

2016–17 Information and Registration

BULLETIN

for Paper-based Testing (PBT)

TOEFL® PBT

This Bulletin is for TOEFL® PBT ONLY. Information about TOEFL IBT® testing is in a separate *Bulletin*.

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

Policies in this *Bulletin* are in effect from July 1, 2016 to June 30, 2017 and are subject to change without notice.

IMPORTANT!

TOEFL PBT testing is currently offered only in locations where testing via the Internet is not available. PBT test scores will remain valid for two years after your test date.

www.ets.org/toefl/bulletinreg

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Please read this *Bulletin* carefully and completely before taking the TOEFL PBT 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 test 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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ETS administers the tests under the general direction of a board that was established by, and is affiliated with, the College Board and the Graduate Record Examinations Board. ETS is an Equal Opportunity/Affirmative Action Employer.

A single copy of this *Bulletin* may be downloaded for individual use. No part of this publication may be reproduced or transmitted in any form or by any means, electronic or mechanical, including photocopy, recording, or any information storage and retrieval system, without permission in writing from Educational Testing Service, Princeton, NJ, USA. The policies and procedures explained in this *Bulletin* become effective July 1, 2016 and supersede previous policies and procedures. The fees, terms, and conditions in this *Bulletin* are subject to change. See the TOEFL website for the most up-to-date information.

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.

The TOEFL PBT Test

- ▶ Register online at www.ets.org/toefl. Credit/debit card or PayPal® account 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 26 of this *Bulletin* for online registration deadlines.
- ▶ If you cannot register online, 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 26 of this *Bulletin*. The registration form is also available for download on the TOEFL website.

TEST TAKERS WITH DISABILITIES OR HEALTH-RELATED NEEDS

- ▶ ETS is committed to serving test takers with disabilities or health-related needs by providing services and reasonable accommodations that are appropriate given the purpose of the test. Testing accommodations are available for test takers who meet ETS requirements. If you are requesting testing accommodations, **you must register through ETS and have your accommodations approved prior to testing.**
- ▶ The *Bulletin Supplement for Test Takers with Disabilities or Health-related Needs* contains contact information, registration procedures, and forms. The *Supplement* should be used in conjunction with the information and the registration form in this *Bulletin*. To request a copy of the *Supplement*, contact TOEFL Disability Services. See “Test Takers with Disabilities or Health-related Needs” on page 5.
- ▶ To request a large-print copy of this *Bulletin* and the *Bulletin Supplement for Test Takers with Disabilities or Health-related Needs*, contact TOEFL Disability Services. See “Test Takers with Disabilities or Health-related Needs” on page 5.

TEST PREPARATION MATERIAL

- ▶ Sample questions are available free on the TOEFL website at www.ets.org/toefl/pbt/prepare. Please visit the website for additional information about additional free test prep materials as well as other practice materials available for purchase.

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 not be refunded.**
- ▶ Review the ID requirements on pages 8–11 and bring the required ID documents and your Photo File Record. **Without the required ID and Photo File Record, you will not be permitted to test and your test fee will not be refunded.**
- ▶ The entire TOEFL PBT test session (including check-in) takes approximately four hours.
- ▶ For other important information regarding test day, see “Test Center Procedures and Regulations” on pages 11–12.

ABOUT THE TOEFL TEST

The TOEFL® Test

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 use their English language skills in the college or university classroom.

TOEFL testing takes place all over the world, and TOEFL scores are accepted by over 9,000 institutions in more than 130 countries. More institutions accept TOEFL test scores than any other English-language test, and over 30 million people have taken the test since it began in 1964. 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). TOEFL PBT test locations are available at www.ets.org/toefl.

The TOEFL Paper-based Test (TOEFL PBT)

IMPORTANT! TOEFL PBT testing is currently offered only in locations where testing via the Internet is not available. TOEFL PBT test scores will remain valid for two years after your test date.

The TOEFL PBT test is approximately three and one-half hours long. It 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 written in English.

You will be given a test book and a paper answer sheet on which to record your responses. 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 permitted 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, your scores being canceled, and/or loss of your test fee.

The TWE® test is a 30-minute writing test that is required of everyone taking the TOEFL PBT test. 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

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

Email

toefl@ets.org

Include the following: name, address, date of birth, test date, and appointment confirmation number or registration number.

