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2010-2011 Information and Registration

BULLETIN

for Internet-based Testing (iBT)

TOEFL iBT™ Test

IMPORTANT!

Make sure you have the correct *Bulletin!*

This *Bulletin* is for TOEFL® Internet-based Testing **ONLY**. Information about TOEFL® Paper-based Testing is in a separate *Bulletin*.

Read this *Bulletin* carefully. For up-to-date lists of test locations, institution codes and other information please visit the Test Takers section of the TOEFL website at **www.ets.org/toefl**.

Policies in this *Bulletin* are in effect from July 2010 through June 2011 and are subject to change without notice.

www.ets.org/toefl/bulletinreg

TOEFL®

Go anywhere from here.



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REGISTRATION

Register early for the location and test date you want. Testing sites fill up quickly.

- ONLINE** ▶ Please check the TOEFL website to see if there are any payment method restrictions for your location. Test takers with credit/debit cards can register online at www.ets.org/toefl. American Express®, Discover®, JCB®, MasterCard®, and VISA® are accepted. Note: Any debit/check card branded with one of the five accepted credit card logos can be used. Test takers with bank accounts in the United States or its territories* can also pay online with an electronic check (e-check). There is no extra charge for this service. **ETS reserves the right to add or remove online payment methods at its own discretion and without notice.** See “Payment Policies” on pages 7–8 for additional details.
- ▶ Test dates are available on the TOEFL website at www.ets.org/toefl. Regular registration closes seven days prior to the test date (not including the day of the test). Late registration closes three days prior to the test date (not including the day of the test). Registrations received after the regular registration deadline will include a late fee of US\$35. See “Registration Information” on pages 6–8.

United States, U.S. Territories*, and Canada

PHONE Call the Prometric® TOEFL Registration Center at **1-443-751-4862** or **1-800-GO-TOEFL (1-800-468-6335)**.

MAIL Complete the Registration Form in this *Bulletin*. Refer to the instructions on the form.

Regular registration closes seven days prior to the test date (not including the day of the test). Late registration closes three days prior to the test date (not including the day of the test). Late telephone registration closes at 5:00 p.m. local test center time on the business day before the test. Registrations received after the regular registration deadline will include a late fee of US\$35. If you are registering by mail, your registration form must be received four weeks before your earliest test date choice. See “Registration Information” on pages 6–8.

International Testing Locations

PHONE Call the Regional Registration Center (RRC) that services the country in which you plan to test prior to the registration deadline. (See pages 16–17 for RRC contact information.)

If you live OUTSIDE the United States and plan to test WITHIN the United States, call 1-443-751-4862.

MAIL Complete the Registration Form in this *Bulletin*. Mail it to the RRC that services the country where you plan to test. Refer to the instructions on the form.

Regular registration closes seven days prior to the test date (not including the day of the test). Late registration closes three days prior to the test date (not including the day of the test). Registrations received after the regular registration deadline will include a late fee of US\$35. If you are registering by mail, your registration form must be received four weeks before your earliest test date choice. See “Registration Information” on pages 6–8.

* American Samoa, Guam, Puerto Rico, and U.S. Virgin Islands

TEST TAKERS WITH DISABILITIES

- ▶ ETS is committed to serving test takers with disabilities by providing services and reasonable accommodations that are appropriate given the purpose of the test. Nonstandard testing accommodations are available for test takers with disabilities who meet ETS requirements. If you are requesting nonstandard testing accommodations, **you must register through ETS and have your accommodations approved prior to testing.**
- ▶ The 2010-11 *Bulletin Supplement for Test Takers with Disabilities* contains contact information, registration procedures, and forms. Use the *Supplement* together with the information and registration form in this *Bulletin*. Contact TOEFL Disability Services (see page 5) to request a copy of the *Supplement* or large-print copies of the *Bulletin* and *Supplement*.
- ▶ To request a large-print copy of this *Bulletin* and the 2010-11 *Bulletin Supplement for the Test Takers with Disabilities* for GRE, TOEFL, TSE, and *The Praxis Series* tests, contact TOEFL Disability Services. See “Test Takers with Disabilities” on page 5.
- ▶ **New in 2010** — Be sure to ask about the new Value Packages available for purchase when you register. Packages include test preparation materials, additional score reports, and discounts on future registrations.

TEST PREPARATION MATERIAL

- ▶ Receive access to a **one-time use** practice opportunity — the TOEFL Sampler — when you register.
- ▶ Join the TOEFL Practice Online community at www.ets.org/toeflpractice. TOEFL Practice Online is the **only** website that simulates the TOEFL iBT testing experience by covering all four skills: Reading, Listening, Speaking, and Writing. It offers targeted practice to monitor progress and help confirm readiness for test day, and gives you access to a tour of the TOEFL iBT test; diagnostic reports for your completed practice tests; and discussion boards with information on studying in English-speaking countries.
- ▶ Download TOEFL Tips, a free publication from the TOEFL Program with helpful hints to help you succeed — visit the website’s Download Library.
- ▶ Access free sample questions on the Test Content page at www.ets.org/toefl.

ON TEST DAY

- ▶ Report to the testing site **at least 30 minutes prior to your scheduled start time.** If you arrive late, you may not be admitted, and your test fee will be forfeited.
- ▶ Review the ID requirements on pages 9–10 and bring the required documents with you. **Without the required ID documents, you will not be permitted to test and your test fee will be forfeited.**
- ▶ The entire TOEFL iBT test session (including check-in) is approximately four and one-half hours long.
- ▶ For other important information regarding test day, see “Testing Site Procedures and Regulations” on pages 10–12.

ABOUT THE TOEFL TEST

TOEFL (TEST OF ENGLISH AS A FOREIGN LANGUAGE™)

The TOEFL test measures the ability of non-native English speakers to communicate in English in an academic setting. It accurately measures how well students can read, listen, speak, and write in English in the college or university classroom.

TOEFL testing takes place in more than 180 countries, and TOEFL scores are accepted by more than 7,300 institutions and agencies in over 130 countries. More institutions accept TOEFL scores than any other English-language proficiency test in the world. The TOEFL test is the one test that can take you anywhere.

All testing sites are open to everyone who is properly registered, regardless of race, color, creed, or national origin (subject to U.S. sanctions programs and embargoes).

This *Information and Registration Bulletin* contains information about the TOEFL Internet-based test (TOEFL iBT). A list of TOEFL iBT test locations is available at www.ets.org/toefl.

The TOEFL Internet-Based Test (TOEFL iBT)

Test takers have up to four hours to complete the TOEFL iBT. The test has four sections:

- ▶ **Reading**—measures the ability to understand academic reading material.
- ▶ **Listening**—measures the ability to understand spoken English as it is used in colleges and universities.
- ▶ **Speaking**—measures the ability to speak English in an academic context.
- ▶ **Writing**—measures the ability to write in a way that is appropriate for college and university course work.

The test is delivered via the Internet at secure, ETS-approved test centers. It emphasizes integrated skills and helps confirm that you are ready to communicate your ideas about what you will read and listen to in your academic courses. Integrated tasks require you to combine more than one skill. You'll be asked to:

- ▶ Read, listen, and then speak in response to a question
- ▶ Listen, and then speak in response to a question
- ▶ Read, listen, and then write in response to a question

The test you take includes extra questions in either the Reading or Listening section that do not count toward your score. These are either questions that enable ETS to make test scores comparable across administrations or new questions that help ETS determine how such questions function under actual testing conditions.

Each section of the test has a time limit. The computer will indicate when to start and stop each section. If you finish a section early, you may go on to the next section, but you may NOT go back to a section you have already completed. You may, however, go back within the Reading section during the time allotted for it. Failure to follow this rule may result in your scores being canceled. There is a mandatory 10-minute break midway through the testing session.

You should work quickly but carefully on the Listening and Reading sections. Some questions are more difficult than others, but try to answer every one to the best of your ability. If you are not sure of the answer to a question, **make the best guess that you can**. The questions in the Speaking and Writing sections are each separately timed. Try to answer every one of these questions as completely as possible in the time allowed. For the Speaking and Writing sections of the test, you must respond only to the assigned topic. If you respond on a different topic, it will not be scored.

Computer Keyboard Requirement

The TOEFL iBT is administered on a standard English language (QWERTY) computer keyboard. QWERTY is the most common modern-day keyboard layout on English-language computer keyboards. It takes its name from the first six letters displayed at the top of the keyboard. **It is recommended that you practice typing on a QWERTY keyboard before taking the TOEFL iBT.**

Web Resource Guide

www.ets.org/toefl

The official TOEFL website has many resources you may find helpful to familiarize yourself with the test:

- ▶ TOEFL Practice Online (www.ets.org/toeflpractice) offers exclusive ETS test materials and is the only website that:
 - ▶ Simulates the **TOEFL iBT testing experience** by covering all four skills: Reading, Listening, Speaking, and Writing.
 - ▶ Offers a variety of **targeted practice** so you can monitor your progress and **helps confirm readiness** for test day.
 - ▶ Helps predict performance with **instant** scores and feedback for Reading, Listening, Speaking, and Writing.
- ▶ Membership to TOEFL Practice Online also gives you access to:
 - ▶ A tour of the TOEFL iBT test
 - ▶ Your personal account, so you can manage your online profile, as well as purchase and take TOEFL practice tests
 - ▶ Diagnostic reports for your completed practice tests
 - ▶ Discussion boards and study tips

Note: TOEFL Practice Online does not contain the extra questions in the Reading and Listening sections that are part of every TOEFL iBT test. Therefore, TOEFL Practice Online is shorter than the actual TOEFL iBT test.

CONTACT INFORMATION



NOTE: Your scores are posted to your online profile within 2 weeks after the test date.

GENERAL INQUIRIES

TOEFL Services

Phone

1-877-863-3546—United States, U.S. Territories*, Canada
1-609-771-7100—all other locations
Monday–Friday
8:00 a.m.–8:00 p.m. New York time

Phones are busiest all day on Monday.

Mail

TOEFL Services
Educational Testing Service
PO Box 6151
Princeton, NJ 08541-6151 USA

Include the following: name, address, date of birth, test date, registration number, and phone number (U.S. residents only). Allow 4 to 6 weeks for a written response.

Fax

1-610-290-8972

Registration forms cannot be faxed. Faxed correspondence will be handled in the same time frame as all other mail.

E-mail

toefl@ets.org

Include the following: name, address, date of birth, test date, registration number, and phone number (U.S. residents only). Allow approximately 3 to 5 business days for a response.

TEST TAKERS WITH DISABILITIES

Phone

1-866-387-8602—United States, U.S. Territories*, Canada
1-609-771-7780—all other locations
Teletypewriter (TTY) Number: 1-609-771-7714
Monday–Friday
8:30 a.m.–5:00 p.m. New York time

Mail

TOEFL Disability Services
Educational Testing Service
PO Box 6054
Princeton, NJ 08541-6054 USA

Fax

1-609-771-7165

E-mail

stassd@ets.org

REGISTRATION

See “Registration Information” on pages 6–8 or go to the Test Takers section of the TOEFL website at www.ets.org/toefl.

