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2010-2011 Information and Registration

BULLETIN

for Paper-based Testing (PBT)

TOEFL® PBT

IMPORTANT!

Make sure you have the correct *Bulletin!*

This Bulletin is for TOEFL® Paper-based Testing ONLY.

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

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

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

www.ets.org/toefl/bulletinreg

TOEFL®

Go anywhere from here.



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TOEFL® PBT TEST AT A GLANCE

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

REGISTRATION

See pages 6–8 for detailed information about test registration.

ETS offers the Internet-based version (TOEFL iBT™) in most locations. The paper-based version (TOEFL PBT) will continue to be offered to supplement the TOEFL iBT test center network.

The Test of Spoken English™ (TSE®) has been discontinued as of March 31, 2010. TSE scores are valid for 2 years after the test date. During that time you can send your TSE score report to the institutions of your choice.

The TOEFL PBT Test

- ▶ Register online at www.ets.org/toefl. Credit/debit card required. American Express®, Discover®, JCB®, MasterCard®, and VISA® accepted. **Please check the TOEFL website to see if there are any payment method restrictions for your location.** Note: Any debit/check card branded with one of the five accepted credit card logos can be used. **ETS reserves the right to add or remove online payment methods at its own discretion and without notice.** See page 23 of this *Bulletin* for online registration deadlines.
- ▶ Complete the TOEFL registration form in this *Bulletin*. Mail the completed registration form and payment to the address on the form. Your registration must be received at ETS before the registration deadline. See “Test Dates and Registration Deadlines” on pages 6 and 23 of this *Bulletin*.

TEST TAKERS WITH DISABILITIES

- ▶ ETS is committed to serving test takers with disabilities by providing services and reasonable accommodations that are appropriate given the purpose of the test. Nonstandard testing accommodations are available for test takers with disabilities who meet ETS requirements. If you are requesting nonstandard testing accommodations, **you must register through ETS and have your accommodations approved prior to testing.**
- ▶ The 2010-11 *Bulletin Supplement for Test Takers with Disabilities* for GRE®, TOEFL, and *The Praxis Series™* tests contains contact information, registration procedures, and forms. The *Supplement* should be used in conjunction with the information and registration form(s) in this *Bulletin*. To request a copy of the *Supplement*, contact TOEFL Disability Services. See “Test Takers with Disabilities” on page 5.
- ▶ To request a large-print copy of this *Bulletin* and the 2010-11 *Bulletin Supplement for Test Takers with Disabilities* for GRE, TOEFL, and *The Praxis Series* tests, contact TOEFL Disability Services. See “Test Takers with Disabilities” on page 5.

TEST PREPARATION MATERIAL

- ▶ After your registration for the TOEFL PBT test has been processed, free TOEFL practice materials will be mailed to you. It takes approximately four weeks to receive this material. Consider this timing when registering to test.
- ▶ Sample test questions are available on the TOEFL website. Please visit the website for additional information about the free test prep materials as well as other practice materials available for purchase.
- ▶ Join the TOEFL Practice Online student community at www.ets.org/toeflpractice where you can prepare for the TOEFL iBT test or improve your academic English-language skills.

ON TEST DAY

- ▶ Report to the test center 30 minutes before the start time printed on your admission ticket. **If you arrive after the time printed on your ticket, you may not be admitted, and your test fee will be forfeited.**
- ▶ Review the ID requirements on pages 9–10 and bring the required ID documents and your Photo File Record. **Without the required ID documents and Photo File Record, you will not be permitted to test and your test fee will be forfeited.**
- ▶ The entire TOEFL PBT test session (including check-in) is approximately four hours long.
- ▶ For other important information regarding test day, see “Test Center Procedures and Regulations” on pages 10–12.

ABOUT THE TOEFL TEST

TOEFL® (TEST OF ENGLISH AS A FOREIGN LANGUAGE™)

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

TOEFL testing takes place in more than 180 countries, and TOEFL scores are accepted by over 7,500 institutions in more than 130 countries. More institutions accept TOEFL test scores than any other English-language proficiency test in the world. The TOEFL test is the one test that can take you anywhere.

All test centers 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 Paper-based test (TOEFL PBT). A list of TOEFL PBT test locations is available at www.ets.org/toefl.

The TOEFL Paper-Based Test (TOEFL PBT)

TOEFL PBT is approximately three and one-half hours long. It is offered six times a year in specific locations. See test dates on page 6 of this *Bulletin*.

The TOEFL PBT has three sections, all of which are mandatory.

At least one question must be answered in each section to receive a score.

- ▶ **Listening Comprehension** measures the ability to understand English as it is spoken in an academic setting.
- ▶ **Structure and Written Expression** measures the ability to recognize language that is appropriate for standard written English.
- ▶ **Reading Comprehension** measures the ability to understand non-technical reading material.

You will be given a test book and a paper answer sheet on which to record your responses. The test you take may include questions 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 test administrator will tell you when to start and stop each section. **You may read or work on a section only during the time allotted for that section.** If you finish a section early, you may **not** go on to the next section or return to a previous section. Failure to follow this rule may result in your dismissal from the test center or your scores being canceled.

The TWE® test (*Test of Written English*) is a 30-minute writing test that is required of everyone taking the TOEFL PBT. You will write a short essay on one topic printed in your TWE test book to demonstrate your ability to write in English. This includes the ability to generate and organize ideas, to support those ideas with examples or evidence, and to compose in standard written English in response to an assigned topic. You will not need special knowledge of the topic. There is no separate fee for the TWE test.

You will write your essay on a two-sided answer sheet attached to your TOEFL answer sheet. When you are told to begin working, read the instructions and the essay question carefully. You must write only on the assigned topic. If you write an essay on a different topic, it will not be scored. You will probably want to spend a few minutes thinking about the kind of essay you will write, and you may wish to make a few brief notes. The test administrator will tell you where to make your notes for the writing test. Plan to take at least 20 minutes to write your essay after you have read the instructions and made notes.

Web Resource Guide for the TOEFL PBT

www.ets.org/toefl

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

- ▶ Test preparation material
- ▶ Scoring information
- ▶ Writing-questions scoring guide
- ▶ Frequently asked questions (FAQs)

CONTACT INFORMATION

GENERAL INQUIRIES

TOEFL Services

Phone

1-609-771-7100
Monday–Friday
8:00 a.m.–8:00 p.m. New York time

Phones are busiest all day on Monday.

Mail

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

Include the following: name, address, date of birth, test date, and appointment confirmation number or registration number. Allow 4 to 6 weeks for a written response.