Phone

1-609-771-7100

Monday–Friday

8:00 a.m.–7:45 p.m. U.S. Eastern time, except U.S. holidays

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.

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.

TEST TAKERS WITH DISABILITIES OR HEALTH-RELATED NEEDS

Phone

1-609-771-7780

Monday–Friday

8:30 a.m.–5:00 p.m. U.S. Eastern 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 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 can notify the test administrator of a problem or question before you leave the test center, or contact ETS as soon as possible 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 08618-1426 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.–5:00 p.m. U.S. Eastern 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.

*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



ETS USE OF PERSONAL INFORMATION

By providing personal information to us and registering for a TOEFL test, you expressly consent (or confirm your consent) to allow ETS to use such personal information in accordance with the ETS Privacy and Security Policy, and the Test Taker Privacy and Information Security Policy located at www.ets.org/legal/privacy. ETS may collect some information by phone, audio/video, biometric identifiers such as fingerprints, or still photographs.

How to Register

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 or a PayPal® account 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 page 26 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. The registration form can be downloaded at ets.org/toefl/pbt/about/bulletin.

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

You **cannot** register by:

- ▶ phone
- ▶ personal letter
- ▶ cable
- ▶ email
- ▶ fax

SCHEDULING HINTS

- ▶ Register early; test centers can 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 8–11. 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 not be refunded.



Visit the TOEFL website at www.ets.org/toefl for the most up-to-date information on TOEFL PBT test locations and dates.

Test Dates and Registration Deadlines

See page 26 for test dates and registration deadlines.

Friday Testing for Saturday Religious Observers

Friday testing will be arranged only for those test takers who are unable to test on Saturday for religious reasons. To request Friday testing, mail a letter to ETS with your registration form and payment, and we will make every attempt to accommodate you. 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, payment, and letter to:

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

Your registration request must be received by the mail-in registration deadline for the appropriate test date.

Fees

US\$170	Test fee
US\$19	Additional score report requests (per recipient)
US\$25	TOEFL PBT answer sheet score review
US\$50	TWE essay score review
US\$20	Fee for returned check or declined credit card

Fees are subject to change without notice. The above amounts are exclusive of Value Added or similar taxes. Those taxes are payable in addition to the amount quoted. See ets.org/toefl/pbt/about/fees.

Payment Policies

If you are paying by check, all payments 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 must be in U.S. dollars and must be drawn on a bank in the United States and made payable to **ETS-TOEFL**.
- ▶ The bank name and its address must be preprinted on the face of the check.
- ▶ Checks in Canadian dollars must be drawn on a bank in Canada.
- ▶ 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 may 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.

REGISTRATION INFORMATION *(continued)*

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.
- ▶ PayPal® account
- ▶ Money order
- ▶ Authorization voucher
- ▶ Bank draft
- ▶ 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 check 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 must be preprinted on the face of the check.
- ▶ Check must have a preprinted check number.
- ▶ Check must include test taker or payor’s 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 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 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 Canadian dollars must be drawn on a bank in Canada.
- ▶ 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.
- ▶ Any refunds will be in U.S. dollars.
- ▶ Services may be withheld for nonpayment of current fees and unpaid previous balances.

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, contact TOEFL Services (see page 5).

FRONT OF THE ADMISSION TICKET

Name

When you receive your ticket, check to be sure your name is spelled exactly as you spelled it when you registered. If your name is printed in English letters on the required identification document that you will present at the test center (see pages 8–11), your name must be spelled the same way on your admission ticket. Also check your birth date, gender, 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 gender**, 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 need to contact TOEFL Services before or after the test.

BACK OF THE ADMISSION TICKET

Institution and Department Codes

You may have score reports sent directly to up to four institutions as part of your test fee. Therefore, it is very important that you complete area 3 on your TOEFL admission ticket correctly. Go to the Destination Search at www.toeflgoanywhere.org for information on the institutions and agencies that accept TOEFL test scores. 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 can order them using the Additional Score Report Request form and paying the required fee (see page 13).

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.

REGISTRATION INFORMATION *(continued)*

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 test center number on the back of your photograph before you attach 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 appear on your test taker score report and, in most instances, on the score reports sent to institutions.