TEST QUESTION INQUIRIES

Mail

MS 42N-208
TOEFL Test Question Inquiries
Educational Testing Service
Rosedale Road
Princeton, NJ 08541-0001 USA

Fax

1-609-683-2600

You should notify the test administrator of a problem or question before you leave the testing site or you may contact ETS immediately after the test. See “Test Question Inquiries” on page 14.

EXPRESS COURIER DELIVERY

MS 25Q-310
Distribution and Receiving Center
TOEFL Services
225 Phillips Boulevard
Ewing, NJ 08628-7435 USA

TEST PREPARATION MATERIALS/ PUBLICATIONS

Phone

1-800-446-3319—United States, U.S. Territories*, Canada
1-609-771-7243—all other locations
Monday–Friday
8:00 a.m.–7:00 p.m. New York time

Mail

TOEFL Order Services
Educational Testing Service
PO Box 6151
Princeton, NJ 08541-6151 USA

Web

See “Prepare for the Test” on the TOEFL website at www.ets.org/toefl.

ONLINE PRACTICE MATERIALS

TOEFL iBT practice materials are available online at TOEFL Practice Online (www.ets.org/toeflpractice).

TESTING SITE COMPLAINTS

Mail

MS 16-Z
TOEFL iBT Complaints
Internet-Based Testing Network Group
Educational Testing Service
Rosedale Road
Princeton, NJ 08541-6163 USA

Fax

1-609-771-7710

Visit the TOEFL website at
www.ets.org/toefl
for the most up-to-date information.

*American Samoa, Guam, Puerto Rico, and U.S. Virgin Islands

REGISTRATION INFORMATION

How to Register for the TOEFL iBT

The easiest way to register is online in the Test Takers section of the TOEFL website. See “Online Registration” below. Testing sites fill up quickly, so early registration is recommended to get your preferred test location and date.

ONLINE REGISTRATION USING A CREDIT/DEBIT CARD OR E-CHECK

NOTE: Please check the TOEFL website (www.ets.org/toefl) to see if there are any restrictions on payment methods for your location.

Test takers with credit/debit cards can register online at www.ets.org/toefl. American Express, Discover, JCB, MasterCard, and VISA are accepted. **NOTE:** Any debit/check card branded with one of the five accepted credit card logos can be used. Test takers with U.S. domestic bank accounts can also register and pay online with an electronic check (e-check). There is no additional charge for this service. ETS reserves the right to add or remove online payment methods at its own discretion and without notice. See “Payment Policies” on pages 7–8.

- ▶ Registration is open 24 hours a day.
- ▶ Regular registration closes seven days prior to the test date (not including the day of the test).
- ▶ Late registration closes three days prior to the test date (not including the day of the test).
- ▶ **Registrations received after the regular registration deadline will include a late fee of US\$35.**

Test dates and locations are available on the TOEFL website. Test locations are continually being added, so be sure to check the website and the TOEFL iBT online registration system for the most up-to-date information.

When you register online, you will create an online profile, including a user name and password. **Your online profile is not transferable.** You will be able to return to your online profile to:

- ▶ Update contact information (for example, change your password or modify your address)
- ▶ **NOTE:** Be sure to enter a valid e-mail address. ETS plans to offer new services to test takers via e-mail.
- ▶ View your registration
- ▶ Reschedule or cancel your registration
- ▶ Place orders for services, such as additional score reports
- ▶ Check status of previously placed orders
- ▶ View your scores
- ▶ Pay an outstanding balance
- ▶ Once you enter your name and date of birth, those fields **cannot** be changed. Make sure the information you enter matches the identification document you will present at the testing site.



IMPORTANT: Be sure to return to your online profile and print out your registration confirmation the day before the test day. If there is a change in the testing site (for example, a different building than originally scheduled), it will be updated online in your profile under “View Orders.”

TELEPHONE REGISTRATION USING A CREDIT/DEBIT CARD OR E-CHECK

To schedule by phone, you need a valid credit/debit card (American Express, Discover, JCB, MasterCard, or VISA) or a U.S.-based bank account if you are paying by e-check. **Note:** Any debit/check card branded with one of the five accepted credit card logos can be used.

- ▶ Regular registration closes seven days prior to the test date (not including the day of the test).
- ▶ Late telephone registration closes at 5:00 p.m. local test center time on the business day before the test.
- ▶ **Registrations received after the regular registration deadline incur a late fee of US\$35.**
- ▶ If you plan to test in the United States, Canada, or a U.S. Territory* call **1-443-751-4862** or **1-800-GO-TOEFL (1-800-468-6335)**.
- ▶ If you live outside the United States and want to test at a center in the United States, call **1-443-751-4862**.
- ▶ For testing outside the United States, U.S. Territories*, or Canada, call the Regional Registration Center (RRC) **that services the country in which you plan to test** (see pages 16–17 for the RRC for your area).

When you call, you will be given a registration number. Be sure to write it down. **You must bring your registration number to the testing site on test day.** You will also be given a test date, reporting time, and testing site address. You should have the codes for your designated institutions when you call. Institution codes are available on the TOEFL website. Refer to the registration form in this *Bulletin* for the information you will need when you call.

MAIL-IN REGISTRATION

You can register by mail by completing the registration form in this *Bulletin* (the form is also downloadable from the TOEFL website) and mailing it to the address on the form.

- ▶ Fill in all the information on the registration form. Be sure to indicate two testing site choices.
- ▶ Include a money order, personal check, or credit/debit card information. (See “Payment Policies” on pages 7–8.)
- ▶ Test takers requesting nonstandard testing accommodations must use the registration form in the testing *Bulletin*. They cannot register online or by phone. See the *Bulletin Supplement for Test Takers with Disabilities* for further information about requesting testing accommodations.
- ▶ Mail the completed form to the address on the form or the appropriate RRC. Mailing instructions are on the form. **The registration form must be received at least four weeks before your earliest test date choice.**

You will be assigned a test date, time, and location based on the information you provide on the form. If your requested date(s) cannot be accommodated, **you will be scheduled for the next available test date unless you indicate on the form that you do not want to be rescheduled.** If you choose not to be rescheduled, your payment will be returned to you.

You will be assigned to a test date as close as possible to your choices. If your assigned test date does not meet your needs, contact TOEFL Services or the appropriate RRC within 24 hours of receipt of your registration confirmation.

If you do not receive a confirmation of your registration, you must call the location where you mailed your registration at least **three full business days** prior to the registration deadline for your earliest test date choice.

*American Samoa, Guam, Puerto Rico, and U.S. Virgin Islands

IMPORTANT THINGS TO KNOW WHEN REGISTERING

- ▶ Each test region represents a general area, not necessarily a specific city. For example, Berlin can mean the testing site is in Berlin itself, or a radius of approximately 50 miles.
- ▶ Information regarding testing site availability is subject to change. The most current information regarding testing sites, dates, and other registration information is in the TOEFL iBT online registration system at www.ets.org/toefl.
- ▶ When searching for a testing site, consider areas beyond your city, state, or province. Sites listed under a different area may be closer than you think. For example, if you are searching for a site in the New York City area, search in the Northern New Jersey area as well.
- ▶ **Not all testing sites are open on all dates.**
- ▶ When you select a date and general location in the online registration system, you will see a list of the testing sites in that area. If you are looking for different sites, try a different date.
- ▶ You must select your score recipients (the designated institutions to receive your scores) by 10:00 p.m. local test time the day before the test. If you do not select score recipients by this time, you will be charged a fee for sending score reports. **You cannot select your score recipients at the testing site.** An Institution Code list is available during online registration. The Institution Code list is also available on the TOEFL website.
- ▶ **When registering, be sure that the spelling of your name exactly matches the name printed on the identification document(s) you will present at the testing site. If this information does not match, you will not be permitted to test and your test fee will be forfeited. See “Identification Requirements” on pages 9–10.**
- ▶ Register early; testing sites fill up quickly.
- ▶ Take the test as soon as possible so your scores will be received in time to be considered with your application. Score report posting dates for each administration are listed on the TOEFL website.
- ▶ **Registration is not transferable.** You are not allowed to let someone else use your registration.
- ▶ Walk-in registration is not available.
- ▶ **IMPORTANT: Print your registration confirmation when you complete your registration. Select “Print and View Your Registration Confirmation” on the page with the heading “Thank You For Your Order.” Your test date, start time, and testing site address are on the confirmation. Return to your online profile the day before the test and check your confirmation. Changes may have been made to your registration details (for example, a different building or start time).**

Test Dates and Registration Deadlines

Test dates are available on the TOEFL website. The regular registration deadline is seven days prior to the test date (not including the day of the test). The late registration deadline is three days prior to the test (not including the day of the test), or one business day before the test date if you are registering by phone. For example, if your test date is Saturday, October 13, the deadline to register without a late fee is Saturday, October 6. If you are registering by mail, your registration form must be received at least four weeks before your earliest test date choice. Testing start times vary; your start time will be indicated on your registration confirmation. **Return to your online profile the day before the test to check your registration information again.** Changes may have been made; for example, a different building or start time.

Fees for Tests and Services

The TOEFL iBT test fee varies by country. To find out what the fee is in your testing location, go to the TOEFL website, select “Register for the Test,” and choose your test location.

US\$35	Late registration fee
US\$60	Rescheduling fee
US\$20	Reinstatement of canceled iBT scores
US\$17	Additional score report requests (per recipient)
US\$60	TOEFL iBT Speaking <i>or</i> Writing section rescore
US\$120	TOEFL iBT Speaking <i>and</i> Writing sections rescore
US\$20	Fee for returned check or declined credit card

Fees are subject to change without notice. The above amounts are exclusive of any Value-Added or similar taxes. Any applicable tax is payable in addition to the amounts quoted.

Payment Policies

All payments for tests and services must:

- ▶ Be made in full
- ▶ Be dated within 90 days of the date of receipt at the Regional Registration Center or ETS
- ▶ Have the correct numeric and written payment amount
- ▶ Have appropriate signature(s)

Services may be withheld for nonpayment of fees. All outstanding balances incurred from prior ETS tests or services must be paid in full in order to register for any future ETS test or service. If you do not submit the correct fee, your registration form or your request for service will be returned. Scores will not be released if a payment is returned for any reason.

Do not send cash or demand drafts. Receipts for bank checks are not acceptable. UNESCO coupons are not being accepted at this time. Unless an e-check is used, the actual negotiable check must be sent with your request for service.

PREFERRED FORMS OF PAYMENT

- ▶ Credit/Debit cards—American Express, Discover, JCB, MasterCard, or VISA. Note: Any debit/check card branded with one of the five accepted credit card logos can be used.
- ▶ Electronic check (e-check) drawn on a U.S.-based bank.

NOTE: Check the TOEFL website (www.ets.org/toefl) to see if there are any restrictions on payment methods for your location.

