Proctor Manual

Texas Commission on Law Enforcement
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Introduction

The Texas Commission on Law Enforcement (TCOLE) issues licenses to peace officers, county corrections, and telecommunicators, as well as certificates to investigative hypnotists. In each case, applicants must successfully complete the required training and pass the applicable certification or licensing exam.

The Commission developed this manual to establish standard procedures for the administration of these credentialing exams based on Commission rules and policy. All exam proctors must read this manual and acknowledge, in writing, their understanding of the included procedures and requirements.

To become a TCOLE authorized exam site, please contact the Special Services Division at contracts@tcole.texas.gov. The Special Services Division monitors and maintains all training and exam site contracts.

TCOLE Rules and Standards

Each exam site can appoint exam proctors. Proctors must have a TCOLE personal identification number (PID). All PID numbers are considered confidential and shall not be shared outside of the exam site. Any changes to exam proctors must be reported to the Commission. Whenever a proctor is added or removed, exam sites are required to email the Exam Site Information Change form to the Special Services Division at contracts@tcole.texas.gov, which is located on the TCOLE website at https://www.tcole.texas.gov/content/forms-and-applications. The Commission will not activate the new proctor's credentials until the Exam Site Information Change form and the Exam Proctor Acknowledgement are received.

It is imperative the proctor remain an unbiased role. Because a coordinator and/or instructor has such familiarity of the testing material and an inherent liability regarding the success of their students on the licensing examination, any person responsible for teaching the examination material, manages the licensing course question bank, facilitates or coordinates student's exams, or coordinates a licensing course is prohibited from proctoring the state licensing exam for any student under their instructional purview. This includes, but is not limited to, academy training coordinators, training administrators, primary or secondary instructors responsible for coordinating a licensing course, and any immediate supervisors of the same. Appointed proctors shall be substantially unacquainted with any examinee and have limited personal knowledge of the testing material. All exam proctors must read the entirety of the rules listed below and a signed Exam Proctor Acknowledgment form (**See Appendix A**) must be kept on file.

1. Texas Administrative Code RULE §219.1: Eligibility to Take State Examinations
2. Texas Administrative Code RULE §219.3: Examination Administration
3. Texas Administrative Code RULE §219.5: Examinee Requirements
4. Texas Administrative Code RULE §219.7: Scoring of Examinations

General Requirements and Standards

1. Technical requirements:
    a. Examination workstations must run on current operating systems that are updated and patched regularly.

i. Workstations must be a desktop or laptop. Mobile devices such as tablets are not permitted for exam administration.

b. Ensure the examination workstations are connected to a reliable power source, battery power is not recommended.
c. For optimal performance, a reliable and stable internet connection is required. Check with the exam site internet provider or IT department to determine if existing network will support the number of active workstations in the examination room.
d. Ensure the security software will not block the execution of JavaScript.
e. Pop-up blockers must either be off or disabled.
f. Disable any Artificial Intelligence (AI) tools on testing computers (i.e., Microsoft Copilot).

2. Security
    a. The computer monitors in the examination room must be properly positioned or oriented to limit persons other than the examinee to see the screen.
    b. Computers must be restricted from browsing the internet or accessing other web services during testing.
        i. Exam sites have a responsibility to ensure all examinations are conducted securely and under honest conditions. While the proctor must actively monitor all in-progress examinations, the exam site is required to employ additional internet access lockdown measures. This may be accomplished in several ways. Each exam site will consult with their Information Technology Division to create a solution that is deemed most appropriate for the environment.
        ii. Restriction methods may include:
            1. **Physical** - remove the keyboard from the workstation once the student is logged in
            2. **Local Device** – enforce browser URL whitelisting
            3. **Network** – deploy IP whitelisting, VLAN access restrictions, or similar configurations
            4. **Software** – utilize commercial testing center software products
    c. An internal security audit of the electronic testing system must be conducted by personnel from the exam site and reviewed by the exam administrator. Any identified weaknesses in security must be noted and corrected. The security audit must be conducted during the month of August and emailed to the Special Services Division at contracts@tcole.texas.gov by September 1st of each calendar year. The Exam Site Annual Security Self-Audit form can be found on the TCOLE website at https://www.tcole.texas.gov/content/forms-and-applications.
    d. If an exam administrator or proctor observes unusual or unexpected behavior from the TCLEDDS website, immediately notify TCOLE Technical Support at support@tcole.texas.gov.
    e. Maintenance of TCLEDDS occurs after hours. It is important to check the TCLEDDS maintenance schedule to ensure the availability of the TCLEDDS system for testing. The maintenance schedule can be found on the TCOLE website at https://www.tcole.texas.gov/content/tcole-system-maintenance-schedule.

f. It is important to understand examinations administered after hours or on holidays will not have TCOLE technical support. TCOLE follows the State Auditor's office holiday schedule to include skeleton crew days.