NOTE: If you fail to submit a Photo File Record, your scores may not be reported, and your test fee will not be refunded.

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.

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 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 score reports sent directly to up to four institutions as part of your test fee. 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” on this page.
- ▶ **Your signed Photo File Record**, with a recent, recognizable photo.

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.

Refunds

If your request arrives within 60 days after your test date, 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 are 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 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.

- ▶ **Three or four sharpened 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

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

- ▶ As outlined in “When You Register” below, 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 also be required to provide supplemental ID. If positive confirmation cannot be made, you may not be permitted to test or your test scores 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 guarantee that that document will be 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 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 fee 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.

WHEN YOU REGISTER

- ▶ **You must use the exact name and spelling of that name as it appears 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 your test fee will not be refunded. 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 shows a multiple-part name, enter the names **exactly as they appear 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 resolve name differences. **Please do not bring these documents to the test center.**

ID DOCUMENT REQUIREMENTS

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 (documents with expiration dates that have passed) are not acceptable
- ▶ include the test taker’s **full name exactly** as it appears on the admission ticket
- ▶ include a recent **photograph** that clearly matches the test taker
- ▶ include the test taker’s **signature**

See “Unacceptable ID Documents” on the following page.

See Exceptions and Requirements on page 10 if:

- ▶ you are testing in Mainland China, Hong Kong, Macau, Bangladesh, India, Philippines, Nigeria, Pakistan, Saudi Arabia or Taiwan
- ▶ you are testing outside your country of citizenship
- ▶ you are not a U.S. citizen and you are testing in the U.S.
- ▶ you are testing in a European Union/Schengen Zone/Gulf Cooperation Council (GCC) Arab country or a Mercosur country
- ▶ you have a multiple-part first or last name
- ▶ you are in the process of renewing your driver’s license
- ▶ you are in the military and your Military ID does not include 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)—including provisional driver’s license as specified under “Driver’s License Renewals”
- ▶ State or Province ID card (including those issued by motor vehicle agencies, with photograph and signature)
- ▶ National ID card (with photograph and signature)
- ▶ Military ID card (with photograph and signature)

ACCEPTABLE SUPPLEMENTAL ID DOCUMENTS

You may also 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 is missing 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 the following page.**

- ▶ **Student ID card**
- ▶ **Confirmation of identity letter from your educational institution.** This letter must be typed or printed on the original letterhead of the educational institution you attend(ed) and, in addition to meeting all of the ID Document Requirements listed earlier in this section, must include your date of birth and the date issued. Additionally, a school official’s signature and the school seal must be present and both must overlap your photograph. Such letters are valid for one year from the date issued.

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.

(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)

(7)

I attest that the above information is true.

(9) _____

3. Your date of birth.
4. Name of the school.
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.

If you cannot provide a Supplemental ID that contains your signature, you can present two government-issued IDs with photographs, as long as they are in the same name you used when you registered.

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 show your last name exactly as it appears on your 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
- ▶ Any temporary ID
- ▶ Diplomatic, consulate or embassy ID card

Exceptions and Requirements:

TESTING IN MAINLAND CHINA

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

TESTING IN HONG KONG AND MACAU

- ▶ **Residents of Mainland China** must present a valid Hong Kong-Macau Travel Permit.
- ▶ **Citizens of all other countries** 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 IN THE PHILIPPINES

In the Philippines you may present a Social Security System ID Card, issued by the Republic of the Philippines, that includes your name, photograph and signature along with a supplemental ID from the list of acceptable supplemental ID documents.

TESTING IN SAUDI ARABIA

If you are working in Saudi Arabia and are not a citizen, you may use your employer-sponsored Iqama Residence ID along with a supplemental ID with name, photo and signature.

TESTING IN TAIWAN

Residents of Mainland China must present a valid travel permit.

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 this page.
- ▶ 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.
- ▶ If your ID is not written in English-language letters and the test center supervisor cannot read the language in which it is written, you may not be permitted to take the test.

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 Acceptable Supplemental ID Documents on page 9.

- ▶ 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 Crossing Card (**This form of ID may be accepted only at test centers within 25 miles of the Mexican border.**)

TESTING IN A EUROPEAN UNION/SCHENGEN ZONE/GULF COOPERATION COUNCIL (GCC) ARAB COUNTRY OR A MERCOSUR COUNTRY

If you are testing in a European Union, Schengen Zone, or Arab States of the Gulf (GCC) country or a Mercosur 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.