PAYING BY ELECTRONIC CHECK (E-CHECK)

- ▶ Electronic checks (e-checks) may be used for online payment if you have a bank account in the United States or its territories*. Electronic Check Processing (ECP) directly debits your checking or savings account for payment of goods and services.
- ▶ ETS offers this payment method via the Web or by telephone when the transaction can be processed in real time. ECP transactions will be processed in U.S. dollars against U.S. bank accounts only. E-checks will utilize the Automated Clearing House (ACH) network. The ACH is a process by which member financial institutions perform clearing of electronic debits and credits when the customer's bank is a member, or by generating a facsimile draft when the customer's bank is not a participant of the ACH network. ECP transactions will be submitted to ETS's electronic check payment processing vendor for validation, verification, and settlement similar to a credit/debit card transaction.

*American Samoa, Guam, Puerto Rico, and U.S. Virgin Islands

REGISTRATION INFORMATION *(continued)*

- ▶ To pay by e-check, enter the bank account number and routing number that appear at the bottom of your paper check. If you enter debit card information for an e-check payment, it will be declined by your bank. Your bank account may be debited the same day we receive your request and you will not receive a canceled check.
- ▶ When e-check is selected as the method of payment, you authorize ETS to deduct the stated fees from your checking or savings account. The authorization remains in full force and effect until ETS receives notification from you in such time and such manner as to afford ETS and the financial institution opportunity to act on it.

OTHER ACCEPTABLE FORMS OF PAYMENT

- ▶ Check
- ▶ Money order
- ▶ Euro checks drawn on a bank in the same European country as the currency
- ▶ TOEFL Test Voucher

PAYING BY CHECK OR MONEY ORDER

- ▶ Post-dated checks are **not** acceptable.
 - ▶ Check date **cannot** be over 90 days old when received by ETS.
 - ▶ Checks and money orders in U.S. dollars must be drawn on a bank in the U.S. and made payable to “ETS-TOEFL iBT.”
 - ▶ Euro checks should be drawn on a bank in the same country as the person writing the check. For example, a Euro check written by a German resident must be drawn on a bank in Germany.
- If paying by personal check, please comply with the following:
- ▶ Bank name and its address should be preprinted on the face of the check.
 - ▶ Check must have a preprinted check number.
 - ▶ Check must include Test Taker or Payee name and address.
 - ▶ Checks missing the preprinted name and address and checks with typewritten names in place of signatures are not acceptable.
 - ▶ Checks and money orders payable in one of the acceptable currencies listed must be drawn on a bank in the same country as the currency. For example, a check written in Australian dollars must be drawn on a bank in Australia.
 - ▶ Checks in Canadian dollars must be drawn on a bank in Canada at the prevailing rate of the U.S. dollar plus GST/HST/QST.

ACCEPTABLE CURRENCIES

You must submit payment in U.S. dollars, by credit/debit card, or by using one of the acceptable currencies. **Payments submitted in currencies other than those listed will not be accepted and will be returned to you.**

Because of conversion to the Euro and changes in banking policies, ETS cannot accept payment in certain currencies. Payments at the prevailing rate of the U.S. dollar may be remitted in the following currencies only:

Australian Dollar	Euro	Norwegian Kroner
British Pound	Hong Kong Dollar	Singapore Dollar
Canadian Dollar	Japanese Yen	Swedish Kroner
Danish Kroner	New Zealand Dollar	Swiss Franc

- ▶ Payments made in the currencies listed must be made at the Telegraphic Transfer Selling (TTS) exchange rate of the U.S. dollar equivalent.
- ▶ Refunds, if necessary, will be made in U.S. dollars.
- ▶ Services may be withheld for nonpayment of current fees and unpaid previous balances.

PAYING WITH A VOUCHER

- ▶ Create an online profile and register online at www.ets.org/toefl/register.
- ▶ Choose “Voucher” as your Method of Payment and enter your voucher number.

Rescheduling or Canceling

You must reschedule or cancel your registration **no later than three full days before your test date** (not including the day of the test or the day of your request). For example, the deadline to reschedule a Saturday test is Tuesday. If your request is not received at least three full days in advance, your full test fee will be forfeited. Test administrators are not authorized to make schedule changes.

To reschedule, you must provide:

- ▶ Your registration number
- ▶ The full name you used when you registered

The fee for rescheduling is US\$60. Payment must be received before rescheduling can be completed.

- ▶ If you are testing in the U.S., Canada, or a U.S. territory*, you can reschedule on the TOEFL iBT online registration system or call **1-443-751-4862** or **1-800-GO-TOEFL (1-800-468-6335)** to reschedule or cancel.
- ▶ If you are testing outside the U.S., Canada, or a U.S. territory*, you can reschedule on the TOEFL iBT online registration system or call the appropriate Regional Registration Center (RRC) to cancel or reschedule.
- ▶ **You cannot reschedule or cancel your registration via mail or e-mail.**

Test Fee Refunds

If you cancel your registration by the 3-day advance deadline, you will receive a refund equivalent to half of the test fee you paid. The remainder of your payment will be retained to cover expenses for processing your registration and holding a seat for you at the testing site. Refunds will be in U.S. dollars. Cash refunds are not available. Refunds will not be given if you do not follow proper registration procedures or fail to present the required identification documents at the testing site.

PAYMENTS BY CREDIT/DEBIT CARD OR E-CHECK

- ▶ A refund will be processed automatically and be credited back to the original credit/debit card or bank account.

PAYMENTS BY CHECK

- ▶ Refunds are processed automatically.
- ▶ If original payment was drawn on a U.S. domestic bank, allow eight weeks after your cancellation for your refund to be processed.
- ▶ If original payment was made in non-U.S. funds drawn on a bank outside the United States, allow 12 weeks for your refund to be processed.

*American Samoa, Guam, Puerto Rico, and U.S. Virgin Islands

What to Bring to the Testing Site

- ▶ The acceptable and valid identification document(s), with a signature and photograph, that matches the name you specified when you registered to test. Your ID will be checked before you are admitted. The name you give when you register must match the name on the identification document(s) you present at the testing site. See “Identification Requirements” below.
- ▶ The information on your primary ID must match your registration confirmation document exactly.
- ▶ Your registration number. You will get this when you register. You will not receive an admission ticket. **Return to your online profile and print out your registration confirmation the day before test day.** If there is a change in the testing site information (for example, the test may be given in a different building or at a different start time than originally scheduled), it will be updated in your online profile. **To access your confirmation information, log on to your profile and select View Order(s), Registration Confirmation, Print.**

Identification (ID) Requirements

The identification (ID) requirements in this section must be read by all test takers. It is your responsibility to ensure that your ID documents are up-to-date and available on the day of the test.



NOTE: Your ID requirements depend on your country of citizenship and where you plan to test. Please read the specific information below for acceptable primary and supplemental ID documents.

- ▶ You must have acceptable and valid ID with your signature and photograph to be admitted to a testing site. ID requirements are strictly enforced.
- ▶ Your primary ID must match your registration confirmation document exactly.
- ▶ It is your responsibility to read and understand the ID requirements. It is not the responsibility of the test or registration center to relay these policies to you.
- ▶ The photograph on your ID document must be recent and recognizable.
- ▶ The ID must be current (not expired). There is one exception to this requirement. If your driver's license has expired but you have your renewal certificate, these two together are acceptable as long as the name on the driver's license is the same as the name on the renewal.
- ▶ All documents must be originals; copies are not acceptable.
- ▶ If you arrive at the testing site without the required ID, you will not be permitted to test and you will forfeit your test fees.

When You Register

- ▶ You must use the exact name and spelling of that name as shown on the primary ID document that you will present at the testing site. If the name shown on your primary ID does not match the name on your registration record, you will not be permitted to test and a refund will not be issued. You will have to register again and pay another test fee.
- ▶ Be sure to provide your entire first name (given name) and your entire last name (family name). Do not register under a nickname. If your ID document contains two last names, enter the names exactly as they appear on your ID. If you register by phone, please make sure you are registered under your complete name as it appears on your ID.

- ▶ When applying to a college or university, use the same name and spelling of your name on your application. It is your responsibility to ensure that there are no discrepancies in your name or the spelling of your name. Refunds or free rescheduling due to such discrepancies will not be allowed.

At the Testing Site

- ▶ Only misspellings of your name can be corrected at the testing site—**NAME CHANGES WILL NOT BE MADE.** If your name has changed for any reason, including marriage, you still must present primary identification in the name under which you registered, or you will not be permitted to test. Marriage certificates and divorce decrees cannot be used to confirm name differences. **Please do not bring these documents to the testing site.**
- ▶ If the first name on your primary ID document contains only a first initial, a supplemental ID containing your entire first name must be presented.
- ▶ If your ID does not contain your signature, either sign your ID document or present a supplemental ID that includes your signature.
- ▶ If the test administrator questions the ID document you present, you will be required to provide a second proof of identity. If positive confirmation cannot be made, you may be refused admission to the testing site and you will forfeit your test fees.
- ▶ The test administrator will check your ID before assigning you a seat at the testing site and you may be asked to sign the testing site log. The test administrator will check your signature and photograph to verify that you are the person in your ID document(s). This procedure will be repeated before and after all breaks.
- ▶ Admittance to the testing site does not imply that your form of identification is valid or that your scores will be reported. All reported cases of questionable ID are subject to review and approval by the ETS Office of Testing Integrity either during or after the test administration. ETS reserves the right to withhold and/or cancel scores in the event the ID requirements set forth herein are not met.
- ▶ Testing sites are not required to hold your seat if you leave the site to obtain acceptable identification.

ACCEPTABLE PRIMARY ID DOCUMENTS

Testing in Your Country of Citizenship

Only one form of primary ID is needed if your primary ID document contains your photograph and signature. **Acceptable primary ID documents are:**

- ▶ Passport with photograph and signature
- ▶ Valid driver's license with photograph and signature
- ▶ State or Province ID issued by the motor vehicle agency with photograph and signature
- ▶ National ID with photograph and signature
- ▶ Military ID with photograph and signature

If the test administrator has any concerns about the primary ID document, you will be required to present an acceptable supplemental ID. See “Acceptable Supplemental ID Documents” below.

Testing Outside Your Country of Citizenship

- ▶ You must present a valid passport with photograph and signature as your primary ID document. (Citizens of European Union and Schengen Zone countries, see below.) If you do not meet this requirement, you may not be permitted to test.

- ▶ U.S. military personnel may present their **U.S. military ID cards**. If a military ID card does not contain a photograph and signature, a supplemental ID is required. See “**Acceptable Supplemental ID Documents**” following.
- ▶ Diplomatic and embassy ID cards cannot be used as primary identification in place of a passport.
- ▶ If your passport is **not written in English-language letters**, you must also present a supplemental ID that contains a recent, recognizable photo and is in English.

If you are not a U.S. citizen but you are testing in the U.S., the following documents are also acceptable. These documents **must be accompanied by a supplemental ID** that contains your photograph. See “**Acceptable Supplemental ID Documents**” on this page.