For general inquiries only; do not mail registration forms with check payments to this address. Please use the address printed on the form.

Fax

1-610-290-8972

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

E-mail

toefl@ets.org

Include the following: name, address, date of birth, test date, and appointment confirmation number or registration number. Allow approximately 3 to 5 business days for a response.

TEST TAKERS WITH DISABILITIES

Phone

1-609-771-7780
Teletypewriter (TTY) Number
1-609-771-7714
Monday–Friday
8:30 a.m.–5:00 p.m. New York time

Mail

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

Fax

1-609-771-7165

E-mail

stassd@ets.org

REGISTRATION

See “Registration Information” on pages 6–8 or go to the 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 test center or you may contact ETS immediately after the test. See “Test Question Inquiries” on page 14.

EXPRESS COURIER DELIVERY

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

TEST CENTER COMPLAINTS

Mail

TOEFL Complaints
TOEFL Test Administration Services
Educational Testing Service
PO Box 6163
Princeton, NJ 08541-6163 USA

Fax

1-609-771-7710

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” in the Test Takers section of the TOEFL website at www.ets.org/toefl.

SCORES/ADDITIONAL SCORE REPORTS BY PHONE

TOEFL PBT ONLY

1-609-771-7267
1-609-771-7714 (TTY)

Available 6:00 a.m.—10:00 p.m.
New York time, 7 days a week.

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

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

REGISTRATION INFORMATION

How to Register for the TOEFL PBT Test

NOTE: Please check the TOEFL website to see if there are any payment method restrictions for your location.

Online

Test takers with American Express, Discover, JCB, MasterCard, and VISA credit/debit cards can register online at www.ets.org/toefl. Note: Any debit/check card branded with one of the five accepted credit card logos can be used. 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 this page and page 23 for online registration deadlines for the TOEFL PBT test.

By Mail

Complete and mail the TOEFL registration form in this *Bulletin* with the appropriate fee **to the address listed on the form**. Your registration must be received at ETS before the registration deadline. See "Test Dates and Registration Deadlines" on this page.

- ▶ Send your completed registration form and payment **to the address on the form**.

You **cannot** register by:

- ▶ phone
- ▶ personal letter
- ▶ cable
- ▶ e-mail
- ▶ fax

SCHEDULING HINTS FOR THE TOEFL PBT TEST

- ▶ Register early; test centers fill up quickly.
- ▶ Take the test as soon as possible so your scores will be received in time to be considered with your application.
- ▶ **Admission tickets are not transferable.** You are not allowed to give your admission ticket to someone else.
- ▶ **You will not be admitted to the test center if you do not have the proper identification.** See "Identification Requirements" on pages 9–10. The name you give when you register **must match** the name on the identification document(s) you will present at the test center. If this information does not match, you will not be permitted to test and your test fee will be forfeited.



Visit the TOEFL website at www.ets.org/toefl for the most up-to-date list of TOEFL PBT test centers.

Test Dates and Registration Deadlines

TEST DATES

Saturday, August 14, 2010
Saturday, October 16, 2010
Saturday, November 13, 2010
Saturday, January 15, 2011
Friday, March 4, 2011*
Saturday, May 7, 2011

REGISTRATION DEADLINES

Mail-In	Online
6/28/10	7/12/10
8/30/10	9/13/10
9/27/10	10/11/10
11/22/10	12/6/10
1/17/11	1/31/11
3/21/11	4/4/11

*Friday Testing for Saturday Religious Observers

A Friday test date is available for test takers who are unable to test on Saturday for religious reasons. The next available Friday test date for the TOEFL PBT test will be Friday, March 4, 2011. If you live in an area that is not scheduled to test on March 4, you will need to mail your registration form, fees, and a letter to ETS. The letter must be on letterhead stationery and signed by your cleric, confirming your affiliation with a recognized religious body whose convictions prevent you from testing on Saturday. Send your registration form, fees, and letter to:

Test Administration Services
ETS
PO Box 6163
Princeton, NJ 08541-6163 USA

Your request must be received no later than January 4, 2011.

Fees

US\$160	Test fee
US\$17	Additional score report requests (per recipient)
US\$25	TOEFL PBT answer sheet rescoring
US\$50	TWE essay rescoring
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 tax is payable in addition to the amounts quoted.

Payment Policies

All payments for tests and services must:

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

The following guidelines also apply:

- ▶ 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.
- ▶ Postdated checks are **not** acceptable.
- ▶ Bank drafts, money orders, and checks in U.S. dollars must be drawn on a bank in the United States and made payable to **ETS-TOEFL**.
- ▶ The bank name and its address should be preprinted on the face of the check.

REGISTRATION INFORMATION *(continued)*

- ▶ Checks in Canadian dollars must be drawn on a bank in Canada at the prevailing rate of the U.S. dollar plus Goods and Services Tax (GST)/Harmonized Sales Tax (HST) and Quebec Sales Tax (QST) (if applicable).
- ▶ By sending your check, you are authorizing ETS, at its discretion, 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 US\$20 service fee will be added to your account. This process applies to checks in U.S. dollars only.

If you do not submit the correct fee, your registration or 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 or money orders are not acceptable. The actual negotiable check or money order must be sent with your request for service.

PREFERRED FORMS OF PAYMENT

- ▶ Credit/debit card—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.
- ▶ Money order
- ▶ International money order
- ▶ Authorization voucher
- ▶ Bank draft (internationally)
- ▶ Western Union® Quick Paysm—when completing the form, use the following under “Pay To:” Company Name: Educational Testing Service; City Code: TOEFLPROGRAM NJ; Country: U.S.A. You must include the original receipt marked “Agent’s Copy” with your form. **Copies, facsimiles, or receipts marked “Customer’s Copy” will not be accepted as valid payment.**
- ▶ UNESCO coupons (internationally)

OTHER ACCEPTABLE FORMS OF PAYMENT

- ▶ Check made payable to “ETS-TOEFL”
- ▶ Euro checks drawn on a bank in the same European country as the person writing the check

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 Candidate or Payee name and address.
- ▶ Check date **cannot** be over 90 days old when received by ETS.
- ▶ 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 card, or by using one of the acceptable currencies. **Payments submitted in currencies other than those listed will not be accepted and will be returned to you.**

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

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

- ▶ Payments made in the currencies listed must be made at the Telegraphic Transfer Selling (TTS) exchange rate of the U.S. dollar equivalent.
- ▶ Checks and money orders payable in these currencies must be drawn on a bank in the same country as the currency. For example, a check written in Australian dollars must be drawn on a bank in Australia.
- ▶ Euro checks should be drawn on a bank in the same European 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.
- ▶ Refunds, if necessary, will be made in U.S. dollars.
- ▶ Services may be withheld for nonpayment of current fees and unpaid previous balances.