MULTIPLE-PART FIRST OR LAST NAME

If the ID document you will present on the day of the test contains a multiple-part last name, your admission ticket must **exactly match** your ID, excluding hyphens, accents and spaces. See “When You Register” on page 9. You cannot use a supplemental ID to resolve name discrepancies.

DRIVER'S LICENSE RENEWALS

- ▶ If you are in the U.S. military and your driver's license has been extended or deferred by the issuing state, the license 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 a provisional driver's license is issued instead of a renewal certificate, this will be accepted as a primary ID document if it includes your photo, signature, and an expiration date.

ID WITHOUT SIGNATURE

If your primary ID does not include your signature, you can present a supplemental ID with photograph and signature or a supplemental government-issued ID with a photograph, as long as they are in the same name you used when you registered.

UNABLE TO MEET ID REQUIREMENTS?

If you have been granted political asylum, have refugee status or have any question about being able to meet the identification requirements, contact the ETS Office of Testing Integrity (OTI) at least seven days

before you register to test. You must receive approval from OTI **before you register.** You should also be prepared to submit any requested documents to OTI for review prior to receiving approval. If you do not contact OTI before you register, and as a result you are not permitted to test or your test scores are withheld, your test fee will not be refunded.

ETS Office of Testing Integrity

(Monday–Friday 7:30 a.m.–5:30 p.m. U.S. Eastern Time, except for U.S. holidays)

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)

Test Center Procedures and Regulations

GENERAL TESTING GUIDELINES

- ▶ Test center administrators cannot honor requests for schedule changes.
- ▶ Dress so that you will be comfortable in 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 or during breaks. 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. See “Identification Requirements” on pages 8–11 for acceptable identification documents. Identification verification at the test center may also include:

- ▶ Thumbprinting
- ▶ Photographing/vidiotaping
- ▶ Signature comparison
- ▶ Other forms of electronic or biometric ID confirmation

If you refuse to have your identity verified, you will not be permitted to test and you will not receive a refund.

PERSONAL ITEMS

Personal items other than identification documents are not allowed in the testing room. This includes cell phones, smart phones, smart watches, and any other electronic recording, scanning, listening 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 store your 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 testing room, they will be collected by the test center staff. If you fail to follow the instructions 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, and/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

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 test center 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 to 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 U.S. dollars.

When you contact **TOEFL Services**, have appropriate receipts available and be prepared to provide the following information:

- Name
- Date of birth
- Mailing address
- Daytime phone number
- Email address
- Original test date
- TOEFL registration number
- A description of the problem

If you have any questions about rescheduling and refund policies, please contact **TOEFL Services** (see page 5).

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, ends when you leave the test center, and includes breaks.

- ▶ 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 No. 2 or HB pencils and a good eraser. Pencils and erasers will not be supplied at the test center. Pens or mechanical pencils are not permitted.
- ▶ No test taker will be admitted after test materials have been distributed.
- ▶ You may not bring paper of any kind into the testing room. Your admission ticket cannot be used as note-taking paper.
- ▶ 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.
- ▶ 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), test book and answer sheet before you leave the room. You may not use a cell phone or any other electronic device or have access to any personal items. You will not be permitted to make up the time you lose.

ON TEST DAY (continued)



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 test, or using notes or other aids. All information is held in the strictest confidence.

Phone: 1-800-353-8570 (U.S., U.S. Territories and Canada)

1-609-406-5430 (all other locations)

Fax: 1-609-406-9709

Email: reportcheating@toefl.org

DISMISSAL FROM A TEST CENTER

The test administrator is authorized to dismiss you from a testing session or cancel your scores for violations such as, but not limited to, the following:

- ▶ Attempting to take the test or part of the test for someone else, or having someone take the test or part of 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 phone or any other electronic device in your possession during the testing session or during breaks.
- ▶ Using any aids in connection with the test, such as mechanical pencils, pens, scan pens, calculators, calculator or computing watches, books, pamphlets, notes, paper of any kind, rulers, highlighter pens, dictionaries, translators, or any other electronic, recording, listening, scanning or photographic device.
- ▶ Creating a disturbance (disruptive behavior in any form will not be tolerated; the test administrator has sole discretion in determining what constitutes disruptive behavior).
- ▶ Evidence that your responses are invalid for reasons such as unusual timing patterns, unusual answer patterns, inconsistent performance on different parts of the test and/or inconsistent performance with other test administrations.