- ▶ Permanent Resident Card/Resident Alien Card (Form I-551 or I-151)
- ▶ Temporary Resident Card (Form I-688)
- ▶ Employment Authorization Card (Form I-688A, I-688B, or I-766)
- ▶ Mexican Border Crosser Card (**This form of ID may be accepted only at test centers within 25 miles of the Mexican border.**)

Testing in Bangladesh, India, and Pakistan

You **MUST** present a valid **passport** with a **photograph** and **signature** as your primary ID document. There are no exceptions to this policy.

Testing in European Union/Schengen Zone Countries

If you are testing in a European Union or Schengen Zone country other than the one where you reside, you can use your valid **national or European identity card if you have one**. The card must contain a recent, recognizable photo; your date of birth and your signature.

- ▶ If your ID is **not written in English-language letters** and the test administrator cannot read the language in which it is written, you may not be permitted to test.

ACCEPTABLE SUPPLEMENTAL ID DOCUMENTS

If your primary ID is missing your **photo** or **signature**, you must present one of the following supplemental IDs in addition to your primary ID. **The supplemental ID must contain a recent, recognizable photo and your signature, and it cannot be expired.**

- ▶ **Government-issued ID** (including but not limited to passport, U.S. passport card, driver’s license, state/province ID card, national ID, or military ID). **There are some exceptions; see “Unacceptable ID Documents” below.**
- ▶ Student ID
- ▶ **Confirmation of identity letter from your educational institution.** The letter must contain your name; date of birth; a recent, recognizable photo; your signature; the name of your school and the date issued. It must be typed on the original letterhead of the educational institution you attend(ed) and the signature of the school official, and the school seal must overlap your photo. A letter of identity is valid for only one year from the date of issue.

UNACCEPTABLE ID DOCUMENTS

- ▶ Any expired ID (except for expired driver’s license together with renewal certificate showing the same name)
- ▶ International driver’s license
- ▶ Draft classification card
- ▶ International student ID
- ▶ Credit/debit card of any kind
- ▶ Notary-prepared letter or document
- ▶ Social Security card
- ▶ Employee ID card

- ▶ Learner’s permit
- ▶ Birth certificate
- ▶ Any photocopied document
- ▶ Any other temporary ID document

For general questions about acceptable ID, call:

1-877-863-3546 (U.S., U.S. Territories and Canada)
1-609-771-7100 (all other locations)

If you have been granted political asylum or refugee status, contact the ETS Office of Testing Integrity **before** you register to test. If you do not contact this office before you register and you are not admitted to the test, you will forfeit your registration and test fees.

ETS Office of Testing Integrity
Phone: 1-609-406-5430
Fax: 1-609-406-9709
E-mail: TSReturns@ets.org

Testing Site Procedures and Regulations

GENERAL GUIDELINES

- ▶ Testing site administrators will not honor requests for schedule changes.
- ▶ Dress so that you can adapt to any room temperature.
- ▶ Friends or relatives who accompany you to the testing site are not allowed to wait in the testing site or be in contact with you while you take the test. Except for ETS-authorized observers, visitors are not allowed in the testing room while testing is in progress.
- ▶ You may be asked to remove your watch and to store it during the test.

The following procedures and regulations apply during the entire test session, which begins at sign-in, ends at sign-out, and includes breaks:

- ▶ You will be required to write (not print) and sign a confidentiality statement at the testing site. If you do not complete and sign the statement, you cannot test and your fees will **not** be refunded.
- ▶ Your picture will be taken and displayed at your testing station and on your score report. Be sure the correct photograph is displayed at your assigned testing station.
- ▶ You must answer at least one question each in the Reading and Listening sections, write at least one essay, and complete at least one Speaking task every time you take the test to receive an official score report.
- ▶ A booklet of scratch paper and a pencil are provided for you to use during the test. Scratch paper is not to be used before the test or during breaks. All scratch paper must be returned to the testing site administrator at the end of the testing session.
- ▶ If at any time during the test you have a problem with your computer or need assistance for any reason, raise your hand.
- ▶ Testing premises are subject to videotaping.
- ▶ Cell phones and any other electronic devices are not permitted.

VERIFYING YOUR ID

You must present valid and acceptable identification documents. See “Identification Requirements” on pages 9–10 for acceptable identification documents. Identification verification at the testing site may also include:

- ▶ Thumb printing
- ▶ Photographing/videotaping
- ▶ Signature comparison

▶ Other forms of electronic ID confirmation

If you refuse to present ID or have your ID verified, you will not be permitted to test and you will forfeit your test fee.

PERSONAL ITEMS

Personal items other than identification documents are not allowed in the testing room. This includes cell phones, PDAs, BlackBerry® devices, digital watches, and any other electronic or photographic devices. You will not have access to your personal items during the test or during breaks. Before the test, you will receive instructions from testing site staff regarding where you must deposit personal items. You will be required to follow the procedures set by the testing site for storage of your cell phone, watch, or any electronic or photographic device you bring to the testing site. If you take personal items into the test room, they will be collected by the testing site staff. If you fail to follow the directions of the testing site staff, you will not be permitted to take the test. Any violation of this procedure during the test or breaks may result in cancellation of your scores, dismissal by the testing site staff, or banning from future testing. Testing sites and ETS assume no responsibility for personal items or devices that you choose to bring into the testing site.

SEATING

The test administrator will assign you a seat.

TIMING

- ▶ The maximum time allotted for untimed sections before the test is 30 minutes. The purpose of untimed sections before the test is to become familiar with important information that will make your Internet-based testing experience as user-friendly as possible. The time you spend on untimed sections should not be used for any other purpose. Infractions will be reported to ETS, and the test administrator is authorized to dismiss you from the test center if you fail to follow the test administrator's directions.
- ▶ The Reading or Listening section of a test may include some extra questions. However, the available testing time for the entire test is the same for everyone.
- ▶ You will not be permitted to continue the test or any part of it beyond the established time limit.

TAKING A BREAK, LEAVING YOUR SEAT

- ▶ There is a mandatory 10-minute break midway through the testing session. If you exceed the time allotted, you may be dismissed or your score may be canceled. You may not leave the testing site vicinity during the break.
- ▶ To leave your seat at any time other than the break, raise your hand. Timing of the test section will not stop. If you must leave the testing room, you are required to show the administrator your identification document(s) before you leave the room and when you return.
- ▶ You cannot have access to your cell phone during the test or during breaks.
- ▶ You may not use the scratch paper provided or notes of any kind to prepare your essay during the break.

DELAYED OR RESCHEDULED TESTS

Weather conditions or other circumstances beyond the control of the test administrator or ETS may require a delayed start or the rescheduling of your test. If your test session is canceled or if it is later determined that your scores could not be reported, you can:

- ▶ Retest free of charge OR receive a full refund of the original test fee.
- ▶ Seek reimbursement from ETS for reasonable and documented expenses (for yourself only) associated with traveling to the testing site.
- ▶ To request reimbursement, contact TOEFL Services within 30 days of your original test date. Reimbursement requests must include your:
 - ▶ Name
 - ▶ Date of birth
 - ▶ Mailing address
 - ▶ Daytime telephone number
 - ▶ E-mail address
 - ▶ Original test date
 - ▶ Registration number
 - ▶ Brief description of what occurred at the testing site

ETS will determine the appropriateness of the request. Approved reimbursements are made in U.S. dollars.



Although tests are administered under strict supervision and security measures, testing irregularities may sometimes occur. Please contact ETS as soon as possible to report any observed behavior that may lead to an invalid score—for example, someone copying from another test taker, taking a test for someone else, having access to test questions or answers before the exam, or using notes or unauthorized aids. All information is held in the strictest confidence.

**Phone: 1-800-353-8570 (U.S., U.S. Territories*, and Canada)
or 1-609-406-5430 (all others)**

Fax: 1-609-406-9709

E-mail: TSReturns@ets.org

DISMISSAL FROM A TESTING SITE

The test administrator is authorized to dismiss you from a test session or your scores may be canceled for violations including, but not limited to, the following:

- ▶ Attempting to take the test for someone else or having someone take the test for you.
- ▶ Failing to provide acceptable identification.
- ▶ Obtaining improper access to the test, part of the test, or information about the test.
- ▶ Using or having a telephone, cell phone, BlackBerry device, PDA or other electronic device at the testing site is prohibited and will result in your dismissal from the testing site, forfeiture of your test fees, and cancellation of your scores by ETS.
- ▶ Using any aids in connection with the test, such as mechanical pencils, pens, pagers, beepers, calculators, watch calculators, analog or digital watches, books, pamphlets, notes, unauthorized scratch paper, rulers, highlighter pens, stereos or radios with headphones, cell phones, watch alarms, stop watches, dictionaries, translators, PDAs, BlackBerry devices, and any handheld electronic or photographic devices.
- ▶ Creating a disturbance (disruptive behavior in any form will not be tolerated; the test administrator has sole discretion in determining what constitutes disruptive behavior).
- ▶ Attempting to give or receive assistance. Communication in any form is not permitted during the test administration. Discussion or sharing of test content or answers during the test administration or during breaks is prohibited. Discussion or sharing of test questions or answers after the test is also prohibited.

*American Samoa, Guam, Puerto Rico, and U.S. Virgin Islands

DISMISSAL FROM A TESTING SITE (continued)

- ▶ Using the break or delaying the start of the Speaking section to prepare your responses or receive assistance in responding to the Speaking questions.
- ▶ You may not use the scratch paper provided or notes of any kind to prepare your essay during the break.
- ▶ Removing or attempting to remove any test content, scratch paper, or notes relating to the test. Under no circumstances may test content or any part of the test content be removed, reproduced, or disclosed by any means (for example, hard copy, verbally, electronically) to any person or entity.
- ▶ Referring to, looking through, or working on any test, or test section, *when not authorized to do so*, or working after time has been called.
- ▶ Tampering with the computer.
- ▶ Leaving the test room or testing site vicinity without permission during the test session or during breaks.
- ▶ Taking a weapon or firearm into the testing site.
- ▶ Taking food, drink, or tobacco into the testing room.
- ▶ Taking excessive or extended unscheduled breaks during the test session. Test administrators are required to strictly monitor unscheduled breaks and report test takers who take excessive or extended breaks.
- ▶ Failing to follow any of the test administration regulations in this *Bulletin*, given by the test administrator, or specified in any test materials.

ETS reserves the right to take all action—including, but not limited to, barring you from future testing or canceling your scores—for failure to comply with test administration regulations or the test administrator's directions. If your scores are canceled, they will not be reported, and your fees will not be refunded.

SCORES AND SCORE REPORTING

Examinee Score Record/ Official Score Reports

Your TOEFL test payment entitles you to:

- ▶ One examinee score record.
- ▶ Up to four official score reports that ETS will send directly to the institutions or agencies you designate when registering for the test.

