



2011–2012 Information and Registration

BULLETIN

TOEFL iBT® Test

IMPORTANT!

Make sure you have the correct *Bulletin*!

Please read this *Bulletin* carefully and completely prior to taking the TOEFL iBT® test.

This *Bulletin* is for TOEFL iBT® ONLY.

Information about TOEFL® Paper-based Testing is in a separate *Bulletin*.



www.ets.org/toefl/bulletinreg

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 2011 through June 2012 and are subject to change without notice.

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Please read this *Bulletin* carefully and completely prior to taking the TOEFL iBT® test.

The contents, terms and conditions of this *Bulletin* form a legally binding contract between you and ETS and by registering for and/or taking the exam you agree to be bound by these terms and conditions.

The TOEFL® program does not operate, license, endorse, or recommend any schools or study materials that claim to prepare people for the test in a short time or that promise them high scores on the test. The TOEFL program does not endorse, and is not responsible for, the unauthorized activities of any independent enterprise that purports to offer local services to facilitate registration for the test. The TOEFL program assumes no liability for the failure to provide any unauthorized services.

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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 17–18 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 AND HEALTH-RELATED NEEDS

- ▶ ETS is committed to serving test takers with disabilities and health-related needs 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 and health-related needs 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 2011-12 *Bulletin Supplement for Test Takers with Disabilities and Health-related Needs* 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 2011-12 *Bulletin Supplement for Test Takers with Disabilities and Health-related Needs* for GRE, TOEFL, TSE, and *The Praxis Series* tests, contact TOEFL Disability Services. See “Test Takers with Disabilities and Health-related needs” on page 5.
- ▶ 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 11–12.

ABOUT THE TOEFL® TEST

TOEFL®

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 8,000 institutions and agencies in more than 180 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 iBT®. A list of TOEFL iBT test locations is available at www.ets.org/toefl.

The 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.

Visit <http://www.ets.org/toefl/contact> for local TOEFL Services.

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.

Email

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 AND HEALTH-RELATED NEEDS

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

Email

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 15.

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 email address. ETS plans to offer new services to test takers via email.
- ▶ 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 17–18 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 and Health-related Needs* 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.

ACCEPTABLE CURRENCIES

You must submit payment in U.S. dollars, by credit/debit card, or by paper method using one of the acceptable currencies listed below. **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:

British Pound	Euro
Canadian Dollar	Japanese Yen

- ▶ 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 email.**

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

ON TEST DAY

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. 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

All test takers are responsible for bringing valid and acceptable identification each time they report to a test center. 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 section for acceptable primary and supplemental ID documents and allowed exceptions.

- ▶ As outlined in “Important Things to Know When Registering” on page 7, you are responsible for ensuring that the name you used to register **exactly** matches the name on the ID document(s) you will present at the test center.
- ▶ If the test administrator questions the ID you present, you may be required to provide supplemental ID. If positive confirmation cannot be made, you may not be permitted to test or your test score may not be reported.
- ▶ All test takers are encouraged to bring at least two forms of acceptable ID each time they report to a test center. Prior admission to a test center based on a given ID document does not assure that that document will be considered acceptable. Test centers are not required to hold your seat if you leave the center to obtain acceptable identification.
- ▶ Admission to the test center does not assure that the ID you provided 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 that the ID requirements set forth herein are not met.
- ▶ You may be required to show your ID and/or to sign a test center log at various points throughout the test administration.
- ▶ Your test fees will not be refunded if you are not permitted to test or if your scores are withheld or canceled because of invalid or unacceptable ID.

ID DOCUMENT REQUIREMENTS

With few exceptions, ID documents must meet *all* of the following requirements. Each ID document must:

- ▶ be an **original** document; photocopied documents are not acceptable
- ▶ be **valid**; expired documents (bearing expiration dates that have passed) are not acceptable
- ▶ bear the test taker’s **full name** *exactly* as it appears on the admission ticket
- ▶ bear a recent **photograph** that clearly matches the test taker
- ▶ bear the test taker’s **signature**

See “Unacceptable ID Documents” on page 10.