- ▶ Evidence that a TWE essay response includes material that is substantially similar to material found in other TOEFL test takers' essays, or quotations or paraphrasing of language or ideas from published or unpublished sources that are used without attribution.
- ▶ Attempting to give or receive assistance. Communication in any form is not permitted during the testing session. Discussion or sharing of test content or answers during the test, during breaks or after the test is 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 testing room, the immediate area of the testing room, or the test center without permission during the testing session or during breaks.
- ▶ Taking a weapon or firearm into the test center.
- ▶ Taking food, drink, or tobacco into the testing room.
- ▶ Taking excessive or extended unscheduled breaks during the testing session. Test administrators are required to strictly monitor unscheduled breaks and report test takers who take multiple or extended breaks.
- ▶ Failing to follow any of the test administration regulations in this *Bulletin* or on the TOEFL website, given by the test administrator, or specified in any test materials.

ETS reserves the right to take any and all action—including, but not limited to, banning 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 test fee will not be refunded.**

SCORES AND SCORE REPORTING

Test Taker Score Report/Official Score Reports

Your test fee entitles you to:

- ▶ A test taker score report.
- ▶ Up to four official score reports that ETS will send directly to the institutions or agencies you designate on test day.

ETS will send the test taker score report to you at the most recent address you provided. If your address changes after you take the test, contact TOEFL Services.

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

ETS will send a test taker score report 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
October 15, 2016	November 16, 2016
November 12, 2016	December 14, 2016
January 7, 2017	February 8, 2017
April 1, 2017	May 3, 2017

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

Interpreting Your Scores

Your score report will show three section scaled scores and a total scaled 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 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.

Canceling Your Scores

You will have the opportunity to cancel your scores at the test center on test day. However, 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 you will not receive a refund. Canceled scores are not added to your permanent record.

Your test scores cannot be reinstated once they have been canceled. If you wish to take the test again, you must complete a new registration form and submit it with another test payment.

If you decide to cancel your scores, complete the score cancellation section of your answer sheet.



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

Ordering Additional Score Reports

You can have additional score reports mailed to institutions you **did not** identify on the day of the test. Additional score reports can be ordered by faxing or mailing the Additional Score Report Request Form in this *Bulletin*. This form is also available on the TOEFL website.

The 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.

- ▶ Follow the instructions on the back of the Additional Score Report Request form for completing and submitting your request and payment.
- ▶ Reports are mailed **approximately 10 business days** after receipt of your request and payment.
- ▶ The fee is US\$19 for each report ordered.



NOTE: TOEFL PBT 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 PBT test taker score report is the same as the information 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. Go to www.toeflgoanywhere.org for information about the colleges and universities that accept TOEFL test scores.
- ▶ 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.

SCORES ARE VALID FOR TWO YEARS

- ▶ TOEFL 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 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.

Request for Score Review

You can request that your TOEFL PBT answer sheet or TWE essay be reviewed up to **three months** after your test date. **Only one request per administration may be submitted.**

TOEFL PBT Answer Sheet: Your TOEFL PBT answer sheet will be reviewed independently by two different people. If hand-scoring confirms the accuracy of the scores reported earlier, you will be notified by letter that your scores have 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 score review is US\$25.

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

To request a score review, complete the Score Review 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/debit card, you may fax the form. See the instructions on the back of the form for mailing and payment information. The form is also available on the TOEFL website.

The results of the score review will be available approximately three weeks after TOEFL Services receives your request 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 test takers. If you send your test taker score report to an institution and there is a difference between the official scores recorded at ETS and those on the score report you provided, the institution will be requested to send ETS a copy of the score report 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 test taker score report.

ACCEPTABLE SCORES OR SCORE REQUIREMENTS

Each institution or agency that accepts TOEFL PBT and TWE 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 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 agency.

CONFIDENTIALITY OF SCORES

The TOEFL program protects the information that is stored in data or research files held by ETS from unauthorized disclosure. Under certain specific conditions, this data may be shared.