Score report recipients can be added or deleted through the TOEFL iBT online registration system until 10 p.m. (local test center time) on the day before the test date. ETS will provide an examinee score record to you and mail official score reports to your designated institutions **within 2 weeks** after you take the test. The examinee score record will contain all of the final section scores as well as your total score. Allow 7–10 days for delivery in the U.S. and more time for other areas.

Score Report Posting and Mailing

Scores are posted on the TOEFL iBT online registration system **within 2 weeks after the test date** (with a few exceptions) and then provided to your designated score recipients. You will need your user name and password to access your online profile and view your scores online. You will not receive an unofficial score at the end of the testing session. Score report posting and mailing dates are available on the TOEFL website. Test results cannot be given any earlier. Allow 7 to 10 days for delivery of mail within the continental United States and additional time for delivery to other areas.

For a fee, you may also request additional official score reports for institutions you did **not** identify prior to the test day. Your request may be made online, by mail, or by fax. You may order additional score reports through the TOEFL iBT online registration system or by using the Official Score Report Request Form in the back of this *Bulletin*. This form can also be downloaded from the TOEFL website under Test Scores.



NOTE: Testing sites do not provide receipts or printed scores for the test.

Interpreting Your TOEFL iBT Scores

Your scores are based on your performance on the questions in the test. You must answer at least one question each in the Reading and Listening sections, write at least one essay, and complete at least one Speaking task to receive an official score. You will receive four scaled section scores and a total score:

- ▶ Reading (0–30)
- ▶ Listening (0–30)
- ▶ Speaking (0–30)
- ▶ Writing (0–30)
- ▶ Total Score (0–120)

In addition to numeric scores, your examinee score record also includes performance feedback that indicates your performance level and a description of the kinds of tasks that test takers within the reported score range can typically do.

Canceling Your Scores

At the end of the test session, you will be given the option to cancel your scores. **You cannot cancel your score for one section of the test and have the scores for the remaining sections reported.** Although you have the option to cancel your scores, consider very carefully before doing so. Your scores will be reported to institutions only at your request. If you cancel your scores, they will **not** be reported to you or any institutions, and no refund will be made. Canceled scores are not added to your permanent record. If you wish to take the test again, you must re-register and pay another test fee.

Canceled scores can be reinstated if your request is received at ETS within 10 days after your test date. You may fax or mail a written request to TOEFL Services (see page 5 for contact information). The fee for score reinstatement is US\$20. Your request should include you:

- ▶ Name
- ▶ Date of birth
- ▶ Daytime phone number
- ▶ Registration number
- ▶ Payment

SCORES AND SCORE REPORTING *(continued)*

Scores will be reinstated and reported online approximately three weeks after receipt of your request. Your scores will then be provided to you and your designated institutions.

Ordering Additional Official Score Reports

You can have official score reports mailed to institutions you did not identify prior to taking the test. Additional official score reports can be ordered online through the TOEFL online registration system or by completing the Official Score Report Request Form in this *Bulletin*. This form is also available on the TOEFL website. You will receive an acknowledgement confirming that your score reports were mailed.

The Official Score Report Request Form will be returned to you if you do not include complete and accurate information and the correct fee. Designated institutions cannot be changed or deleted after you submit the request. No refunds will be made.

NOTE: Check the TOEFL website (www.ets.org/toefl) to see if there are restrictions on payment methods for your location.

ONLINE (CREDIT/DEBIT CARD OR E-CHECK REQUIRED)

- ▶ Reports are mailed approximately **four to seven days** after receipt of your request. Your request cannot be made until your scores are available, 2 weeks after your test date.
- ▶ The fee is US\$17 for each report ordered.

MAIL OR FAX

- ▶ Follow the instructions on the back of the Official Score Report Request Form for completing and mailing your request and payment.
- ▶ Reports are mailed **two weeks** after receipt of your request form.
- ▶ The fee is US\$17 for each report ordered.
- ▶ If you are paying by credit/debit card, you may fax your form to **1-610-290-8972**. Faxed requests will not be processed unless complete credit/debit card information is provided. If you think your faxed request may not have gone through and you attempt to resend the information, write “DUPLICATE” in large letters on all repeat requests. This will help avoid extra processing by TOEFL Services and unnecessary charges to your credit/debit card.



NOTE: TOEFL scores are measurement information and are subject to all restrictions on release of information indicated in this *Bulletin*. They are not the property of the test taker. The information contained in your TOEFL examinee record is the same as the information printed on your official score report.

PROCESSING TIPS

- ▶ Do not send a letter with your request.
- ▶ Mark identification codes only for institutions you did not identify prior to taking the test.
- ▶ List no more than eight institutions on one form. To order more than eight reports, use a second form.
- ▶ Be sure to use the appropriate codes so your scores will be sent to the correct locations.
- ▶ Sign and date the form.
- ▶ Include an acceptable form of payment and the correct payment amount.
- ▶ Reports will only be sent to the number of institutions for which you have paid.

HOW LONG ARE SCORES VALID?

- ▶ TOEFL scores are valid for **two years**. Because language proficiency can change considerably in a relatively short period of time, scores more than two years old cannot be reported or verified.
- ▶ If you took the TOEFL test more than two years ago and need to submit scores to an agency or institution, you must take the test again to have your scores reported.

Requests for Rescores

You can request that the Speaking and Writing section scores of your test be reviewed through a rescore process up to **three months** after your test date. You may make this request for either the Speaking or Writing section, or you may request that both sections be included in the rescore process. **Only one request per administration can be submitted.** You cannot request a review of the Speaking section and then at a later time request a review of the Writing section. The fee for a Speaking or Writing section rescore process is US\$60. The fee to have both sections included in the rescore process is US\$120.

TOEFL iBT Speaking and Writing sections are reviewed by scoring specialists in the rescore process. If the rescore process confirms your score, you will be notified by letter. If the review results in a change in your score (which may be higher or lower), you will receive a revised examinee score record. Revised official score reports will also be sent to the institutions or agencies that you designated as score recipients. These revised scores will become your official scores.

Complete the Rescoring Request Form in the back of this *Bulletin* and send it, with the required fee, to the address on the form. If you are paying by credit/debit card, you may fax the form.

The results of the score review process will be available approximately three weeks after TOEFL Services receives your Rescoring Request Form and fee.

Other Score-Related Information

SCORE VERIFICATION

Institutions have the ability to verify examinee score records sent directly to them from test takers. If there is a difference between the official scores recorded at ETS and those on the score record you provided, the institution will be requested to send ETS a copy of the score record you submitted. At the written request of the institution official, ETS will report the official scores, as well as any previous scores recorded for you within the last two years. ETS or its authorized representative will also provide information about your scores at the request of an institution or agency that has a copy of your examinee score record.

ONLINE SCORE VERIFICATION SERVICE (“OSVS” OR “SERVICE”)

The following terms and conditions supplement all other terms and conditions, disclosures, policies and agreements relating to TOEFL test scores reported by ETS, including but not limited to the ETS privacy and security policy¹, ETS Scoring Policies², and the *TOEFL Information and Registration Bulletin for Internet-based Testing*, all as amended from time to time (collectively, “TOEFL Documents”).

The TOEFL Online Score Verification Service allows certain entities that contract with ETS for access to the Service, such as governmental immigration offices (“Organization”), to verify the scores of tests provided by ETS under the TOEFL trademark. TOEFL (Test of English as a Foreign Language™) tests are designed by ETS to measure the ability of non-native speakers of English to use and understand English as it is read, spoken, written, and heard in educational or professional settings. A TOEFL score indicates how the test taker performed on the

¹ You can review the current version of this policy under Privacy and Security at www.ets.org.

² You can review the current version of these policies at www.ets.org/toefl under Test Takers, Internet-based Testing, Scores.

SCORES AND SCORE REPORTING (continued)

test, and the score data provided through the OSVS provides selected identifying information about the test taker. Some TOEFL test takers provide their TOEFL score information to Organizations; the OSVS allows these Organizations to obtain or verify the TOEFL scores.

BY REGISTERING FOR A TOEFL TEST ONLINE, BY DOWNLOADING A TOEFL BULLETIN, BY COMPLETING A CONFIDENTIALITY AGREEMENT ON TEST DAY AFTER HAVING AN OPPORTUNITY TO REVIEW THE TERMS, BY SIGNING THE SUPPLEMENT, OR BY PROVIDING YOUR TOEFL REGISTRATION NUMBER OR EXAMINEE SCORE REPORT TO AN ORGANIZATION, YOU AGREE TO ALL TERMS AND CONDITIONS OF THIS SUPPLEMENT WITHOUT MODIFICATION BY YOU. If you do not agree, do not provide your TOEFL registration number (for a past or future test) or your examinee score report to any Organization. Unless you give the Organization your information, the Organization should not be able to use the OSVS in order to see your score data.

Terms and Conditions.

1. Your Initiation of the OSVS. If you provide your TOEFL registration number to an Organization, that Organization will be able to sign up for the OSVS and access your scores and related data, as long as it also has your name and date of birth. Some Organizations will already have some of that information, but they should not have your TOEFL registration number unless you give it to them. Accordingly, do not provide it unless you want to allow the Organization to access the OSVS.
2. Score Data; Organization Access. Using the OSVS, the Organization will be able to see, copy and use your name, gender, photograph, data of birth, registration number, test date, test scores (including your total score and your scores for reading, listening, speaking, and writing), and a speech sample recorded from one of your test responses ("Score Data"). ETS reserves the right to determine whether more or less data should be provided from time to time in its good faith discretion. Any use of that information made by the Organization should be pursuant to its privacy and security policy, if any, rather than the ETS policy. ETS contracts with the Organization to use the information only to verify the TOEFL scores, but ETS does not control the Organizations.
3. Limitations. You acknowledge that if you give an Organization a registration number for a TOEFL score more than two (2) years old, the Organization will not be able to verify it. You agree that ETS supplies the Service and the Score Data AS IS and with all faults. All of the disclaimers, damage and remedy exclusions, and limitations and other provisions of the TOEFL Documents apply to the OSVS and the Score Data.
4. Other. Except as impacted by the OSVS, the terms and conditions of the TOEFL Documents remain in full force and effect. ETS reserves the right to share score data with institutions and agencies for verification purposes outside of the OSVS. You agree that ETS may amend or change these terms from time to time in its discretion by providing notice in the TOEFL section of www.ets.org or in any of the TOEFL Documents, or by emailing or otherwise giving notice to you. If you provide TOEFL information to an Organization after the effective date of an amendment; or if, before the effective date, you fail to withdraw your TOEFL information from an Organization or otherwise fail to instruct it not to access the Service, you will be deemed to have consented to the amendment. The foregoing does not restrict ETS from using another method for amendment under any of the TOEFL Documents.

ACCEPTABLE SCORES OR SCORE REQUIREMENTS

Each institution or agency that requires TOEFL scores decides for itself what scores or ranges of scores are acceptable. Score requirements vary from institution to institution, depending on such factors as your field of study, your level of study (graduate or undergraduate), whether you will be a teaching assistant, and whether the institution offers

special courses in English as a foreign or second language. There is no specific passing or failing score. If you have questions about how your scores have been used or interpreted, contact the institutions or agencies that received your test results.