3. Physical conditions of examination room
    a. The examination room must have a controlled entrance and exit at all times.
    b. The examination room must be properly lighted, well ventilated, and a comfortable temperature for the duration of the exam. Interruptions and distractions (noise) shall be kept to a minimum. Examinees must be seated sufficiently apart from each other.
4. Exam administration
    a. Each examination may be given by one or more proctors under the direction of the exam administrator. Academy training coordinators are prohibited from proctoring a licensing examination.
    b. It is the responsibility of the examinee and the academy to ensure the student's training and prerequisites are complete and have been accepted into TCLEDDS to allow for testing. If training has not been uploaded to and accepted in TCLEDDS, the system will not allow access to the examination.
    c. If a proctor has technical issues with the administering of a licensing exam during business hours, please refer to the Exam Site Decision Tree document in **Appendix B** for guidance.
    d. Licensing examinations: There are six (6) types of examinations that can be administered by any TCOLE approved exam site. Please ensure the correct exam is selected. **See Appendix C** for examination types and eligibility dates.

Proctor Requirements

1. Scheduling
    a. Exam proctors shall comply with testing agreements and set the date, time, and location of the exam as outlined in TCOLE Rule §219.3.
    b. When scheduling an examination, proctors shall confirm with the examinee:
        i. Student has recently completed a licensing course within the last six (6) months or 180 days (there will not be an endorsement letter in this case); or
        ii. Student has an endorsement letter from TCOLE that has not expired.
2. Examination day
    a. Proctors shall confirm each examinee's photo identification and test eligibility prior to testing. Exam sites must have TCOLE Rule 219.5(a): Examinee Requirements posted for examinees to see.
        i. Proctors must verify a government issued photo ID.
        ii. Proctors must ensure only those who are eligible to sit for the licensing exam enter the examination room. This can be done by reviewing the Personal Status Report (PSR) in TCLEDDS or reviewing the courses taken through the Public License Lookup prior to the scheduled testing appointment. The record will show recent completion of a licensing course, or an endorsement letter issued by TCOLE.
    b. All examinees are required to remove all electronic equipment prior to entry into the examination room.

i. Unless an explicit exception is provided by TCOLE prior to the day of the exam, examinees may not handle or access mobile or electronic devices at any time during the examination. This includes mobile phones, smart watches, fitness bands, earpieces, or any device or wearable technology that has recording, internet, or communication capability.

c. All examinees are prohibited from bringing any printed material, note pads, written notes, dictionaries, etc. into the examination room.

d. Examinees may use the restroom prior to starting an examination, but only one examinee at a time is permitted during an examination.
    i. This is to prohibit any talking about the examination outside the examination room.

e. Proctors shall confirm the exam selected matches the proper licensing course that was completed.
    i. The system will not allow access to another licensing exam.
        1. If an examinee receives the message 'there is no endorsement to take the exam', first verify the correct exam was selected. If the proctor is still unable to resolve the issue, call the Credentialing Division at 512-936-7700 to verify the examinee is eligible to take the licensing exam.

f. Proctors shall review the exam process with the examinee prior to beginning an examination, including:
    i. The option to take a 15-question demonstration examination.
    ii. The option to mark questions for review to be answered later.
    iii. Advising the examinee the countdown timer does not stop once the examination starts.
    iv. The passing score is a 70%.
    v. Ensure the correct PID number is entered into the system. Once the profile page appears, the proctor must ensure the profile displayed belongs to the examinee.
        1. Proctors should encourage the examinee to update their personal information. If a field is greyed out and needs to be corrected, the examinee may continue with the examination. After the examination is complete, the examinee can fill out the Personal Information Change form on the TCOLE website at https://www.tcole.texas.gov/content/forms-and-applications.
    vi. Advise the examinee, no help will be provided concerning content of any question. Proctors are strictly prohibited from assisting an examinee with any examination questions.

3. During the exam proctors shall:
    a. Ensure the examination room is a quiet space during the exam and examinees are adequately spaced away from each other.
    b. Enforce rules by:
        i. Allowing only one examinee at a time to use the restroom.
        ii. Prohibiting examinees to re-enter the examination room after submitting their exam.

c. Visually observe examinees throughout the entire testing process.
    i. Proctors are prohibited from actions that may distract from their vigilance of the testing process, including but not limited to:
        1. Non-test related computer use or casual internet browsing.
        2. Cell phone or mobile device use.
        3. Reading non-test related material.
d. Quietly move from one corner of the examination room to another, observing examinees from different points of view.
e. Not provide assistance to the examinee on the content of any question.
    i. Proctors are strictly prohibited from discussing the examination content in any way, including:
        1. Defining words.
        2. Providing source references. Proctors are prohibited from encouraging memory by providing examples based on licensing chapters, legal statute, court cases, etc.
f. Prevent all attempts to reproduce any examination questions, such as copying or memorizing.
    i. Attempts to reproduce exam questions, by the examinee or proctor, is a direct violation of Commission rules and will be subject to punitive actions against the examinee, proctor, and/or exam site.
    ii. Exam administrators and proctors shall not take pictures of exam questions and/or send exam questions electronically to the Commission for review.
g. Report any examinee who is suspected of cheating or causing a disruption while taking an exam. Report all violations to the Commission as soon as possible.
    i. The proctor shall make notes of the event details.
    ii. Report violations committed by any persons, including but not limited to:
        1. Examinees
        2. Other proctors
        3. Administrators
        4. Coordinators
    iii. Email the Education Services Division at education@tcole.texas.gov and include:
        1. Statement of events
        2. Name and PID number of the examinee.
        3. Audio and/or video