See Exceptions and Requirements on page 10 if:

- ▶ you are testing in Mainland China, Bangladesh, India, Nigeria or Pakistan
- ▶ you are testing outside your country of citizenship
- ▶ you are a U.S. Non-Citizen testing within the U.S.
- ▶ you are a Citizen of European Union and Schengen Zone Countries
- ▶ you have a two-part last name
- ▶ you are in the process of renewing your driver’s license
- ▶ you are in the military and your Military ID does not contain your signature
- ▶ you have been granted political asylum or refugee status

ACCEPTABLE PRIMARY ID DOCUMENTS

The following ID documents are acceptable for admission to a test center within your country of citizenship:

- ▶ Passport (with photograph and signature)
- ▶ Driver’s license (with photograph and signature)
- ▶ State or Province ID card (including those issued by the motor vehicle agencies)
- ▶ National ID card
- ▶ Military ID card

ACCEPTABLE SUPPLEMENTAL ID DOCUMENTS

You may be required to provide a supplemental ID if the test administrator questions your primary ID document and/or if your primary ID document is otherwise acceptable but does not bear your full name, photograph or signature.

Supplemental ID documents may *not* be used to resolve last name discrepancies. The last name on your primary ID *must* match the name on your admission ticket.

The following ID documents are generally acceptable as supplemental ID:

- ▶ **Government-issued ID card** (including, but not limited to, those listed under Primary ID Documents earlier in this section). **There are some exceptions; see “Unacceptable ID Documents” on page 10.**
- ▶ **Student ID card**

Test takers ages 17 and younger

If you do not have a passport, or if your passport does not contain your signature and photograph, an official letter from the agency or school you most recently attended is an acceptable ID document. The letter must have your photograph glued (not stapled) to it, and

ON TEST DAY (continued)

the title, signature and seal of the official who issued the letter must overlap the photograph, as shown below.



UNACCEPTABLE ID DOCUMENTS

The following documents are *not* acceptable as primary or supplemental ID under any circumstances:

- ▶ Any document that is photocopied or expired
- ▶ Any document that does not bear your last name exactly as it appears on the admission ticket
- ▶ International driver's license
- ▶ Draft classification card
- ▶ International student ID
- ▶ Credit/debit card of any kind
- ▶ Notary-prepared letter or document
- ▶ Birth certificate
- ▶ Social Security card
- ▶ Employee ID card
- ▶ Learner's permit, temporary driver's license or other temporary ID card
- ▶ Diplomatic, consulate or embassy ID card

Exceptions and Requirements:

TESTING IN MAINLAND CHINA

- ▶ Citizens of Mainland China, Hong Kong and Macau must present a valid National ID Card as their primary ID document. There are no exceptions to this policy. **The Second Generation National ID Card is preferred.**
- ▶ Citizens of Taiwan must present their Travel Permit to Mainland China.
- ▶ Citizens from all other countries and locations must present a valid passport.

TESTING IN BANGLADESH, INDIA, NIGERIA OR PAKISTAN

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

TESTING OUTSIDE YOUR COUNTRY OF CITIZENSHIP

- ▶ You must present a valid **passport** with your name, photograph and signature as your primary ID document. See "Exceptions" list on page 10.
- ▶ Non-U.S. citizens testing within the U.S. must present a passport that meets all of the ID document requirements listed earlier in this section.
- ▶ 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 your name, a recent, recognizable photo and is in English.

The following documents may be acceptable for admission to U.S. test centers if presented along with at least one of the documents listed under Supplemental ID Documents earlier in this section.

- ▶ 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 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 your name; 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 take the test.

TWO-PART LAST NAME

If the ID document you will present on the day of the test contains a two-part last name, your admission ticket must **exactly** match your ID. See "Important Things to Know When Registering" on page 7. You cannot use a supplemental ID to resolve last name discrepancies.