TEST SCORE DATA RETENTION

Individually identifiable TOEFL test scores are retained in a database for only two years. After two years, all test taker information and scores are removed. If you took the TOEFL test more than two years ago, you will have to take the test again to have scores sent to you, an institution, or an agency.

CONFIDENTIALITY OF SCORES

The TOEFL program recognizes the right of test takers to privacy with regard to information that is stored in data or research files held by ETS and the program's responsibility to protect information in its files from unauthorized disclosure. ETS or its authorized representative may share score data with institutions or agencies for verification purposes.

TOEFL test score data and writing and speaking responses that may be used at any time for informational, research, statistical, or training purposes are not individually identifiable.

Information retained in TOEFL records is the same as the information printed on the examinee score record and on official score reports. Official score reports will be sent only to those institutions or agencies designated by the test taker when he or she registered to test, on an Official Score Report Request Form submitted at a later date, or otherwise specifically authorized by the test taker.

Scores are not to be released by institutional recipients without the explicit permission of the examinee.



Your score record and the documents you complete that are retained at ETS (for example, your photograph) may be released to third parties, such as government agencies or parties to a lawsuit, if requested pursuant to a subpoena or required by applicable law.

TEST QUESTION INQUIRIES

Language specialists prepare TOEFL test questions. These specialists follow careful, standardized procedures developed to ensure that all test material is of consistent high quality. Each question is reviewed by several members of the ETS staff. The TOEFL Committee of Examiners, an independent group of professionals in the fields of linguistics, language testing, and language teaching that reports to the TOEFL Board of Trustees, establishes overall guidelines for the test content and specifications. After test questions have been reviewed and revised as appropriate, they are selectively administered in trial situations and assembled into tests. The tests are then reviewed according to established ETS and TOEFL program procedures to ensure that all possible versions of the test are free of cultural bias. Statistical analyses of individual questions ensure that all items provide appropriate measurement information.

Although ETS employs extensive quality control checks throughout the development of test questions and the preparation of final tests, typographical errors or flaws in questions may occasionally occur. If you suspect a problem and want to question a test item for any reason, notify the test administrator before you leave the testing site. You may also write to MS 42N-208, TOEFL Test Question Inquiries, ETS, Rosedale Road, Princeton, NJ 08541-0001, USA, or send a fax to 1-609-683-2600 immediately after taking the test. Please include the name of the test, the section of the test, the test date, the name of

SCORES AND SCORE REPORTING *(continued)*

the site where the test was taken, and, if possible, the number of the test item being questioned. If you have a complaint about the testing facilities or the test administrator, write to TOEFL iBT Complaints (see “Testing Site Complaints,” page 5) within three days after the test date. Be sure to give the date of the test, the name of the testing site, and the city, state/province, and country in which you tested.

ETS Score Cancellation Policy

ETS and the TOEFL program strive to report scores that accurately reflect the performance and independent work of every test taker. Accordingly, ETS standards have two primary goals: giving test takers equivalent opportunities to demonstrate their abilities, and preventing any test takers from gaining an unfair advantage over others. ETS reserves the right to cancel any test score when, in its judgment, a testing irregularity occurs, there is an apparent discrepancy in a test taker’s identification, a test taker engages in misconduct or attempts to use the work or ideas of others as their own in the speaking or writing sections of the test.

In addition, if ETS confirms participation in any activity that affects score validity such as having someone take the test for you, obtaining test questions or answers in advance, sharing of test questions or answers via the internet or text messaging, it will result in automatic score cancellation and/or any other action that ETS deems appropriate, including banning you from future tests. You must agree to these terms and conditions when you register for the test and on test day before you are admitted to the testing site. When, for any of the above reasons, ETS cancels a test score that has already been reported, it notifies score recipients that the score has been canceled, but does not disclose the reason for cancellation except when authorized to do so by the test taker and in certain group cases.

TESTING IRREGULARITIES

“Testing irregularities” refers to problems with the administration of a test. When testing irregularities occur, they may affect an individual or groups of test takers. Such problems include, without limitation, administrative errors (such as improper timing, improper seating, defective materials, and defective equipment); improper access to test content; and other disruptions of test administrations (such as natural disasters and other emergencies). When testing irregularities occur, ETS may decline to score the test or may cancel the test score. When in its judgment it is appropriate to do so, ETS gives affected test takers the opportunity to take the test again as soon as possible without charge.

IDENTIFICATION DISCREPANCIES

When, in the judgment of ETS or in the judgment of testing site personnel, there is a discrepancy in a test taker’s identification, the

test taker may be dismissed from the testing site. In addition, ETS may decline to score the test or may cancel the test scores if the handwriting documents or photographs from test day cannot be authenticated. If test scores are canceled by ETS, the test fees will not be refunded.

MISCONDUCT

When ETS or testing site personnel find that there is misconduct in connection with a test, the test taker may be dismissed from the testing site, or ETS may decline to score the test or may cancel the test score. Test takers whose scores are canceled because of misconduct will forfeit their test fees. Misconduct includes, but is not limited to, noncompliance with the “Test Center Procedures and Regulations” on pages 10–12 of this *Bulletin*.

PLAGIARISM

ETS reserves the right to cancel the scores of test takers when, in ETS’s judgment, there is evidence that a writing or speaking response includes, for example, text that is substantially similar to speech found in other TOEFL responses, or quotations or paraphrasing of language or ideas from published or unpublished sources are used without attribution. Such responses do not reflect the independent speaking or compositional writing skills that the test seeks to measure.

INVALID SCORES

ETS may also cancel scores if, in its judgment, there is substantial evidence that they are invalid for any other reason. Evidence of invalid scores may include, without limitation, unusual answer patterns and/or inconsistent performance on different parts of the test. Before canceling scores pursuant to this paragraph, ETS notifies the test taker in writing about its concerns, gives the test taker an opportunity to submit information that addresses those concerns, considers any such information submitted, and offers the test taker a choice of options. The options include voluntary score cancellation or arbitration in accordance with the ETS standard Arbitration Agreement. In addition, the test taker is sent a copy of the booklet *Why and How Educational Testing Service Questions Test Scores*, which explains this process in greater detail. (This booklet is available to any test taker at any time upon request from the ETS Office of Testing Integrity. Call 1-800-353-8570 or e-mail TSReturns@ets.org.)



NOTE: The arbitration option is available only for tests administered in the United States.

TEST DATES

Test dates are available on the TOEFL website. Not all test dates are offered in all areas. To find out which test dates are offered at testing sites in your area, go to the TOEFL iBT online registration system.

TOEFL iBT is available in most locations. To provide access for TOEFL test takers in areas where iBT testing is not yet available, ETS will continue to offer the TOEFL Paper-based Test (TOEFL PBT).

TEST LOCATIONS

The most current information regarding test locations for the TOEFL iBT is on the TOEFL website at www.ets.org/toefl. Test takers should also check the TOEFL iBT online registration system because testing sites are added daily to the testing network. Information regarding testing site availability is subject to change without notice.

TOEFL iBT REGIONAL REGISTRATION CENTERS

The Regional Registration Centers (RRCs) and the countries associated with each region are listed below. If there is no testing site in your country, TOEFL iBT testing may not be available in your area. See the TOEFL website at www.ets.org/toefl for a listing of TOEFL paper-based testing sites.

Note: When calling an RRC that is located outside the country from which you are calling, you must dial the international access number. E-mail addresses are for informational requests only.

REGION 3

Japan

Prometric Japan Co., Ltd.
Kayabacho Tower 15F
1-21-2 Shinkawa, Chuo-Ku
Tokyo 104-0033
Japan

Registration Phone: 81-3-5541-4800

Fax: 81-3-5541-4810

Web: www.prometric-jp.com

REGION 4

Korea

eGIOS, Inc.

Registration Phone:

82-2-6377-8810 (outside Korea)

1566-0990 (Korea only)

Fax: 82-2-2116-8338

REGION 5

Antigua, Argentina, Aruba, Bahamas, Barbados, Belize, Bermuda, Bolivia, Brazil, Cayman Islands, Chile, Colombia, Costa Rica, Dominican Republic, Ecuador, El Salvador, Grenada, Guadeloupe, Guatemala, Guyana, Haiti, Honduras, Jamaica, Martinique, Mexico, Netherlands Antilles, Nicaragua, Panama, Paraguay, Peru, St. Lucia, St. Kitts and Nevis, St. Vincent, Suriname, Trinidad and Tobago, Uruguay, Venezuela

Prometric, Inc.

Latin America/Caribbean RRC

3110 Lord Baltimore Drive, Suite 200

Baltimore, MD 21244

USA

Registration Phone: 1-443-751-4995

E-mail: www.prometric.com/testtakers/contactus/email.htm

Fax: 1-443-751-4980

Candidate Cares: 1-443-751-4990

REGION 6

Afghanistan, Australia, Bangladesh, Bhutan, Brunei Darussalam, Cambodia, Fiji, French Polynesia, Hong Kong, Indonesia, Kiribati, Laos, Macau, Malaysia, Marshall Islands, Micronesia, Mongolia, Myanmar, Nepal, New Caledonia, New Zealand, Northern Mariana Islands, Pakistan, Palau, Papua New Guinea, Philippines, Pohnpei Island, Samoa, Singapore, Solomon Islands, Sri Lanka, Tahiti, Taiwan, Thailand, Tonga, Viet Nam, Western Caroline Islands

Prometric

PO Box 12964

50794 Kuala Lumpur

Malaysia

Courier Address:

Prometric BV Branch Office

(Co. No. 993721-U)

Suite 21A-15-1, Faber Imperial Court

Jalan Sultan Ismail

50250 Kuala Lumpur

Malaysia

Registration Phone: 60-3-7628-3333

E-mail: www.prometric.com/testtakers/contactus/email.htm

Fax: 60-3-7628-3366

TOEFL iBT REGIONAL REGISTRATION CENTERS *(continued)*

REGION 7

Algeria, Bahrain, Egypt, Gaza, Iran, Iraq, Jordan, Kuwait, Lebanon, Morocco, Oman, Qatar, Saudi Arabia, Sudan, Syria, Tunisia, United Arab Emirates, West Bank, Yemen

Prometric
ATTN: PTC Registration
PO BOX 2024
8203AA - Lelystad
The Netherlands

Courier Address:

Prometric
ATTN: PTC Registration
Noorderwagenplein 6
8223AL - Lelystad
The Netherlands