4. Results
    a. Once the exam is complete, examinees shall not re-enter the examination room or discuss the exam with anyone.
    b. Proctors, administrators, or coordinators shall provide each examinee with their test results upon completion of the exam. Proctors may print results or exam sites may have a results kiosk outside the examination room where examinees may log into their MyTCOLE 3.0 to view their results.
        i. Please ensure all password managers are off or disabled on the kiosk.

ii. Examinees who failed to pass the examination should go back to their training provider, so they can identify the areas that need improvement.
    1. Proctors or exam site personnel shall not counsel examinees on how to improve their score.

c. If an examinee fails the exam, there is no required waiting time. However, it is strongly recommended that examinees have time to study before another attempt at an exam.

Electronic Accessibility Expectations/Accommodations

Some examinees are granted special accommodations for licensing examinations and may have their time extended by thirty (30) minutes. Accommodation requests must be made by the Academy provider and approved by TCOLE prior to the examinee's first attempt at the licensing exam. The proctor/exam site will not need to do anything additional for this process; should questions arise, the examinee may be referred to their academy provider. Exam Sites may take additional steps to improve visual processing by making adjustments to the monitor and/or browser settings, such as color, contrast, zoom level, etc. Exam sites may also provide resources such as a colored overlay for the monitor. Exam sites are strictly prohibited from providing a reader.

Appendix A

Exam Proctor Acknowledgement

I, the undersigned, hereby acknowledge I have read the following TCOLE Rules:

1. Texas Administrative Code RULE §219.1: Eligibility to Take State Examinations
2. Texas Administrative Code RULE §219.3: Examination Administration
3. Texas Administrative Code RULE §219.5: Examinee Requirements
4. Texas Administrative Code RULE §219.7: Scoring of Examinations

I understand my obligations and responsibilities as an exam proctor as detailed in the TCOLE Proctor Manual. I accept and agree to comply with these obligations and responsibilities. I further acknowledge any unauthorized access, use or disclosure of information contained in the TCLEDDS system could subject me and/or the exam site to criminal or civil penalties. I also acknowledge my duty to immediately report to the Commission any suspected attempt by an examinee to cheat during examination, compromise the integrity of the examination, or otherwise comprise the information contained within the TCLEDDS system.

_____ _____

Printed Name Proctor PID #

_____ _____

Signature Date

_____ _____

Name of Exam Site/Academy TCOLE Exam Site #

Completed copies of this acknowledgement form must be submitted for each proctor before access to TCLEDDS is granted. Please email the completed form to contracts@tcole.texas.gov.

Appendix B

Exam Site Decision Tree

Proctor Issues

Cannot Administer Test?

1. Is the PID correct?
2. Did the proctor choose the correct exam?
3. Was the roster uploaded into TCLEDDS?
4. Does the tester have endorsement? (if NO then contact Credentialing)

Problems with results

5. Did the tester hit submit?
6. Lost internet during an exam

Technology Issues with Exam Sites

Testers Present

Errors/TCLEDDS/Internet

1. Lost internet during an exam
2. Exam results cannot be viewed
3. Error message
4. TCLEDDS down
5. Password resets

Contact IT at
512-936-7700 or

support@tcole.texas.gov

- Error message
- TCLEDDS down
- Password reset

Solution

TCLEDDS error for test:

- If there is NO endorsement contact **Credentialing** at 512-936-7700 or Crendentialing.Help@tcole.texas.gov
- Ensure the correct exam was selected

TCLEDDS error for test for an academy:

- If there is a problem with the roster, contact the examinees Academy to upload the roster into TCLEDDS
- Once uploaded, examinee can attempt the examination

Submission Issue

Cannot print results:

- Hit "submit", then print results

Lost internet:

- Examination questions recovery: Log back in. Some questions may be lost from the time the internet dropped and the examinee (after log-in) can continue from where connection was lost
- Time recovery: There is no lost time when the internet went out. The countdown timer immediately paused. The time will resume at log- in.

Appendix C

Licensing Exam Types

Exam Type	Eligibility Dates	Number of Questions	Time allotted
Peace Officer	Within 6 months or 180 days of completing course	250	180 minutes (3 hours)
County Corrections	Within 6 months or 180 days of completing course	100	105 minutes (1 hour 45 minutes)
Telecommunicator	Within 6 months or 180 days of completing course	80	90 minutes (1 hour 30 minutes)
Police Officer to Jailer	Within 6 months or 180 days of completing course	100	90 minutes (1 hour 30 minutes)
Police Officer Reactivation	Within 6 months or 180 days of completing course	100	120 minutes (2 hours)
Hypnosis	*Under rule review	100	90 minutes (1 hour 30 minutes)