TOEFL PBT Admission Tickets

ETS will mail you an admission ticket. If you register less than three months before your test date, your admission ticket will be mailed immediately after receipt and processing of your registration and payment. If you have **not** received your ticket two weeks before the test date, call TOEFL Services (see contact information on page 5).

FRONT OF THE ADMISSION TICKET

Name

When you receive your ticket, check to be sure your name is spelled exactly as you printed it on your registration form. If your name is printed in English letters on the required identification document that you will present at the test center (see pages 9–10), your name must be spelled the same way on your admission ticket. Also check your birth date, sex, and address.

If corrections are necessary, follow the directions on the ticket. You must give the corrections to the test administrator on the day of the test. Name changes cannot be made. Only misspellings of your name can be corrected.

If you correct an error in the printing of your **name, birth date, or sex**, the test administrator must verify the change with the information on your identification document. If the corrected information is the same, the test administrator will sign the ticket. **If the test administrator does not sign your ticket, the change will not be made.** All corrections are subject to ETS approval. Only address changes will be accepted after the test date.



NOTE: Do NOT return the ticket; you will need it at the test center. After the test, the test administrator will collect tickets with corrections.

Registration Number

Your registration number will be printed on your admission ticket. Keep the number in a safe place. You must have your registration number if you contact TOEFL Services.

BACK OF THE ADMISSION TICKET

Institution and Department Codes

You may have official score reports sent directly to four institutions. Therefore, it is very important that you accurately complete area 3 on your TOEFL admission ticket. A list of institution codes is in the Test Takers section of the TOEFL website. Paper copies are available through ETS or its representatives and at many local educational

REGISTRATION INFORMATION *(continued)*

advising centers and libraries outside the United States and Canada. Department codes are on page 16 of this *Bulletin*.

If you are applying to an institution that is not listed, **contact the institution and ask for its ETS TOEFL code number**, or contact TOEFL Services. You must have this information before the test date so you can enter the code number on your answer sheet.

If you do not select score recipients when you test, or if you want to send score reports to additional recipients, you will have to complete an Official Score Report Request form and pay the required fee (see page 12).

If you are applying as an **undergraduate student** (you have finished secondary school but have not completed your studies for a bachelor's degree), print 00 in the boxes for department code on the back of your admission ticket. Your score report will be sent to the undergraduate admissions office.

If you are applying for **graduate study** (you have already earned a bachelor's degree at a college or university), look at the Department Codes list on page 16. Find the name of the department in which you plan to study and then write the code number. If your department is not listed, write 99 in the boxes for department code on the back of your admission ticket. **You must write a department code number** so TOEFL Services can send your score report to the correct office. **If you do not write a department code, your official score report may be sent to the institution's undergraduate school.**

For an **agency or an institution** that is not a college or university, print 00 in the boxes for department code.

PHOTO FILE RECORD

Before you report to the test center, you **must** do the following:

- ▶ Sign the Photo File Record.
- ▶ Attach a recent photograph of yourself (taken within the last six months) showing only your face and shoulders.
- ▶ Write your name, test date, registration number, and center number on the back of your photograph before you glue it to the Photo File Record in case it becomes detached.
- ▶ Trim your photograph so that it is no larger than 5 x 5 cm or no smaller than 3 x 3 cm. It cannot be larger than the designated space.
- ▶ Glue or tape your photo to the form. **Do not** use staples.
- ▶ Laminated copies and photocopies are not acceptable.

You must give the test administrator a recent photograph or your scores will not be reported. The photograph you attach to your Photo File Record must be clear enough so there is no doubt about your identity. Your face in the photo must show you as you will look on the day of the test; for example, with the same hairstyle, with or without a beard.

IMPORTANT: If you do not receive an admission ticket, but have official authorization from TOEFL Services to take the test, you **must** still take a recent photograph and the required identification to the test center. The test administrator will give you a Photo File Record form to complete at the center. Do not leave the test center without giving your completed Photo File Record to the test administrator.

The photograph attached to your TOEFL Photo File Record will be printed on your examinee score record and, in most instances, on the official score reports sent to institutions.



NOTE: If you fail to submit a Photo File Record, your scores may not be reported.

TEST CENTER CHANGES

You should take the test at the center printed on your admission ticket. If you are unable to go to the assigned center, you may go to another test center on the **date printed on your admission ticket**, but there is no guarantee that space or test materials will be available for you to take the test. Contact TOEFL Services for the test center address and reporting time. Do **not** telephone or go to the test center **before** the day of the test. The center will not have the information necessary to help you.

If you are admitted to the new test center, you must change the test center number that is printed on your admission ticket and your Photo File Record. The admission ticket must be given to the test administrator at the end of the test.

If you are not admitted to the new test center, see “Rescheduling or Canceling” below.

Rescheduling or Canceling

You may **not** change your test date or cancel your registration. If you do not take the test, and do not wish to register for another test date, you may apply for a partial refund. See “Refunds” below.

Refunds

If your request arrives before the deadline, you will receive a refund of one-half of the original test fee. The remainder of your payment will be retained by TOEFL Services to cover expenses for processing your registration, ordering and shipping test materials, and holding a seat for you at the test center. Cash refunds are not available. Refunds will be in U.S. dollars.

Once you have been admitted to the test center, you are not eligible for any refund. Refunds will not be given if you do not follow proper registration procedures or fail to present the required ID document(s) at the test center.

To Request a Refund

Unused TOEFL PBT Admission Tickets

- ▶ Complete the Refund Request form on page 19. This form can also be downloaded from the TOEFL website. Your unused admission ticket must be returned with the completed request form.
- ▶ Mail the form to TOEFL Services, ETS, PO Box 6151, Princeton, NJ 08541-6151 USA.
- ▶ Your Refund Request form (and admission ticket) must be received within 60 days after your test date.

Payments by Credit Card

- ▶ A refund will be credited back to the original credit card account.

Payments by Check

- ▶ Payments are processed automatically.
- ▶ If original payment was drawn on a U.S. domestic bank, allow 8 weeks for processing.
- ▶ If original payment was made in non-U.S. funds drawn on a bank outside the United States, allow 12 weeks for processing.