Registration Phone: 31-320-239-530

E-mail: www.prometric.com/testtakers/contactus/email.htm

Fax: 31-320-239-531

REGION 9

Angola, Benin, Botswana, Burkina Faso, Burundi, Cameroon, Cape Verde, Central African Republic, Chad, Comoros, Cote D'Ivoire, Democratic Republic of the Congo, Djibouti, Equatorial Guinea, Eritrea, Ethiopia, Gabon, Gambia, Ghana, Guinea, Guinea Bissau, Kenya, Lesotho, Liberia, Madagascar, Malawi, Mali, Mauritania, Mauritius, Mozambique, Namibia, Niger, Nigeria, Reunion, Rwanda, Sao Tome and Principe, Senegal, Seychelles, Sierra Leone, South Africa, Swaziland, Tanzania, Togo, Uganda, Zambia, Zimbabwe

Prometric
ATTN: PTC Registration
PO BOX 2024
8203AA - Lelystad
The Netherlands

Courier Address:

Prometric
ATTN: PTC Registration
Noorderwagenplein 6
8223AL - Lelystad
The Netherlands

Registration Phone: 31-320-239-593

E-mail: www.prometric.com/testtakers/contactus/email.htm

Fax: 31-320-239-886

REGION 12

Albania, Armenia, Austria, Azerbaijan, Belarus, Belgium, Bosnia and Herzegovina, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Georgia, Germany, Greece, Hungary, Iceland, Ireland, Israel, Italy, Kazakhstan, Kosovo, Kyrgyzstan, Latvia, Lithuania, Luxembourg, Macedonia, Malta, Moldova, Montenegro, Netherlands, Norway, Poland, Portugal, Romania, Russian Federation, Serbia, Slovakia, Slovenia, Spain, Sweden, Switzerland, Tajikistan, Turkey, Turkmenistan, Ukraine, United Kingdom, Uzbekistan

Prometric
ATTN: PTC Registration
PO BOX 2024
8203AA - Lelystad
The Netherlands

Courier Address:

Prometric
ATTN: PTC Registration
Noorderwagenplein 6
8223AL - Lelystad
The Netherlands

Registration Phone: 31-320-239-540

E-mail: www.prometric.com/testtakers/contactus/email.htm

Fax: 31-320-239-541

REGION 14

India

Prometric
2 Floor, DLF Infinity Tower-A
Sector-25, Phase-II
DLF City
Gurgaon - 122002
Haryana
India

Registration Phone: 91-124-4147700

E-mail: www.prometric.com/testtakers/contactus/email.htm

Fax: 91-124-4147773/4147774

TOEFL iBT INSTITUTION CODES

An up-to-date listing of institutions and agencies accepting TOEFL scores is available on the TOEFL website at www.ets.org/toefl. This list is also available during online registration. **If your intended score recipient is not listed, contact the institution or agency directly to get the code number before you register.** Note: If you are applying for graduate study, see the Department Codes list below. Use the correct code to be sure your scores go to the correct location.

TOEFL iBT DEPARTMENT CODES

The following codes must be used when selecting institutions, agencies, or programs to receive your scores. Use official codes to be sure your score reports are sent to the correct locations.

00 - Undergraduate and all other test takers not applying for Graduate Study, Graduate Schools, or Business or Law Schools

01 - Graduate: If you are applying for Graduate Study in a field other than Business or Law, use the appropriate code from the list below:

HUMANITIES

11 Archaeology
12 Architecture
26 Art History
13 Classical Languages
28 Comparative Literature
53 Dramatic Arts
14 English
29 Far Eastern Languages and Literature
15 Fine Arts, Art, Design
16 French
17 German
04 Linguistics
19 Music
57 Near Eastern Languages and Literature
20 Philosophy
21 Religious Studies or Religion

22 Russian/Slavic Studies

23 Spanish
24 Speech
10 Other foreign languages

98 Other humanities

SOCIAL SCIENCES

27 American Studies
81 Anthropology
82 Business and Commerce
83 Communications
84 Economics
85 Education (including M.A. in Teaching)
01 Educational Administration
70 Geography
92 Government
86 History
87 Industrial Relations and Personnel

88 International Relations

18 Journalism
90 Library Science
91 Physical Education
97 Planning (City, Community, Urban, Regional)

89 Political Science
93 Psychology, Clinical

09 Psychology, Educational

58 Psychology, Experimental/Developmental

79 Psychology, Social
08 Psychology, other

94 Public Administration
50 Public Health

95 Social Work
96 Sociology

80 Other social sciences

BIOLOGICAL SCIENCES

31 Agriculture
32 Anatomy
05 Audiology
33 Bacteriology
34 Biochemistry
35 Biology
45 Biomedical Sciences
36 Biophysics
37 Botany
38 Dentistry
39 Entomology
46 Environmental Science

40 Forestry
06 Genetics
41 Home Economics
25 Hospital and Health Services Administration

42 Medicine
07 Microbiology

74 Molecular and Cellular Biology

43 Nursing
77 Nutrition
44 Occupational Therapy
56 Pathology
47 Pharmacy
48 Physical Therapy
49 Physiology
55 Speech-Language Pathology
51 Veterinary Medicine
52 Zoology
30 Other biological sciences

PHYSICAL SCIENCES

54 Applied Mathematics
61 Astronomy
62 Chemistry
78 Computer Sciences
63 Engineering, Aeronautical

64 Engineering, Chemical
65 Engineering, Civil
66 Engineering, Electrical
67 Engineering, Industrial
68 Engineering, Mechanical
69 Engineering, other
71 Geology
72 Mathematics
73 Metallurgy
75 Oceanography
76 Physics
59 Statistics
60 Other physical sciences

Use 99 for any department not listed.

02 - Graduate Schools of Management

03 - Law Schools

TOEFL iBT COUNTRY AND REGION CODES

Use this list when indicating the code for the country where you are currently living (your mailing address), the code for your country of citizenship, and the code for your native country (the country where you were born).

AFG	Afghanistan	COL	Colombia	GIN	Guinea	LUX	Luxembourg	PLW	Palau	TWN	Taiwan
ALB	Albania	COM	Comoros	GNB	Guinea-Bissau	MAC	Macao	PSE	Palestine Territories		(Republic of China)
DZA	Algeria	COD	Congo, The Democratic Republic of	GUY	Guyana	MKD	Macedonia, Former Yugoslav Republic of	PAN	Panama	TJK	Tajikistan
ASM	American Samoa			HTI	Haiti			PNG	Papua New Guinea	TZA	Tanzania, United Republic of
AND	Andorra			VAT	Holy See (Vatican City State)			PRY	Paraguay	THA	Thailand
AGO	Angola	COG	Congo			MDG	Madagascar	PER	Peru	THL	Timor-Leste
AIA	Anguilla	COK	Cook Islands	HND	Honduras	MWI	Malawi	PHL	Philippines	TGO	Togo
ATG	Antigua and Barbuda	CRI	Costa Rica	HKG	Hong Kong	MYS	Malaysia	POL	Poland	TON	Tonga
ARG	Argentina	CIV	Cote D'Ivoire	HUN	Hungary	MDV	Maldives	PRT	Portugal	TTO	Trinidad and Tobago
ARM	Armenia	HRV	Croatia	HUN	Hungary	MLI	Mali	PRI	Puerto Rico		
ABW	Aruba	CUB	Cuba	ISL	Iceland	MLT	Malta	QAT	Qatar		
AUS	Australia	CYP	Cyprus	IND	India	MHL	Marshall Islands	REU	Reunion	TUN	Tunisia
AUT	Austria	CZE	Czech Republic	IDN	Indonesia			ROM	Romania	TUR	Turkey
AZE	Azerbaijan			IRN	Iran, Islamic Republic of	MTQ	Martinique	RUS	Russian Federation	TKM	Turkmenistan
BHS	Bahamas	DNK	Denmark	IRQ	Iraq	MRT	Mauritania			TCA	Turks and Caicos Islands
BHR	Bahrain	DJI	Djibouti	IRL	Ireland	MUS	Mauritius	RWA	Rwanda		
BGD	Bangladesh	DMA	Dominica	ISR	Israel	MEX	Mexico	KNA	St. Kitts and Nevis	TUV	Tuvalu
BRB	Barbados	DOM	Dominican Republic	ISR	Israel	FSM	Micronesia, Federated States of	UGA	Uganda	UKR	Ukraine
BLR	Belarus	ECU	Ecuador	ITA	Italy			LCA	St. Lucia	ARE	United Arab Emirates
BEL	Belgium	EGY	Egypt	JAM	Jamaica			VCT	St. Vincent and the Grenadines	GBR	United Kingdom
BLZ	Belize	GNQ	Guinea	JPN	Japan	MDA	Moldova, Republic of	WSM	Samoa	USA	United States
BEN	Benin			KAZ	Kazakhstan	MCO	Monaco	SMR	San Marino	URY	Uruguay
BMU	Bermuda	ERI	Eritrea	KEN	Kenya	MNG	Mongolia	STP	Sao Tome and Principe	UZB	Uzbekistan
BTN	Bhutan	EST	Estonia	KIR	Kiribati	MNE	Montenegro			VUT	Vanuatu
BOL	Bolivia	ETH	Ethiopia	KOR	Korea, Republic of	MSR	Montserrat	SAU	Saudi Arabia	VEN	Venezuela
BIH	Bosnia and Herzegovina	FRO	Faroe Islands			MAR	Morocco	SEN	Senegal	VNM	Viet Nam
BWA	Botswana	FJI	Fiji			MOZ	Mozambique	SRB	Serbia	VGB	Virgin Islands (British)
BVT	Bouvet Island	FIN	Finland			MMR	Myanmar	SYC	Seychelles		
BRA	Brazil	FRA	France	KOR	Korea, Republic of	NAM	Namibia	SLE	Sierra Leone	VIR	Virgin Islands (U.S.)
BRN	Brunei Darussalam	GUF	French Guiana	KOS	Kosovo, Republic of	NRU	Nauru	SGP	Singapore	WBA	West Bank
BGR	Bulgaria					NPL	Nepal	SVK	Slovakia	YEM	Yemen
BFA	Burkina Faso	FRO	French Polynesia	KWT	Kuwait	NLD	Netherlands	SVN	Slovenia	ZMB	Zambia
BDI	Burundi	GAB	Gabon	KGZ	Kyrgyzstan	ANT	Netherlands Antilles	SLB	Solomon Islands	ZWE	Zimbabwe
KHM	Cambodia	LAO	Lao, People's Democratic Republic			NCL	New Caledonia	SOM	Somalia		
CMR	Cameroon	GMB	Gambia			NZL	New Zealand	ZAF	South Africa		
CAN	Canada	GZS	Gaza Strip			NIC	Nicaragua	ESP	Spain		
CPV	Cape Verde	GEO	Georgia	LVA	Latvia	NER	Niger	LKA	Sri Lanka		
CYM	Cayman Islands	DEU	Germany	LBN	Lebanon	NGA	Nigeria	SDN	Sudan		
		GHA	Ghana	LSO	Lesotho	NIU	Niue	SUR	Suriname		
CAF	Central African Republic	GRC	Greece	LBR	Liberia	MNP	Northern Mariana Islands	SWZ	Swaziland		
		GRL	Greenland	LBY	Libyan Arab Jamahiriya			SWE	Sweden		
TCD	Chad	GRD	Grenada			NOR	Norway	CHE	Switzerland		
CHL	Chile	GLP	Guadeloupe	LIE	Liechtenstein	OMN	Oman	SYR	Syrian Arab Republic		
CHN	China	GUM	Guam	LTU	Lithuania	PAK	Pakistan				
		GTM	Guatemala								

Use UND for any country/region not listed.