DRIVER'S LICENSE RENEWALS

- ▶ If you are in the U.S. military and your driver's license has an official extension sticker validating that your driver's license has been extended, this can be used as supplemental ID along with your U.S. Military ID.
- ▶ If your driver's license has expired but you present it along with your original Department of Public Safety renewal certificate, these two documents together are acceptable if the names on both documents match exactly. If you are issued a temporary paper license in lieu of a renewal certificate, that is acceptable only if it is accompanied by a supplemental ID.

MILITARY ID WITHOUT SIGNATURE

If your Military ID does not contain your signature, you must present a supplemental ID.

POLITICAL ASYLUM OR REFUGEE STATUS

If you have been granted political asylum or refugee status, you **must** contact the ETS Office of Testing Integrity *before* you register to test. If you do not contact this office before you register and therefore are not permitted to test or your test scores are withheld, your test fees will not be refunded.

ETS Office of Testing Integrity

Phone: **1-609-406-5430**

Fax: **1-609-406-9709**

Email: **TSReturns@ets.org**

QUESTIONS ABOUT ID DOCUMENTS

For general questions about acceptable ID, call TOEFL Services at:

1-877-863-3546 (U.S., U.S. Territories and Canada)

1-609-771-7100 (all other locations)

Testing Site Procedures and Regulations

GENERAL GUIDELINES

- ▶ Testing site administrators will not honor requests for schedule changes.
- ▶ Dress so that you will be comfortable in 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. The available testing time is adjusted accordingly.
- ▶ 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.

RESCHEDULED TESTS

On occasion, weather conditions or other circumstances beyond our control may result in a delayed start or rescheduled test, or scores may be canceled after you take the test.

- ▶ If your test is rescheduled by ETS before you test, you can select a different test date and you will not be charged the rescheduling fee.
- ▶ If you travel to the testing site and find out that the test administration has been canceled by ETS, you can reschedule your test at no charge or receive a full refund of your test fee.
- ▶ If you take the test and your scores are canceled by ETS, ETS will determine, at its sole discretion, whether or not you are eligible to re-test at no charge or receive a refund.
- ▶ If ETS cancels a test administration or cancels scores after you test, and you have incurred travel costs to get to the test center, you may be eligible for reimbursement of reasonable and documented travel expenses **for yourself only** within 30 days of your original test date. Refunds are in US dollars.
- ▶ Contact [TOEFL® Services](#) and be prepared to provide the following information, and have appropriate receipts available:
 - ▶ Name
 - ▶ Date of birth
 - ▶ Mailing address
 - ▶ Daytime phone number

ON TEST DAY (continued)

- ▶ Email address
- ▶ Original test date
- ▶ TOEFL registration number
- ▶ A description of the problem

If you have any questions about the rescheduling and refund policies, please contact [TOEFL® Services](#).



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

Email: TSReturns@ets.org

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

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.
- ▶ 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.
- ▶ Beginning July 1, 2011, your TOEFL iBT score will only be posted to the web. If you wish to receive a paper copy of your TOEFL iBT examinee score report you must select the appropriate option on the Score Reporting Preferences page when completing your test order. Paper TOEFL iBT scores reports will only be sent when requested.

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.

SCORES AND SCORE REPORTING *(continued)*

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 your:

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

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 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.

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.

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 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. ETS standards in this regard have two primary goals: giving all test takers an equal opportunity to demonstrate their abilities, and preventing any test taker from gaining an unfair advantage over others. These

standards are of the utmost importance to ETS and those who rely on the validity of ETS test scores. Therefore, ETS reserves the right to cancel any test score when, in its sole judgment, there is substantial evidence that the score is invalid. Scores may be canceled as a result of test taker behavior or irregularities that affect testing integrity.