ON TEST DAY

What to Bring to the Test Center

- ▶ **Your admission ticket.** Your admission ticket includes your registration number. If you would like to designate official score report recipients on test day, it is very important that you accurately complete area 3 on your admission ticket. This will enable you to have official score reports sent directly to four institutions. You will grid your score recipient codes on your answer sheet. See “Institution Codes” and “Department Codes” on page 16.
- ▶ **Acceptable and valid identification document(s) with a signature and photograph.** The name you give when you register must match the name on the identification document(s) you present at the test center. See “Identification (ID) Requirements” below.
- ▶ **Your signed Photo File Record,** with a recent, recognizable photo.
- ▶ **Take 3 or 4 sharpened soft-lead (No. 2 or HB) pencils and a good eraser.** Pencils and erasers will not be supplied at the test center. Mechanical pencils and pens are **not** permitted.

Identification (ID) Requirements

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



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

- ▶ You must have **acceptable** and **valid ID** with your **signature** and **photograph** to be admitted to a test center. ID requirements are strictly enforced.
- ▶ It is your responsibility to read and understand the ID requirements. It is not the responsibility of the test or registration center to relay these policies to you.
- ▶ The **photograph** on your ID document and Photo File Record must be **recent** and **recognizable**. (See page 8 for instructions on completing the Photo File Record.)
- ▶ The **ID** must be **current** (not expired). There is one exception to this requirement. If your driver’s license has expired but you have your renewal certificate, these two together are acceptable as long as the name is the same on both documents.
- ▶ All documents must be originals; copies are not acceptable.
- ▶ If you arrive at the test center without the required ID and Photo File Record, you will not be permitted to test and you will forfeit your test fees.

When You Register

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

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

At the Test Center

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

ACCEPTABLE PRIMARY ID DOCUMENTS

Testing In Your Country of Citizenship

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

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

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

Testing Outside Your Country of Citizenship

- ▶ You must present a valid **passport** with photograph and signature as your primary ID document. (Citizens of European Union and Schengen Zone countries, see next page.) If you do not meet this requirement, you may not be permitted to test.
- ▶ U.S. military personnel may present their **U.S. military ID cards**. If a military ID card does not contain a photograph and signature, a supplemental ID is required. **See “Acceptable Supplemental ID Documents” on the next page.**

ON TEST DAY (continued)

- ▶ Diplomatic and embassy ID cards cannot be used as primary identification in place of a passport.
- ▶ If your passport is **not written in English-language letters**, you must also present a supplemental ID that contains a recent, recognizable photo and is in English.

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

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

Testing in Bangladesh, India, and Pakistan

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

Testing in European Union/Schengen Zone Countries

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

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

ACCEPTABLE SUPPLEMENTAL ID DOCUMENTS

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

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

Sample Confirmation of Identity Letter

If you present a letter as an identification document, it must be an original letter, not a photocopy. It must contain:

1. Official letterhead of your school.
2. Your name. Remember, the name you use when you fill out your registration form must appear on your confirmation of identity letter.
3. Your date of birth.
4. Name of the school.

(1) Official Letterhead

I verify that (2) _____
whose date of birth is (3) _____ is/was a
student at (4) _____ and
his/her photograph and signature are shown on
this letter issued on (5) _____.

(6) [Photo of student]

(7) [Signature of student]

(8) [School Seal]

I attest that the above
information is true.

(9) _____

5. The date the letter was issued. Letters are valid for one year from the date of issue.
6. Your photograph, glued or taped to the letter. **Do not** use staples.
7. The seal of your school, **overlapping your photograph**.
8. The signature and title of the official who issued the letter, **overlapping your photograph**.
9. Your signature.

UNACCEPTABLE ID DOCUMENTS

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

For general questions about acceptable ID, call:
1-877-863-3546 (U.S., U.S. Territories and Canada)
1-609-771-7100 (all other locations)

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

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

Test Center Procedures and Regulations

GENERAL TESTING GUIDELINES

- ▶ Test center administrators will not honor requests for schedule changes.
- ▶ Dress so that you can adapt to any room temperature.
- ▶ Friends or relatives who accompany you to the test center are not allowed to wait in the test center 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.

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 test center may also include:

- ▶ Thumbprinting
- ▶ Photographing/videotaping
- ▶ Signature comparison
- ▶ Other forms of electronic ID confirmation

If you refuse to participate, 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, 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 test center staff regarding where to deposit personal items. You will be required to follow the procedures set by the test center for storage of your cell phone or any electronic or photographic device you bring to the test center. If you take personal items into the test room, they will be collected by the test center staff. If you fail to follow the directions of the test center 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 test center staff, or banning from future testing. Test centers and ETS assume no responsibility for personal items or devices that you choose to bring into the test center.

SEATING

The test administrator will assign you a seat.

DELAYED OR RESCHEDULED TESTS

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

- ▶ Retest free of charge, or
- ▶ Receive a full refund of the original test fee.
- ▶ Seek reimbursement from ETS for reasonable and documented expenses (for yourself only) associated with traveling to the test center. To request reimbursement, contact TOEFL Services within 30 days of your original test date. Reimbursement requests must include your:
 - name
 - date of birth
 - mailing address
 - daytime telephone number
 - e-mail address
 - original test date
 - registration number
 - brief description of what occurred at the test center
 - copies of all travel documentation and receipts

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

GUIDELINES FOR TOEFL PBT TESTING

The following procedures and regulations apply during the entire test session, which begins when you are admitted to the test center and ends when you leave the test center.

- ▶ Take your admission ticket and photo ID to the test center. You must submit a completed Photo File Record or your scores will not be reported.
- ▶ Take three or four sharpened soft-lead (No. 2 or HB) pencils and a good eraser. Pencils and erasers will not be supplied at the test center. Mechanical pencils are not permitted.
- ▶ No test taker will be admitted after test materials have been distributed.
- ▶ Paper of any kind is not permitted in the testing room.
- ▶ You may wish to pace yourself with your own watch, but the test administrator is the official timekeeper. You will not be permitted to continue the test or any part of it beyond the established time. *Watch alarms or cell phone clocks may not be used to track your time.*

- ▶ You may not mark or underline words, or make notes in the test book or on the answer sheet.
- ▶ At the conclusion of the test you will be required to return your test book and answer sheet to the test administrator. These materials are the property of ETS.
- ▶ There is no scheduled break during the test. If you must leave the testing room, you are required to give the supervisor your identification document(s) before you leave the room. You may not use a cell phone or any other electronic device. You will not be permitted to make up the time you lose.



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 before the exam, or using notes or unauthorized aids. All information is held in the strictest confidence.