ETS's goal is to report valid scores, ones that reflect the test taker's own unaided abilities. In the interest of that goal, ETS reserves the right to share any and all information in its possession about a test taker and the terms and conditions of test taking with (a) any entity which ETS recognizes as an authorized user of TOEFL test scores, including without limitation any entity to which ETS reports test scores at the test taker's request, (b) any government agency, including agencies responsible for administration or enforcement of U.S. criminal and/or immigration laws, and (c) pursuant to a U.S. or foreign subpoena or required by application law. That information includes, but is not limited to, test taker identifying information, information concerning the conduct and findings of any test security investigation, and information concerning the test center where the test was taken.



Your score report 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 analysis of individual questions ensures 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 center.** You can 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, as soon as possible 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, contact the TOEFL Program (see "Test Center Complaints," page 5) as soon as possible 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 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 to 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 examples listed under "Dismissal from a Test Center" on page 12.

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** (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 test 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.

SCORES AND SCORE REPORTING *(continued)*

When test administration irregularities occur, the test may be delayed or canceled. ETS may decline to score the test or may cancel the test scores. If, because of a testing irregularity, your test is canceled, your test is not scored or your scores are canceled, see “Delayed or Rescheduled Tests” on page 11 of this *Bulletin*.

IDENTIFICATION (ID) DISCREPANCIES

When, in ETS’s judgment or the judgment of the test center supervisor, there is a discrepancy in a test taker’s ID, the test taker may be dismissed from the test center. In addition, ETS may decline to score the test or cancel the scores if the document(s) or photograph(s) from test day cannot be validated or if ETS has evidence that you did not appear for the test. If test scores are canceled by ETS for these reasons, the test fee will not be refunded.

HOLDING/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 hold the test taker’s scores. If scores are held, the test taker cannot send score reports to any institution or agency until the investigation is completed. If the scores are then canceled, ETS may bar the test taker from future ETS tests. ETS will send copies of your cancellation letter to any score recipients who have already received your scores. In addition, when there is information that ETS considers sufficient that the administration of the test did not comply with test administration regulations, some or all scores at the test center may be held or canceled.

ETS reserves the right to take any action — including, but not limited to, dismissing the test taker from the test center, holding or canceling the test taker’s scores and barring the test taker from future testing — for failure to comply with test administration regulations or the test center supervisor’s directions. ETS also reserves the right to cancel scores when, in its sole judgment, there is evidence suggesting that a test taker had pre-knowledge of test questions or answers. If a test taker is dismissed from the test center or a test taker’s scores are canceled, those scores will not be reported, and the test fee 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 assert against ETS for holding or canceling scores, not reporting scores, banning the test taker from future testing, or disclosure of test taker information, pursuant to ETS’s rights as set forth in this document.

CHANGES IN TERMS AND CONDITIONS

You agree that ETS may amend or change these terms and conditions from time to time in its discretion by providing notice in the TOEFL section of www.ets.org or in any of the appropriate TOEFL documents, or by emailing or otherwise giving notice to you. If you provide your TOEFL information after the effective date of an amendment or if, before the effective date, you fail to withdraw your TOEFL information from all applicable score users or otherwise fail to instruct them not to access your score data, 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.

TEST CENTERS

Up-to-date information on TOEFL PBT test centers and dates 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