TEST TAKER BEHAVIOR

ETS reserves the right to dismiss you from the testing site, cancel your scores, and ban you from taking an ETS test in the future for violations such as, but not limited to, the following:

- ▶ Taking or attempting to take the test for someone else, or having or attempting to have 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 cell phone, PDA, BlackBerry or other electronic device in your possession at the testing site.
- ▶ Using any unauthorized aids in connection with the test, such as mechanical pencils, pens, pagers, beepers, calculators, watch calculators, analog or digital watches, watch alarms, books, pamphlets, notes, scratch paper, rulers, highlighter pens, stereos or radios with headphones, cell phones, stop watches, dictionaries, translators or any electronic or photographic devices.
- ▶ Attempting to give or receive assistance. Communication in any form during the test administration, discussing or sharing test content or answers during the test administration or during breaks and discussing or sharing test questions or answers after the test is prohibited.
- ▶ Evidence that your responses are invalid for reasons such as unusual timing patterns, unusual answer patterns and/or consistent performance on different parts of the test and/or inconsistent performance with other test administrations.
- ▶ Evidence that a Writing or Speaking response includes material that is substantially similar to material found in other TOEFL test takers' responses, or quotations or paraphrasing of language or ideas from published or unpublished sources that are used without attribution.
- ▶ Removing, attempting to remove, reproducing or disclosing by any means (for example, hard copy, orally, electronically) to any person or entity any test content, test part, scratch paper or notes relating to the test.
- ▶ 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 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*, whether stated orally by the test administrator or specified in any test materials.
- ▶ Create a disturbance or engage in disruptive behavior at the test center.
- ▶ Take a weapon or firearm into the testing site.
- ▶ Take food, drink (unless you have applied for and have been approved for an accommodation based on a disability or health-related need) or tobacco into the testing room.
- ▶ Take any other prohibited items into the testing room.

SCORES AND SCORE REPORTING *(continued)*

If you are dismissed from the testing site or your scores are canceled for any of the reasons on page 15, your test fees will not be refunded and you will not be able to retest for free. In addition, ETS may ban you from taking an ETS test in the future.

TEST INTEGRITY IRREGULARITIES

ETS may cancel your scores for irregularities such as, but not limited to, the following:

- ▶ Problems with the administration of a test (e.g., improper timing, improper seating, defective materials, defective equipment) and other disruptions of test administrations (natural disasters, weather conditions and other emergencies). These may affect an individual, a group or multiple groups of test takers.
- ▶ Circumstances at the test center reasonably indicate that the exam was improperly administered due to fraudulent or other improper or illegal activities. In certain circumstances, determined by ETS, all scores for test takers at a particular test center may be canceled even if there is no evidence of individual wrongdoing.

When test administration irregularities occur, the test session may be delayed or canceled. ETS may decline to score the test or may cancel the test score. If, because of a testing irregularity, your test session is canceled, your test is not scored or your score is canceled, you may:

- ▶ Retest at no additional charge OR receive a full refund of your test fee.
- ▶ Seek reimbursement from ETS for reasonable and documented expenses that you personally incurred 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
- ▶ Mailing address
- ▶ Daytime telephone number
- ▶ Email address
- ▶ Original test date

- ▶ Registration number
- ▶ Brief description of what occurred at the testing site

CANCELING SCORES

When there is information that ETS considers sufficient to indicate that a test taker has engaged in any activity that affects score validity, ETS may cancel the test taker's score and may bar the test taker from future ETS tests.

For test takers outside the United States, ETS may also inform score recipients of the reason(s) for the score cancellation and may also disclose the reason(s) for score cancellation in certain group cases. **NOTE: This policy applies only to test takers outside the United States.**

ETS reserves the right to take any action—including, but not limited to, dismissing the test taker from the testing site, canceling test taker's scores and barring test takers from future testing—for failure to comply with test administration regulations or the test administrator's directions. If a test taker is dismissed from the testing site or a test taker's scores are canceled, that test taker's scores will not be reported, and the testing fees will not be refunded.

LIABILITY

ETS shall have no liability to any test taker for damages or claims of any kind whatsoever that the test taker may have against ETS for not reporting a score, canceling a score or banning the test taker from future testing.