TOEFL iBT NATIVE LANGUAGE CODES

Use this list when indicating the code for your native language.

AFR	Afrikaans	HRV	Croatian	HIL	Hiligaynon	LAV	Latvian	POL	Polish	THA	Thai
AKA	Akan	CZE	Czech	HIN	Hindi	LIN	Lingala	PON	Pohnpeian	TIB	Tibetan
ALB	Albanian	DAN	Danish	HUN	Hungarian	LIT	Lithuanian	POR	Portuguese	TIR	Tigrinya
AMA	Amharic	DUT	Dutch	IBO	Igbo	LUA	Luba-Lulua	PAN	Punjabi	TON	Tonga
ARA	Arabic	DYU	Dyula	ICE	Icelandic	LUO	Luo	PUS	Pushto	TUR	Turkish
ARM	Armenian	EFI	Efik	ILO	Iloko	LTZ	Luxembourgish	RUM	Romanian	TUK	Turkmen
ASM	Assamese	ENG	English	IND	Indonesian	MAC	Macedonian	RUS	Russian	TWI	Twi
AZE	Azerbaijani	EST	Estonian	IPK	Inupiaq	MAD	Madurese	SMO	Samoan	UIG	Uighur
BAM	Bambara	EWE	Ewe	ITA	Italian	MLG	Malagasy	SAT	Santali	UKR	Ukrainian
BAK	Bashkir	FAS	Farsi	JPN	Japanese	MAY	Malay	SRP	Serbian	URD	Urdu
BAQ	Basque	FJF	Fijian	JAV	Javanese	MAL	Malayalam	SNA	Shona	UZB	Uzbek
BEL	Belarusian	FIN	Finnish	KAN	Kannada	MLT	Maltese	SND	Sindhi	VIE	Vietnamese
BEM	Bemba	FRE	French	KAU	Kanuri	MAN	Mandingo	SIN	Sinhalese	WOL	Wolof
BEN	Bengali	FUL	Fulah	KAS	Kashmiri	MAR	Marathi	SLO	Slovak	XHO	Xhosa
BER	Berber	GAA	Ga	KAZ	Kazakh	MAH	Marshallese	SLV	Slovenian	YAP	Yapese
BIK	Bikol	GLA	Galician	KHM	Khmer	MEN	Mende	SOM	Somali	YID	Yiddish
BOS	Bosnian	LUG	Ganda	KIK	Kikuyu	MIN	Minangkabau	SPA	Spanish	YOR	Yoruba
BUL	Bulgarian	GEO	Georgian	KIN	Kinyarwanda	MON	Mongolian	SUN	Sundanese	YPK	Yupik
BUR	Burmese	GER	German	KOK	Konkani	MOS	Mossi	SWA	Swahili	ZHA	Zhuang
CAT	Catalan	GRE	Greek	KOR	Korean	NAU	Nauru	SWE	Swedish	ZUL	Zulu
CEB	Cebuano	GRN	Guarani	KOS	Kosraean	NEP	Nepali	TGL	Tagalog		
NYA	Chichewa (Nyanja)	GUJ	Gujarati	KUR	Kurdish	NOR	Norwegian	TGK	Tajik		
CHI	Chinese	GWJ	Gwichin	KRU	Kurukh	ORI	Oriya	TAM	Tamil		
CHV	Chuvash	HAU	Hausa	KUS	Kusaiean	ORM	Oromo	TAT	Tatar		
		HEB	Hebrew	LAO	Lao	PAU	Palauan	TEL	Telugu		

Use UND for any language not listed.

COMPLETING AND SUBMITTING THE TOEFL iBT OFFICIAL SCORE REPORT REQUEST FORM

Use this form to request official score reports for institutions you did NOT indicate prior to taking the test.

Fill in the following information on the other side where appropriate:

- registration number
- name
- date of birth
- test date

To order an official score report for an institution:

- go to the TOEFL website (www.ets.org/toefl) and check the list of agencies and institutions that accept TOEFL scores
- find the name of the agency/institution to which you want your score report sent
- write the name, address, and institution code where indicated
- many institutions have multiple codes for different departments — please check the institution and department codes carefully to be sure your score reports are sent to the correct location
- if the institution or agency does not have an assigned code number, fill in the institution name and complete mailing address, and leave the institution code area blank

If you plan to study at the undergraduate level, or if the recipient is not a college or university:

- leave the space for department name blank
- write 00 in the boxes for department code

If you plan to study at the graduate level:

- go to the TOEFL website (www.ets.org/toefl) or page 18 of this *Bulletin* and check the list of department codes
- find the name of the department in which you plan to study
- write the name and code in the appropriate boxes
- write 99 for the code if your department is not listed
- your score report will be sent to the institution's undergraduate school if you do not write a department code

Note: You cannot delete or change designated institutions after your completed form has been submitted. List no more than eight institutions or agencies on this form. If you wish to order more than eight reports, you may photocopy the form or download it from the TOEFL website. A confirmation that your official score reports have been mailed will be sent to you.

Check the appropriate box to show the number of score reports you are requesting. Reports will be mailed two weeks after your request and payment are received or after scores become available.

You MUST do the following to give ETS authorization to release your TOEFL iBT scores:

- sign the form
- date the form

Acceptable payments:

- **Credit/debit card.** Check the appropriate box indicating which credit/debit card you are using (American Express, Discover, JCB, MasterCard, and VISA only; no other credit/debit cards may be used). Note: Any debit/check card branded with one of the five accepted credit card logos can be used. In the boxes, enter your credit/debit card number and expiration date. The total due will be calculated automatically at ETS and billed to your account.
- **Check or money order in U.S. dollars,** or any other acceptable currency listed in the *Bulletin*, made payable to ETS-TOEFL iBT. Please write your registration number on your check or money order.

UNESCO coupons are not being accepted at this time. Receipts for bank checks or money orders are **NOT** acceptable payments.

DO NOT SEND CASH.

The TOEFL office will send reports only to as many institutions as you have paid for, no matter how many you request. Fees are subject to change without notice.

If your mailing address has changed since the test date indicated, check the appropriate box and fill in the requested information.

Submitting your request form:

If you are paying by credit/debit card, you may fax this form to TOEFL Services at 1-610-290-8972.

Faxed requests will not be processed unless credit/debit card information is complete. If you think your faxed form may not have been received and you try resending your fax, write "DUPLICATE" in large letters on all repeat attempts. This will help avoid unnecessary processing and charges to your credit/debit card.

If you wish to mail your request and payment, send it to:

ETS-TOEFL iBT
PO Box 6153
Princeton, NJ 08541-6153 USA

If you wish to send your request via a courier service, address it to:

TOEFL Document Processing
225 Phillips Boulevard
Ewing, NJ 08628-7435 USA

By sending your check, be aware that you are authorizing ETS at its discretion to use the information on your check to make a one-time electronic debit from your account for the amount of your check; no additional amount will be added. If you do not have sufficient funds in your account, an additional service fee of US\$20 will be added to your account.



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2010–11 TOEFL® Internet-based Test (TOEFL iBT™) Registration Form

Register online at www.ets.org/toefl. It's fast and easy!

This form can be downloaded at www.ets.org/toefl.

If paying by electronic check (e-check), **DO NOT** complete this form. Register online at www.ets.org/toefl, call 1-443-751-4862 or 1-800-GO-TOEFL (within the United States, U.S. Territories*, or Canada), or call the Regional Registration Center (RRC) that services the country where you plan to test. See the *Bulletin for Internet-based Testing* for RRC contact information.

Completing this form and submitting payment will register you for the TOEFL iBT test. All information requested must be complete or your form will be returned. This form must be received at ETS at least four weeks before your earliest test date choice.

Note: Be sure to complete all four pages and, if necessary, staple the completed form before mailing.

- Print all information clearly. Be sure to enter your name exactly as it is shown on your primary identification document.
- Use black or blue ink.
- **If you are testing outside the United States, U.S. Territories*, and Canada**, mail the completed form and payment to the RRC that services the country where you plan to test. See pages 16 and 17 of the *Bulletin for Internet-based Testing* for the RRC addresses.
- **If testing in the United States, U.S. Territories*, and Canada**, mail the completed registration form and payment to:
 - ETS-TOEFL iBT Registration Office
PO Box 6151
Princeton, NJ 08541-6151 USA
- **Test takers requesting nonstandard testing accommodations:** You must complete and submit this form to ETS Disability Services. To get further information about requesting nonstandard testing accommodations, use one of the communication methods listed on page 5 of this *Bulletin* or go to www.ets.org/disability.

* American Samoa, Guam, Puerto Rico, and U.S. Virgin Islands

If you have previously taken an ETS iBT-delivered test, please indicate your name, test date, date of birth, and registration number below.

Name: _____ Test Date: _____

Date of Birth: _____ Registration Number: _____



TEST LOCATION

Choose two test locations in order of preference. Print the city name and country name for each choice. For locations and city codes, see the Test Center and Institution Code list in the Test Takers section of the TOEFL website at www.ets.org/toefl.

*** First Choice City Code:**

City Name: _____

Country Name: _____

*** Second Choice City Code:**

City Name: _____

Country Name: _____

TEST DATE

Specify five test dates in order of preference. For testing dates, see the Test Takers section of the TOEFL website at www.ets.org/toefl. Please note that testing start times vary. This form must be received at ETS at least four weeks before your earliest test date choice.

MM: Month of the Year DD: Day of the Month YY: Year

* First Choice:	MM □ □	DD □ □	YY □ □	Third Choice:	MM □ □	DD □ □	YY □ □	Fifth Choice:	MM □ □	DD □ □	YY □ □
Second Choice:	MM □ □	DD □ □	YY □ □	Fourth Choice:	MM □ □	DD □ □	YY □ □				

If your requested test date(s) cannot be accommodated, you will be scheduled for the next available test date unless you check the box below.

Do not reschedule me, please return my payment.

OFFICIAL SCORE REPORT RECIPIENTS

Using the Test Center and Institution Code list on the TOEFL website at www.ets.org/toefl, indicate where you would like your official score reports sent. The Department Code list is also in the *Bulletin*. Enter a department code only if you are applying for graduate study. If you are not applying for graduate study, you must fill in 00 as the department code for each institution or agency you list.

1. Score Report Recipient:	Institution □ □ □ □ □	Department □ □	3. Score Report Recipient:	Institution □ □ □ □ □	Department □ □
2. Score Report Recipient:	Institution □ □ □ □ □	Department □ □	4. Score Report Recipient:	Institution □ □ □ □ □	Department □ □

