

Full Client Name	Texas Department of Public Safety
Acronym	DPS
File Type	Import
ID Type	TX_DPS_ID_Number
Address	Not available
Telephone	(512) 424-2915
Fax	Not available
PSI Candidate Service #	(855) 746-8173
Web address	https://www.dps.texas.gov/
Exam Titles/Testing Time	<p>*Each examination is 4 hours in length.</p> <ul style="list-style-type: none"> •TX Captain Aircraft Section Exam •TX Captain Criminal Investigations Division Exam •TX Captain Highway Patrol Exam •TX Captain Office of Inspector General Exam •TX Captain Ranger Exam •TX Communications Supervisor Exam •TX Lieutenant Aircraft Section Exam •TX Lieutenant Commercial Vehicle Enforcement Exam •TX Lieutenant Criminal Investigations Division Exam •TX Lieutenant Highway Patrol Exam •TX Lieutenant Office of Inspector General Exam •TX Lieutenant Ranger Exam •TX Ranger Exam •TX Sergeant Commercial Vehicle Enforcement Exam •TX Sergeant Highway Patrol Exam •TX Special Agent Criminal Investigations Division Exam
# of Items	Not available
Pretest Items	N/A
Exam Type	TX Department of Public Safety
Notes	The McAllen site will be moving effective May 21, 2019. The new address is 7112 N. 10th St, Ste. 100, McAllen, TX 78504.
Splitting Portions	Not applicable as these are 1-portion exams.
Application Processing	Application Processor applies exam payments if they are mailed or faxed in. CD must be approved with the state board FIRST.
Processing Time	Mail – up to 10 business days; Fax – up to 4 business days
Application Processor	TX. ApplicationProcessor@psionline.com
Name/Address Changes	Candidate must contact the board
Languages Available	English
Translator Services/Translation Dictionary	No
Eligibility Criteria	Candidate must be approved by the board
Eligibility Period	Each eligibility is valid for one attempt and expires in 30 days. If you don't test within 30 days you must re-apply with the Texas Department of Public Safety (DPS).
Payment Payable to	PSI
Fee	\$75 each exam
Payment Type	Pay by credit card, money order, company check or cashier's check. Cash and personal checks are not accepted.
Reschedule Rules	You may cancel and reschedule an examination appointment without forfeiting your fee if your cancellation notice is received two days prior to the scheduled examination date.
ADA/Exam Accommodation Approval	<p>Applicants seeking exam accommodations must fill out the Exam Accommodations form at the end of the Candidate Information Bulletin.</p> <p>You are required to submit documentation from the medical authority or learning institution that rendered a diagnosis. Verification must be submitted to PSI on the letterhead stationery of the authority or specialist and include the following:</p> <ul style="list-style-type: none"> • Description of the disability and limitations related to testing • Recommended accommodation/modification • Name, title and telephone number of the medical authority or specialist • Original signature of the medical authority or specialist <p>After you have registered for the exam, complete and fax this form, along with supporting documentation, to (702) 932-2666 or email it to examaccommodations@psionline.com. After 4 days, PSI Exam Accommodations will email you confirmation of approval with instructions for the next step.</p> <p>Do not schedule your examination until this documentation has been received and processed by PSI Exam Accommodations.</p>

Out of State Testing	<p>Applicants seeking out-of-state exam accommodations must fill out the Out-of-State Testing Request form at the end of the Candidate Information Bulletin.</p> <p>*You may email your out-of-state request to OutofStateRequest@psionline.com.</p> <p>Do not schedule your examination until this documentation has been received and processed by PSI Exam Accommodations.</p>
Paper/Pencil	Yes
Bring to test center	<p>Candidates must register for the exam with their LEGAL first and last name as it appears on their government issued identification. All required identification below must match the first and last name under which the candidate is registered. Candidates are required to bring two (2) forms of valid (non-expired) signature bearing identification to the test site. If the candidate fails to bring proper identification or the candidate names do not match, the candidate will not be allowed to test and their examination fee will not be refunded.</p> <p>PRIMARY IDENTIFICATION</p> <ul style="list-style-type: none"> • State issued driver's license • State issued identification card • US Government Issued Passport • US Government Issued Military Identification Card • US Government Issued Alien Registration Card <p>SECONDARY IDENTIFICATION</p> <ul style="list-style-type: none"> • Credit Card (must be signed) • Social Security Card • US issued Birth Certificate with Raised Seal <p>*NOTE: Student ID and employment ID are NOT acceptable forms of identification.</p>
Open Book Exam	No
Calculator Allowed	No
Reference Materials Given at Site	None
Passing Score	75% each exam
Cut score	N/A
Veteran's Preference Points	N/A
Score reports	<p>The following summary describes the score reporting process:</p> <p><u>On screen</u> – your result will appear immediately on the computer screen. This will happen automatically at the end of the time allowed for the examination;</p> <ul style="list-style-type: none"> ▪ <u>Once you complete your exam</u>, you will also immediately receive a score report. <p>Your score will be sent electronically to the state.</p>
Dup Score Report Fee	Free by mail (5 to 7 business days), \$40 expedited fee (2 - 3 business days)
Fingerprint Info	N/A
Licensing instructions	The Texas Department of Public Safety only accepts online applications.
Retest fee	\$75 each exam
Retest procedure	Each eligibility is valid for one attempt and expires in 30 days. After completion of the examination, you must wait 6 months before you can re-test on the same examination. Candidate must re-apply with the Department
Exam review	<p>PSI, in cooperation with the DPS, will be consistently evaluating the examinations being administered to ensure that the examinations accurately measure competency in the required knowledge areas. Comments may be entered by clicking the Comments link on the function bar of the test question screen. Your comments regarding the questions and the examinations are welcomed.</p> <p>Comments will be analyzed by PSI examination development staff. While PSI does not respond to individuals regarding these comments, all substantive comments are reviewed. If a discrepancy is found during the comment review, PSI and the department may re-evaluate candidate results and adjust them accordingly. This is the only review of the examination available to candidates.</p>
Practice Exams Offered	None
Support modes	N/A
Support email	examschedule@psionline.com
Email Response Time	Up to 48 hrs
Scheduling modes	Phone, PSI website
Information Links	None
Created Date	5/6/2019
Modified Date	11/1/2020 rp