Phone: 1-609-406-5430

Fax: 1-609-406-9709

E-mail: TSReturns@ets.org

DISMISSAL FROM A TEST CENTER

The test administrator is authorized to dismiss you from a test session or cancel your scores for violations such as, 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 cell phone, PDA, BlackBerry or other electronic device in your possession during the test session or during breaks.
- ▶ Using any aids in connection with the test, such as mechanical pencils, pens, pagers, beepers, calculators, watch calculators, books, pamphlets, notes, paper of any kind, rulers, highlighter pens, stereos or radios with headphones, cell phones, watch alarms, stopwatches, dictionaries, translators, PDAs, BlackBerry devices, or 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 content or answers after the test is also prohibited.
- ▶ Removing or attempting to remove any test content, 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.
- ▶ Leaving the test room or test center vicinity without permission during the test session or during breaks.
- ▶ Taking a weapon or firearm into the test center.
- ▶ Taking food, drink, or tobacco into the testing room.

SCORES AND SCORE REPORTING

- ▶ 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.**

Examinee Score Record/Official Score Reports

Your TOEFL PBT test fee entitles you to:

- ▶ An examinee score record.
- ▶ Up to four official score reports that ETS will send directly to the institutions or agencies you designate on test day.

The Test of Spoken English™ (TSE®) has been discontinued as of March 31, 2010. TSE scores are valid for 2 years from the test date. During that time you can send your TSE score report to the institutions of your choice.

ETS will send the examinee score record to you at the most recent address you provided. If the postal service returns your score record as undeliverable, TOEFL Services will send it again only if there is a new address on file. If your address changes after you take the test, contact TOEFL Services.

For a fee, you may also request additional official score reports for institutions you did **not** identify on the day of the test. Your request may be made by mail or fax. See the Official Score Report Request form on page 21.

ETS will send an examinee score record to you and official score reports to your designated institutions approximately five weeks after you take the test.

Test Dates	Approximate Score Report Mailing Dates
August 14, 2010	September 15, 2010
October 16, 2010	November 17, 2010
November 13, 2010	December 15, 2010
January 15, 2011	February 16, 2011
March 4, 2011	April 6, 2011
May 7, 2011	June 8, 2011

Test results will be mailed two to three weeks later to examinees whose answer sheets are not completed properly or whose answer sheets arrive late at ETS. If you have not received your score record seven weeks after the test date, contact TOEFL Services (see contact information on page 5).

Interpreting Your Scores

Your score record will show three section scale scores and a total scale score. Each correct answer counts equally toward the score for that section. There is no penalty for wrong answers. The total number of correct answers is called the “raw score.” (Note: some questions in the test may not count toward the section or total scores.)

The raw score for each section is converted by statistical means to a number on what is called the TOEFL test scale. The **total** paper-based test score is reported on a scale that ranges from 310 to 677.

The TWE score is reported separately, on a scale of 1 to 6. A score between two points on the scale (for example, 5.5, 3.5) can also be reported.



NOTE: Information about TOEFL Test and Score Data Summary can be found on the TOEFL website at www.ets.org/toefl.

Scores by Phone

For a fee, you can find out what your scores are on the Saturday prior to the score report mailing date.

SCORES BY PHONE DATES ARE:

September 11, 2010
November 13, 2010
December 11, 2010
February 12, 2011
April 2, 2011
June 4, 2011

Score report mailing dates are on this page and on page 23 of this *Bulletin*. To use this service, you will need:

- ▶ A touch-tone phone.
- ▶ Your 7-digit registration number.
- ▶ A valid American Express, Discover, JCB, MasterCard, or VISA card and your account number and expiration date.
- ▶ Your test date.
- ▶ Your date of birth.

Call **1-609-771-7267** between 6 a.m. and 10 p.m. (New York time), seven days a week. The fee to hear your scores by phone is US\$10, plus the cost of the phone call.

Individuals who are deaf or hearing/speech impaired who have access to a Teletypewriter (TTY) can call **1-609-771-7714**.

Canceling Your Scores

You should consider very carefully before canceling your scores. Scores will be reported to institutions only at your request. If you cancel your scores, they will **not** be reported to you or to any institutions, and no refund will be made. Canceled scores are not added to your permanent record.

Your test scores cannot be reinstated and reported at a later date. If you wish to take the test again, you must complete a new registration form and submit it with another test payment.



NOTE: You cannot cancel your score for one section of a test and have the scores for the remaining sections reported.

TO CANCEL YOUR SCORES

- ▶ Complete the score cancellation section of your answer sheet, or
- ▶ Contact TOEFL Services after the test. See page 5 for contact information. TOEFL Services must receive your request to cancel your scores no later than seven days after the test date. E-mail communications must be followed up with a written and signed request.

Ordering Additional Official Score Reports

You can have additional official score reports mailed to institutions you **did not** identify on the day of the test. Additional score reports can be ordered by phone (credit card required) 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 acknowledgment 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: Please check the TOEFL website to see if there are any payment method restrictions for your location.

BY PHONE (TOEFL PBT Only)

- ▶ Credit card required. American Express, Discover, JCB, MasterCard, and VISA are accepted.
- ▶ Call **1-609-771-7267**.
- ▶ If you are deaf, hard of hearing, or speech impaired and have access to a Teletypewriter (TTY), you may call **1-609-771-7714**.
- ▶ Callers need:
 - A touch-tone phone.
 - The 7-digit registration number printed on your admission ticket, test date, and date of birth.
 - A valid credit card (American Express, Discover, JCB, MasterCard, or VISA).
 - A four-digit institution code and two-digit department code for each score report you request.
- ▶ **At the end of your call, be sure to wait for confirmation before hanging up.**
- ▶ Contact TOEFL Services if you experience any trouble or you do not receive a confirmation.
- ▶ Reports are mailed **four working days** after your phone request.
- ▶ The fee is US\$12 for the service, plus US\$17 for each report ordered.
- ▶ You may order up to six score reports per call. To request more than six reports, you will need to call again.

BY 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.



NOTE: TOEFL PBT and TSE 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 examinee. The information contained in your TOEFL PBT and TSE examinee record is the same as the information printed on your official score reports.

PROCESSING TIPS

- ▶ Do not send a letter with your request.
- ▶ Mark identification codes only for institutions you **did not** provide on test day.
- ▶ List no more than eight institutions on one form. To order more than eight reports, use a second form.