Up-to-date information on the institutions and agencies that accept TOEFL scores is available in the Test Takers section of the TOEFL websites at www.ets.org/toefl or at www.toeflgoanywhere.org. **If your intended score recipient is not listed, contact the agency or institution before the day of the test to get its code number.** 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. 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	457	China, People's Republic of	234	Guinea-Bissau	360	Malaysia	475	Portugal	575	Trinidad and Tobago
003	Albania		Colombia	235	Guyana	361	Maldives	474	Puerto Rico		Tunisia
005	Algeria	120	Comoros	240	Haiti	363	Mali	477	Qatar	580	Turkey
007	American Samoa	122	Congo, The Democratic Republic of	597	Holy See (Vatican City State)	365	Malta	482	Reunion	585	Turkmenistan
008	Andorra	630	Congo	245	Honduras	366	Marshall Islands	483	Romania	584	Turks and Caicos Islands
010	Angola		Cook Islands	250	Hong Kong	368	Martinique	484	Russian Federation	586	Tuvalu
011	Anguilla		Costa Rica	251	Hungary	369	Mauritania		Rwanda	587	Uganda
012	Antigua and Barbuda	125	Côte D'Ivoire	255	Iceland	370	Mauritius	487	St. Kitts and Nevis	590	Ukraine
015	Argentina	130	Croatia	260	India	375	Mexico	486	St. Lucia	589	United Arab Emirates
016	Armenia	290	Cuba	265	Indonesia	107	Micronesia, Federated States of	521	St. Maarten (Dutch Part)	591	United Kingdom
017	Aruba	133	Curacao	270	Iran, Islamic Republic of	376	Moldova, Republic of	502	St. Vincent and the Grenadines	588	United States
020	Australia	135	Cyprus	273	Iraq		Monaco	522	Samoa	592	Uruguay
025	Austria	137	Czech Republic	275	Ireland	378	Mongolia	620	San Marino	595	Uzbekistan
029	Azerbaijan	140	Denmark	280	Israel	379	Montenegro	488	Sao Tome and Principe	594	Vanuatu
035	Bahamas	142	Djibouti	285	Italy	354	Montserrat	489	Saudi Arabia	596	Venezuela
040	Bahrain	150	Dominica	295	Jamaica	381	Morocco	490	Senegal	600	Vietnam
045	Bangladesh	153	Dominican Republic	300	Japan	380	Mozambique	497	Serbia	605	Virgin Islands (British)
050	Barbados	154	Ecuador	305	Jordan	385	Myanmar	494	Seychelles	607	Virgin Islands (U.S.)
056	Belgium	165	Egypt	310	Kazakhstan	090	Namibia	498	Sierra Leone		West Bank
058	Benin	170	El Salvador	312	Kenya	388	Nauru	500	Singapore	611	Yemen
060	Bermuda	175	Equatorial Guinea	314	Kiribati	386	Nepal	499	Slovakia	623	Zambia
063	Bhutan	183	Eritrea	315	Korea, Democratic People's Republic of	387	Netherlands	505	Slovenia	635	Zimbabwe
065	Bolivia	182	Estonia	317	Korea, Republic of	390	Netherlands Antilles	504	Solomon Islands	480	
067	Bonaire, Saint Eustatius and Saba	184	Ethiopia	317	Kosovo, Republic of	395	New Caledonia	506	Somalia		
069	Bosnia and Herzegovina	185	Falkland Islands	317	Kuwait	396	New Zealand	507	South Africa		Use 999 for any country/region not listed.
070	Botswana	188	Faroe Islands	320	Kyrgyzstan	405	Nicaragua	510	South Sudan		
071	Bouvet Island	187	Fiji	323	Lao People's Democratic Republic	420	Niger	526	Spain		
075	Brazil	190	France	323	Latvia	425	Nigeria	515	Sri Lanka		
081	Brunei Darussalam	195	French Guiana	325	Lebanon	430	Niue	520	Sudan		
085	Bulgaria	200	French Polynesia	328	Lesotho	433	Northern Mariana Islands	525	Suriname		
092	Burkina Faso	203	Gabon	328	Liberia	367	Norway	527	Swaziland		
099	Burundi	202	Gambia	330	Lithuania	435	Oman	530	Sweden		
307	Cambodia	204	Gaza Strip	333	Luxembourg	443	Pakistan	535	Switzerland		
095	Cameroon	205	Georgia	335	Macao	445	Palau	540	Syrian Arab Republic		
100	Canada	206	Germany	340	Macedonia, Former Yugoslav Republic of	447	Palestinian Territories	545	Taiwan (Republic of China)		
106	Cape Verde	210	Ghana	343	Madagascar	211	Panama	555	Tajikistan		
110	Cayman Islands	215	Greece	344	Malawi	450	Papua New Guinea	556	Tanzania, United Republic of		
113	Central African Republic	220	Greenland	345		400	Paraguay	560	Thailand		
114	Chad	222	Grenada	347		455	Peru	565	Timor-Leste		
115	Chile	228	Guadeloupe	348		460	Philippines	566	Togo		
		229	Guam			465	Poland	567	Tonga		
		230	Guatemala	350		470					
		233	Guinea	355							

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 appointment. Information about canceling a test, program refund policies, refund processing times, and requirements for completing this form are in the *Bulletin for TOEFL Paper-based Testing*.