Please contact ETS as soon as possible to report any conduct you observe at or in connection with a test administration that may be in conflict with the above policies, whether or not the conduct leads to an invalid score. The identity of any person making such a report will be held in confidence.

Phone: **1-609-406-5430**

Fax: **1-609-406-0709**

Email: **TSReturns@ets.org**

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. Email 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
Email: 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, Vietnam, 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
Email: www.prometric.com/testtakers/contactus/email.htm
Fax: 60-3-7628-3366

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

Email: 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

Email: 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

Email: 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

Email: www.prometric.com/testtakers/contactus/email.htm

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.** Use official destination codes to be sure your score reports are sent to the correct location. 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	22 Russian/Slavic Studies	88 International Relations	BIOLOGICAL SCIENCES	74 Molecular and Cellular Biology	64 Engineering, Chemical
11 Archaeology	23 Spanish	18 Journalism	31 Agriculture	43 Nursing	65 Engineering, Civil
12 Architecture	24 Speech	90 Library Science	32 Anatomy	77 Nutrition	66 Engineering, Electrical
26 Art History	10 Other foreign languages	91 Physical Education	05 Audiology	44 Occupational Therapy	67 Engineering, Industrial
13 Classical Languages	98 Other humanities	97 Planning (City, Community, Urban, Regional)	33 Bacteriology	56 Pathology	68 Engineering, Mechanical
28 Comparative Literature	SOCIAL SCIENCES	89 Political Science	34 Biochemistry	47 Pharmacy	69 Engineering, other
53 Dramatic Arts	27 American Studies	93 Psychology, Clinical	35 Biology	48 Physical Therapy	71 Geology
14 English	81 Anthropology	09 Psychology, Educational	45 Biomedical Sciences	49 Physiology	72 Mathematics
29 Far Eastern Languages and Literature	82 Business and Commerce	58 Psychology, Experimental/Developmental	36 Biophysics	55 Speech-Language Pathology	69 Engineering, other
15 Fine Arts, Art, Design	83 Communications	79 Psychology, Social	37 Botany	51 Veterinary Medicine	71 Geology
16 French	84 Economics	08 Psychology, other	38 Dentistry	52 Zoology	72 Mathematics
17 German	85 Education (including M.A. in Teaching)	94 Public Administration	39 Entomology	30 Other biological sciences	73 Metallurgy
04 Linguistics	01 Educational Administration	50 Public Health	46 Environmental Science	PHYSICAL SCIENCES	75 Oceanography
19 Music	70 Geography	95 Social Work	40 Forestry	54 Applied Mathematics	76 Physics
57 Near Eastern Languages and Literature	92 Government	96 Sociology	06 Genetics	61 Astronomy	59 Statistics
20 Philosophy	86 History	80 Other social sciences	41 Home Economics	62 Chemistry	60 Other physical sciences
21 Religious Studies or Religion	87 Industrial Relations and Personnel		25 Hospital and Health Services Administration	78 Computer Sciences	Use 99 for any department not listed.
			42 Medicine	63 Engineering, Aeronautical	
			07 Microbiology		

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

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	FIJ	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 19 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.



Prepare, practice and prove you're ready for success.

Prepare

Sign up for the *TOEFL Journey*[™] program, a customized online resource that helps you plan your study-abroad journey.

Download ***The Official Guide to the TOEFL® iBT*** as you prepare yourself for test day. Read and listen to actual TOEFL® test questions and responses, and learn test tips and strategies.

Practice

For the real TOEFL testing experience visit **TOEFL® Practice Online**, the only **official** practice test. Improve your skills anytime, anywhere by receiving **instant** scores and performance feedback.

TOEFL Value Packs provide the ultimate way to practice for the TOEFL test while **saving you up to 35%**.

Prove

Performing well on the TOEFL test means **you can go anywhere.**

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Visit www.toeflgoanywhere.org and take the one test that can take you anywhere.





2011-12

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 17 and 18 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 □ □