- ▶ Use official destination codes to be sure your score reports are sent to the correct locations.
- ▶ Sign and date the form.
- ▶ Include an acceptable form of payment and include the correct amount (reports will only be sent to the number of institutions for which you have paid).

HOW LONG ARE SCORES VALID?

- ▶ TOEFL PBT and TSE scores are valid for **two years** from the test date. 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 PBT 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 your TOEFL PBT answer sheet or TWE essay be rescored up to **three months** after your test date. **Only one rescoring request per administration may be submitted.**

TOEFL PBT Answer Sheet Rescoring: The TOEFL PBT answer sheet will be rescored independently by two different people. If hand-scoring confirms the accuracy of the scores reported earlier, you will be notified by letter that scores are not changed. If there is a difference between the hand-scored and machine-scored results, the hand-scored results (which may be higher or lower than those originally reported) will be reported to all recipients of the earlier scores with an explanation of why the scores changed. The fee for TOEFL PBT answer sheet rescoring is US\$25.

TWE Essay Rescoring: Your TWE essay will be scored by two raters who did not score your essay previously. If rescoring confirms your original TWE score, you will be notified by letter. If the rescoring procedure results in an increase or decrease in your TWE score, you will receive a revised examinee score record and revised official score reports will be sent to the institutions that received your score. This revised score will become your official TWE score. The fee for TWE essay rescoring is US\$50.

To request rescoring, complete the Rescoring Request form on page 19 of this *Bulletin* and send it, with the required fee, to the address on the form. If you are paying by credit card, you may fax the form. See the instructions on the back of the form for mailing and payment information.

The results of the rescoring will be available approximately three weeks after TOEFL Services receives your Rescoring Request form and payment.

Other Score Related Information

SCORE VERIFICATION

Institutions and agencies are advised to request official verification of any test scores sent to them directly by examinees. If you send your examinee score record to an institution and 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 an 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.



NOTE: The information in your official TOEFL PBT and TSE score report is the same as the information on your examinee score record.

ACCEPTABLE SCORES OR SCORE REQUIREMENTS

Each institution or agency that requires TOEFL PBT, TWE, or TSE 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 directly.

TEST SCORE DATA RETENTION

Individually identifiable TOEFL PBT and TSE 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 PBT test more than two years ago, you will have to take the test again to have scores sent to you, an institution, or agency. The TSE test was discontinued as of March 31, 2010.

CONFIDENTIALITY OF SCORES

The TOEFL PBT and TSE programs recognize the right of examinees 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 examinee score data with institutions or agencies for verification purposes.

TOEFL PBT and TSE 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 PBT and TSE records is the same as the information printed on the examinee's score record and on the official score reports. Official score reports will be sent only to those institutions or agencies designated by the examinee on the day of the test, on an Official Score Report Request form submitted at a later date, or otherwise specifically authorized by the examinee.

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 consistently 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 test pools. The test pools 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 supervisor before you leave the test 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 center 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 supervisor, write to TOEFL (see "Test Center Complaints," page 5) within three days after the test date. Be sure to give the date of the test, the name of the test center, and the city and country in which you tested.

ETS Score Cancellation Policy

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

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

TESTING IRREGULARITIES

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

IDENTIFICATION DISCREPANCIES

When, in the judgment of ETS or the judgment of test center personnel, there is a discrepancy in a test taker's identification, the test taker may be dismissed from the test center. In addition, ETS may decline to score the test or may cancel the test score, if the handwriting document or photograph from test day cannot be authenticated. If test scores are canceled by ETS, test fees will be forfeited.

SCORES AND SCORE REPORTING *(continued)*

MISCONDUCT

When ETS or test center personnel find that there is misconduct in connection with a test, the test taker may be dismissed from the test center, or ETS may decline to score the test or may cancel the test score. Test takers whose scores are canceled because of misconduct will forfeit their test fees. Misconduct includes, but is not limited to, noncompliance with the “Test Center Procedures and Regulations” found on pages 10–11 of this *Bulletin*.

PLAGIARISM

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

INVALID SCORES

ETS may also cancel scores if, in its judgment, there is substantial evidence that they are invalid for any other reason. Evidence of invalid scores may include, without limitation, unusual answer patterns and/or inconsistent performance on different parts of the test. Before canceling scores pursuant to this paragraph, ETS notifies the test taker in writing about its concerns, gives the test taker an opportunity to submit information that addresses those concerns,

and considers any such information submitted. The test taker may be offered options including voluntary score cancellation or arbitration in accordance with the ETS Standard Arbitration Agreement. In addition, the test taker is sent a copy of the booklet *Why and How Educational Testing Service Questions Test Scores*, which explains this process in greater detail. (This booklet is available to any test taker at any time upon request from the ETS Office of Testing Integrity. Call 1-800-353-8570 (U.S. only), or 609-406-5430, or e-mail TSReturns@ets.org.)



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

TEST CENTERS

An up-to-date list of the TOEFL PBT test centers is in the Test Takers section of the TOEFL website at www.ets.org/toefl. Information regarding test center availability is subject to change.

INSTITUTION CODES

An up-to-date list of agencies and institutions that accept TOEFL PBT and TSE scores is available in the Test Takers section of the TOEFL website at www.ets.org/toefl or at www.toeflgoanywhere.org. **If your intended score recipient is not listed, contact the agency or institution directly before the day of the test to get its code number.** Note: If you are applying for graduate study, see the Department Codes list below. Do not use this list to select a test center.

DEPARTMENT CODES

The following codes must be used when selecting institutions, agencies, or programs to receive your scores. Use official destination 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 of Business, or Law Schools

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

HUMANITIES

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

22 Russian/Slavic Studies

23 Spanish
24 Speech
10 Other foreign languages
98 Other humanities

SOCIAL SCIENCES

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

88 International Relations

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

89 Political Science
93 Psychology, Clinical
09 Psychology, Educational

58 Psychology, Experimental/Developmental

79 Psychology, Social
08 Psychology, other

94 Public Administration
50 Public Health
95 Social Work
96 Sociology

80 Other social sciences

BIOLOGICAL SCIENCES

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

40 Forestry
06 Genetics
41 Home Economics
25 Hospital and Health Services Administration
42 Medicine
07 Microbiology

74 Molecular and Cellular Biology

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

PHYSICAL SCIENCES

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

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

Use 99 for any department not listed.