Complete the form and send it to the address shown. Refunds are 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 SCORE REVIEW 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 score review request per test administration can be submitted. Checks must be made payable to ETS-TOEFL. 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 can 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 score review will be available approximately three weeks after receipt of your 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 fax may not have been received by TOEFL Services, and you attempt to send the information again, write "DUPLICATE" in large letters on all repeat faxes. This will help avoid extra processing by TOEFL Services and unnecessary charges to your credit/debit card. Faxed requests are processed in approximately two weeks.

COMPLETING AND SUBMITTING THE TOEFL PBT ADDITIONAL SCORE REPORT REQUEST FORM

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

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

- appointment confirmation/registration number
- name
- date of birth
- test date

To order an official score report for an institution:

- go to the TOEFL Destination Search (www.toeflgoanywhere.org) or the TOEFL website (www.ets.org/toefl) and check the institutions and agencies that accept TOEFL scores
- find the name of the institution or agency 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. You will receive a confirmation when your score reports have been sent.

Check the appropriate box to show the number of score reports you are requesting. Reports will be mailed approximately 10 business days 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 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 by 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 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 can 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 fax may not have been received and you try resending your fax, write "DUPLICATE" in large letters on all repeat faxes. 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 Document Processing
225 Phillips Boulevard
Ewing, NJ 08618-1426 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 may be added to your account.

CONSENT POLICY

Notwithstanding anything to the contrary in any other ETS or ETS affiliate's ("ETS," "we," "us," "our") materials or agreements with you, you consent to the terms and conditions herein by registering for or taking an ETS test, creating an online account or using our Website, providing survey information or requesting one of our services or completing order or payment information. You agree that we have the right to obtain, store (only for as long as necessary), use and transmit your personal information including your full name, home address, email address, telephone number, Social Security number, passport number, biometric data such as fingerprints, audio recordings and video files, your answers to other background information questions, the test you are registering for, test date, payment information, and how you specifically use our Website ("Personal Information").

We use your Personal Information to:

- complete any registration, purchases or other transactions you request online
- improve our products and services, and identify, develop and offer new or expanded products and services
- improve and personalize your experience on the Website
- notify you about updates, products, services and/or special offers from ETS, its affiliates and selected third parties
- ask you to participate in brief surveys or provide other information
- generate aggregate statistical studies and conduct research ourselves or jointly with others related to our products and services and the use of our Website

Based upon your specific relationship(s) with us for a particular product or service, we may use your Personal Information in ways described in more detail in one or more other agreements.

Additionally, you consent to the transfer of your Personal Information within and outside of your country of residence and outside of the location where you have taken the test(s).

We disclose your Personal Information to certain third parties with whom we have a direct or indirect business or contract relationship, to provide the products and services you have requested.

You will have the ability to opt out of receiving certain communications from us, including voicemail or email. If you do not opt out immediately, but later decide that you would prefer not to receive email communications from us, please contact that particular testing program through www.ets.org. Remember, however, that we may still send email or call you in order to provide a product or service that you request.

Australia requires ETS to provide notification to AU residents. For Australian residents only, please be informed that if you consent to the overseas disclosure of the information or transfer of your data outside of Australia, ETS and its affiliates will not be required to take reasonable steps to ensure that ETS or its affiliates' use of such data outside of Australia does not breach the Australian Privacy Principles.

By indicating "Accept," you consent to the terms and conditions above and those more fully outlined in the ETS Privacy Policy located at www.ets.org/legal/privacy or attached hereto for paper-based assessments.

2016–17 TEST DATES

Test Dates	Mail-in Registration Deadline	Online Registration Deadline	Approximate Score Report Mailing Dates
Saturday, October 15, 2016	August 29, 2016	September 16, 2016	November 16, 2016
Saturday, November 12, 2016	September 26, 2016	October 14, 2016	December 14, 2016
Saturday, January 7, 2017	November 14, 2016	December 2, 2016	February 8, 2017
Saturday, April 1, 2017	February 13, 2017	March 3, 2017	May 3, 2017

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. All test takers are required to write a TWE essay.

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