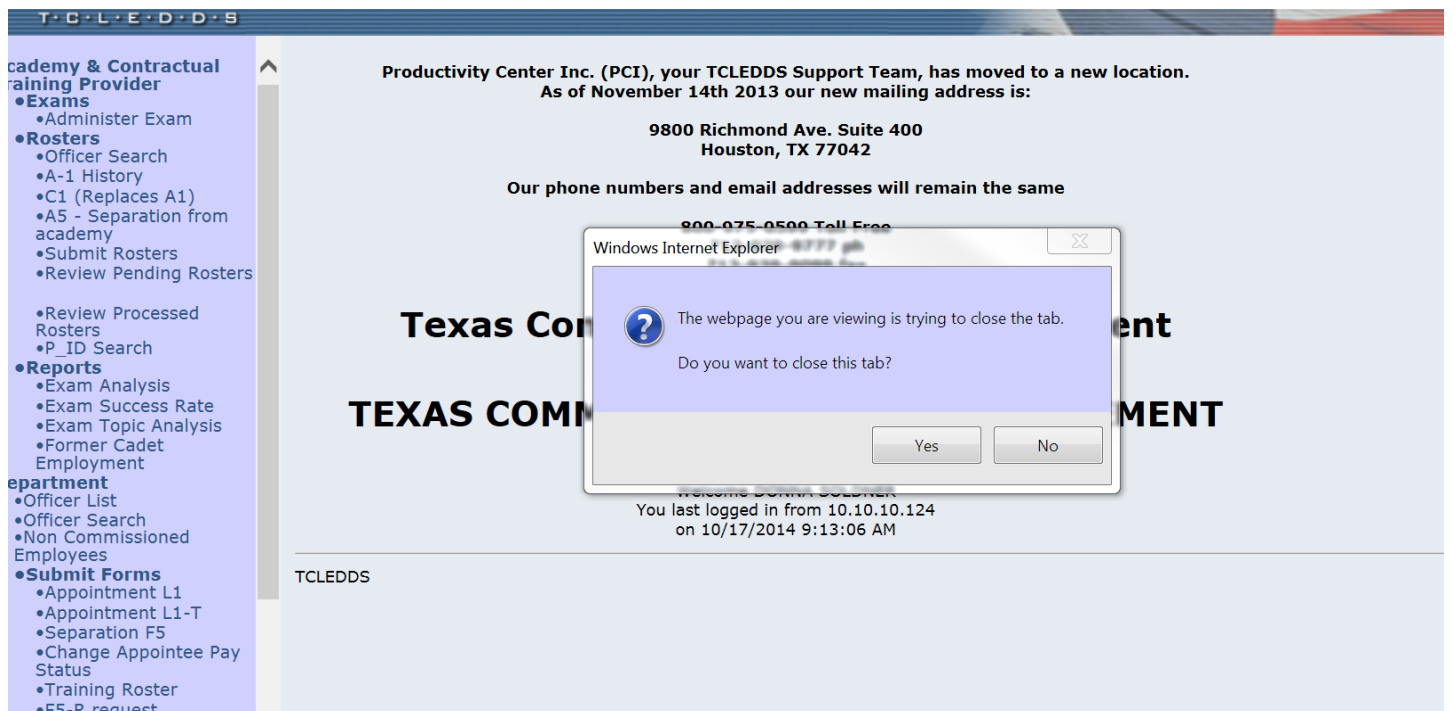
Always click on "Yes."

Information in TCLEDDS is protected by the laws of the State of Texas.

"By transmitting this electronic message, I certify that I have conducted a diligent inquiry, and the information included herein is factually accurate. I understand that I may be subject to administrative, civil and/or criminal liability if I submit, or cause to be submitted, false information to the commission."

Username: [   ]

Password: [   ]

[Login]

This is the second log in screen. Use the same ID and PW.

Select the exam area to be taken

Exam Area: | None   ⌄ |

Select the exam to be taken

Test: | None ⌄ |

From the 1st drop down, choose the correct exam for the individual. The second drop down will automatically respond to the exam you select.

Select the exam area to be taken

Exam Area:

    1026 Basic Hypnosis Exam
    1028 Basic Jailer Course 2011
    1024 BASIC PEACE OFFICER EXAM
    1029 Basic Telecomunicator Licensing Exam
    1027 Peace Officers Jailer Certification 1107
    14 TCLEDDS Demonstration Test

Test: None ⌄

These are the exams choices. All test sites can administer all tests. NOTE: The basic jail course and the peace officer jail certification are both to qualify for the jail license but have different course requirements.

1112 Peace Officers Jailer Certification 1107

Enter the TCLEOSE (PID) number for the officer.

Officers must have a valid TCLEOSE ID and meet the requirements for taking the exam selected to continue.

Submit

Testers use their PID to enter the exam. The testers information screen will come up first and must be completely filled in and correct. If the name or DOB is wrong a "Name Change Form" must be submitted by the individual so TCOLE can correct. The form is on our website under forms and applications. The tester can continue the exam and submit the name/DOB correction after the test.

If they receive this message

  "**You do not have an endorsement or qualifying course for this exam. Please see the proctor.**" Verify their PID is correct and verify the right exam has been selected. If the PID is correct the pre-requisites for the exam may not have been met or the 180 days to take the exam has expired. Contact TCOLE for help. 512-936-7700.

APPENDIX A
EXAM ADMINISTRATION
(MUST BE PROVIDED TO THE EXAMINEE)

EXAM ADMINISTRATION   **(Print for examinees to read)**

The examinee shall not:

(A)   bring into the examination room any books, notes, or other written material related to the content of the examination;

(B)   refer to, use, or possess any such written material in the examination room;

(C)   bring into the examination room any cellular phones, pagers, or other such electronic devices;

(D)   give or receive answers or communicate in any manner with another examinee during the examination;

(E)   bring food or drinks to the test area;

(F)   communicate any of the content of an examination to another at any time;

(G)   steal, copy, or in any way reproduce any part of the examination;

(H)   engage in any deceptive or fraudulent act to gain admission;

(I)   engage in any deceptive or fraudulent act during or after an examination; or

(J)   solicit, encourage, direct, assist or aid another person to violate any provision of this section or to compromise the integrity of the examination.

The commission may deny or revoke any license or certificate held by a person who violates any of the provision of this section.