02 - Graduate Schools of Management

03 - Law Schools

COUNTRY AND REGION CODES

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

001	Afghanistan	115	Chile	229	Guam	344	Lithuania	443	Oman	535	Sweden
003	Albania	457	China, People's	230	Guatemala	345	Luxembourg	445	Pakistan	540	Switzerland
005	Algeria		Republic of	233	Guinea	347	Macao	447	Palau	545	Syrian Arab
007	American Samoa	120	Colombia	234	Guinea-Bissau	348	Macedonia,	211	Palestinian		Republic
008	Andorra	122	Comoros	235	Guyana		Former Yugoslav		Territories	555	Taiwan (Republic
010	Angola	630	Congo, The	240	Haiti		Republic of	450	Panama		of China)
011	Anguilla		Democratic	597	Holy See (Vatican	350	Madagascar	400	Papua New	556	Tajikistan
012	Antigua and		Republic of		City State)	355	Malawi	400	Guinea	560	Tanzania, United
	Barbuda	125	Congo	245	Honduras	360	Malaysia	455	Paraguay		Republic of
015	Argentina	126	Cook Islands	250	Hong Kong	361	Maldives	460	Peru	565	Thailand
016	Armenia	130	Costa Rica	251	Hungary	363	Mali	465	Philippines	566	Timor-Leste
017	Aruba	290	Côte D'Ivoire	255	Iceland	365	Malta	470	Poland	567	Togo
020	Australia	133	Croatia	260	India	368	Marshall Islands	475	Portugal	570	Tonga
025	Austria	135	Cuba	265	Indonesia	366	Martinique	474	Puerto Rico	575	Trinidad and
029	Azerbaijan	140	Cyprus	270	Iran, Islamic	369	Mauritania	477	Qatar		Tobago
035	Bahamas	142	Czech Republic		Republic of	370	Mauritius	482	Reunion	580	Tunisia
040	Bahrain	150	Denmark	273	Iraq	375	Mexico	483	Romania	585	Turkey
045	Bangladesh	153	Djibouti	275	Ireland	107	Micronesia,	484	Russian	584	Turkmenistan
050	Barbados	154	Dominica	280	Israel		Federated		Federation	586	Turks and Caicos
094	Belarus	155	Dominican	285	Italy		States of	487	Rwanda		Islands
055	Belgium		Republic	295	Jamaica	376	Moldova,	486	St. Kitts and Nevis	587	Tuvalu
056	Belize	165	Ecuador	300	Japan		Republic of	521	St. Lucia	590	Uganda
058	Benin	170	Egypt	305	Jordan	378	Monaco	522	St. Vincent and	589	Ukraine
060	Bermuda	175	El Salvador	308	Kazakhstan	379	Mongolia		the Grenadines	591	United Arab
063	Bhutan	183	Equatorial Guinea	310	Kenya	354	Montenegro	620	Samoa		Emirates
065	Bolivia	182	Eritrea	312	Kiribati	381	Montserrat	488	San Marino	588	United Kingdom
069	Bosnia and	184	Estonia	314	Korea, Democratic	380	Morocco	489	Sao Tome and	592	United States
	Herzegovina	185	Ethiopia		People's Republic	385	Mozambique		Principe	595	Uruguay
070	Botswana	187	Faroe Islands		of	090	Myanmar	490	Saudi Arabia	594	Uzbekistan
071	Bouvet Island	190	Fiji	315	Korea, Republic of	388	Namibia	497	Senegal	596	Vanuatu
075	Brazil	195	Finland	317	Kosovo, Republic	386	Nauru	494	Serbia	600	Venezuela
081	Brunei	200	France		of	387	Nepal	498	Seychelles	605	Viet Nam
	Darussalam	203	French Guiana	320	Kuwait	390	Netherlands	500	Sierra Leone	077	Virgin Islands
085	Bulgaria	202	French Polynesia	323	Kyrgyzstan	395	Netherlands	505	Singapore		(British)
593	Faso	204	Gabon	325	Lao People's		Antilles	503	Slovakia	607	Virgin Islands
092	Burundi	205	Gambia		Democratic	396	New Caledonia	504	Slovenia		(U.S.)
307	Cambodia	206	Gaza Strip		Republic	405	New Zealand	506	Solomon Islands	611	West Bank
095	Cameroon	208	Georgia	328	Latvia	420	Nicaragua	507	Somalia	623	Yemen
100	Canada	210	Germany	330	Lebanon	425	Niger	510	South Africa	635	Zambia
106	Cape Verde	215	Ghana	333	Lesotho	430	Nigeria	515	Spain	480	Zimbabwe
110	Cayman Islands	220	Greece	335	Liberia	433	Niue	520	Sri Lanka		
113	Central African	225	Greenland	340	Libyan Arab	367	Northern Mariana	525	Sudan		
	Republic	227	Grenada		Jamahiriya		Islands	527	Suriname		
114	Chad	228	Guadeloupe	343	Liechtenstein	435	Norway	530	Swaziland		

Use 999 for any country/region not listed.

NATIVE LANGUAGE CODES

101	Afrikaans	413	Czech	323	Hindi	453	Lithuanian	613	Pohnpeian	379	Tibetan
104	Akan	416	Danish	443	Hungarian	148	Luba-Lulua	461	Portuguese	179	Tigrinya
405	Albanian	419	Dutch	136	Igbo	153	Luo	355	Punjabi	622	Tonga
107	Amharic	418	Dyula	447	Icelandic	358	Luxembourgish	357	Pushto	484	Turkish
501	Arabic	116	Efik	326	Iloko	454	Macedonian	464	Romanian	483	Turkmen
401	Armenian	422	English	328	Indonesian	375	Madurese	467	Russian	182	Twi
301	Assamese	425	Estonian	269	Inupiaq	156	Malagasy	616	Samoan	368	Uighur
402	Azerbaijani	119	Ewe	450	Italian	345	Malay	372	Santali	487	Ukrainian
417	Bambara	504	Farsi	331	Japanese	346	Malayalam	415	Serbian	385	Urdu
403	Bashkir	601	Fijian	332	Javanese	455	Maltese	170	Shona	495	Uzbek
404	Basque	428	Finnish	335	Kannada	159	Mandingo	360	Sindhi	388	Vietnamese
408	Belarusian	434	French	121	Kanuri	348	Marathi	361	Sinhalese	185	Wolof
111	Bemba	122	Fulah	338	Kashmiri	607	Marshallese	473	Slovak	178	Xhosa
305	Bengali	125	Ga	339	Kazakh	162	Mende	474	Slovenian	631	Yapese
113	Berber	436	Galician	310	Khmer	362	Minangkabau	173	Somali	442	Yiddish
303	Bikol	151	Ganda	142	Kikuyu	341	Mongolian	478	Spanish	188	Yoruba
411	Bosnian	438	Georgian	123	Kinyarwanda	128	Mossi	364	Sundanese	300	Yupik
407	Bulgarian	437	German	352	Konkani	608	Nauru	176	Swahili	396	Zhuang
307	Burmese	440	Greek	340	Korean	351	Nepali	481	Swedish	191	Zulu
410	Catalan	201	Guarani	604	Kosraean	456	Norwegian	367	Tagalog		
312	Cebuano	320	Gujarati	342	Kurdish	131	Nyanja	482	Tajik		
114	Chichewa	266	Gwichin	359	Kurukh	353	Oriya	370	Tamil		
315	Chinese	133	Hausa	343	Lao	127	Oromo	371	Tatar		
412	Chuvash	507	Hebrew	452	Latvian	610	Palauan	373	Telugu		
414	Croatian	319	Hiligaynon	145	Lingala	459	Polish	376	Thai		

Use 999 for any language not listed.

COMPLETING THE REFUND REQUEST FORM

A partial refund is available if the proper procedures are followed when canceling a test. Information about canceling a test, program refund policies, refund processing times, and requirements for completing this form are in the *Information and Registration Bulletin for TOEFL Paper-based Testing*.

Complete the form and send it to the address shown. Refunds will be issued in U.S. dollars.

Be sure to include:

- Your complete name
- Your address (including ZIP or postal code)
- Daytime telephone number
- Date of birth
- Appointment Confirmation/Registration number
- Canceled test date
- Candidate number (if applicable)

If applicable, return your unused admission ticket with the form.

_____ CUT HERE ✂ _____

SUBMITTING THE RESCORING REQUEST FORM

Complete the form and send it with the required fee to:

TOEFL Services
ETS
PO Box 6151
Princeton, NJ 08541-6151 USA

Only one rescoring request per test administration can be submitted. Checks must be made payable to ETS-TOEFL. In Canada, add GST/HST (Reg. No. 131414468 RT) and QST (Reg. No. 1087967545) to total remittance. Add Value-Added or similar taxes where applicable. By sending your check to us, you authorize ETS to convert the check into an electronic funds transfer. Please be aware that your bank account may be debited the same day we receive your payment and you will not receive a canceled check. If you are paying by credit/debit card, this form may be faxed. Faxed requests will not be processed unless complete credit/debit card information is provided. The fax number is 1-610-290-8972.

The results of the rescoring will be available approximately three weeks after receipt of your Rescoring Request form and payment.

NOTE: All forms will be processed upon receipt, and a charge will be made to your credit/debit card. If you think your faxed form may not have been received by TOEFL Services, and you attempt to send the information again, 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.

COMPLETING AND SUBMITTING THE TOEFL PBT AND TSE OFFICIAL SCORE REPORT REQUEST FORM

Use this form to request official score reports for institutions you **did not** indicate on test day.

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

- check the box indicating either TOEFL PBT or TSE; if you want to request scores for both TOEFL and TSE tests, you must submit two separate request forms
- appointment confirmation/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) or the TSE website (www.ets.org/tse) and check the list of agencies and institutions that accept TOEFL and TSE 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
- 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:

- look at the Department Code list in the *Bulletin*
- 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: Many institutions have multiple codes for different departments. **Please check the institution code and department code carefully to be sure your score report is sent to the correct location.** 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 and TSE scores:

- sign the form
- date the form

Acceptable payments:

- See "Payment Policies" in the *Bulletin* for preferred forms of payment and other payment policies.
- To pay by 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). 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.

Receipts for bank checks or money orders are **not** acceptable. The actual negotiable check or money order must accompany the form.

DO NOT SEND CASH.

The TOEFL/TSE 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/TSE 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-ASR
PO Box 371463
Pittsburgh, PA 15250-7463 USA

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

TOEFL/TSE 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.

2010-11 DATES for the TOEFL Paper-based Test*

Test Dates	Mail-in Registration Deadline	Online Registration Deadline	Approximate Score Report Mailing Dates
Saturday, August 14, 2010	June 28, 2010	July 12, 2010	September 15, 2010
Saturday, October 16, 2010	August 30, 2010	September 13, 2010	November 17, 2010
Saturday, November 13, 2010	September 27, 2010	October 11, 2010	December 15, 2010
Saturday, January 15, 2011	November 22, 2010	December 6, 2010	February 16, 2011
Friday, March 4, 2011	January 17, 2011	January 31, 2011	April 6, 2011
Saturday, May 7, 2011	March 21, 2011	April 4, 2011	June 8, 2011

Note: Not all test centers are scheduled to test on all dates. The most up-to-date information about test centers is in the Test Takers section of the TOEFL website at www.ets.org/toefl.

* The TWE test is given with the TOEFL paper-based test (TOEFL PBT) at all administrations. Examinees are expected to write a TWE essay.

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



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Go anywhere from here.



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

Prepare

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.

Prove

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

Get started now!

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TOEFL®

2010-11 Registration Form for the TOEFL® Paper-Based Test (Test of English as a Foreign Language™)

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

Completing this form and submitting payment will register you for the TOEFL® paper-based test. All information requested must be complete or your form will be returned. This form must be received at ETS by the registration deadline for your test date. Registration deadlines are on page 2 of this form under "Test Date."

NOTE: Be sure to complete both pages before mailing.

- Print all information clearly. Be sure to enter your name exactly as it is shown on the primary identification document you plan to use on test day.
- Use black or blue ink.

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

TOEFL Document Processing
225 Phillips Boulevard
Ewing, NJ 08628-7435 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 the *Bulletin* or go to www.ets.org/disability.

Mail completed registration form and payment to:

ETS-TOEFL Registration Office
PO Box 382044
Pittsburgh, PA 15251-8044 USA

All required fields must be completed, or your form will be returned. Required fields are noted with an asterisk (*).

* **Family Name (Surname), Given Name, Middle Initial, if you have one** (as on photo ID; leave one blank box between names):

* **Address Line 1:**

* **Address Line 2:**

* **City:**

* **State or Province:**

* **Country Code for this Mailing**

Address (refer to *Bulletin*):

* **ZIP or Postal Code:**

* **Native Country Code** (refer to *Bulletin*):

Gender:

 Male Female

* **Date of Birth:**

 Month Day Year

* **Native Language Code** (refer to *Bulletin*):

Primary Phone Number (include area code, country code, or city code):

E-mail Address:

I give ETS permission to use my test and essay responses in instructional, research, and informational material produced by ETS.

 YES NO

