



# TOEFL Designated Institution and ETS Data Manager – benefit from the score verification tools

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Regional Manager CEE & CA



# What is the TOEFL iBT Test?

- The world's premier English-language proficiency test for university study, work and immigration
- An academic English test that uses integrated questions to measure all four language skills:

**READING • LISTENING • SPEAKING • WRITING**

- Delivered at ETS-authorized test centers or at home



# TOEFL iBT Test Format (from July 26<sup>th</sup>, 2023)



 Total Testing Time: Less Than **2** Hours



\*Does not apply to Paper Edition



# Scores & Score Reporting



# How is the test scored?



**Score requirements vary by institution and sometimes by program. Check with the admissions office to learn what score you need.**

# TOEFL iBT<sup>®</sup> Score Scale and CEFR Mapping

CEFR level	Reading (0–30)	Listening (0–30)	Speaking (0–30)	Writing (0–30)	Total (0–120)
<b>C2</b>	29	28	28	29	114
<b>C1</b>	24	22	25	24	95
<b>B2</b>	18	17	20	17	72
<b>B1</b>	4	9	16	13	42
<b>A2</b>	n/a	n/a	10	7	n/a



<https://www.ets.org/toefl/score-users/scores-admissions/compare/>

# Using *TOEFL iBT*<sup>®</sup> Subscores in Admissions

Consider the use of section scores as well as the total score

	Reading	Listening	Writing	Speaking	Total
<b>Student 1</b>	17	20	24	19	80
<b>Student 2</b>	20	20	20	20	80
<b>Student 3</b>	25	25	16	14	80

Which TOEFL iBT scores are best for your program?



# TOEFL iBT® Score Reporting

## TOEFL® Showcase™ in ETS® Data Manager

**AE, TestProfile** Hide Student Details

**TOEFL Showcase™**  
When Academic English Matters

**Address:** 660 Rosedale Road, Princeton, NJ 08540, UNITED STATES  
**Country Of Birth:** INDIA  
**Email:** testProfileae@ets.org  
**Date of Birth:** 02/01/1994 (MM/DD/YYYY)

**Gender:** Female  
**Native Language:** ENGLISH  
**Institution Code:** 7545  
**Dept Code:** 02

**Dept Description:** Graduate Schools of Management  
**Test Center:** ITSK185A  
**Test Center Name:** Seoul International Testing Center  
**Test Center Country:** KOREA, REPUBLIC OF

**Appointment No.:** 7799606200288351  
**ID Type:** PASSPORT  
**ID No. (Last 4 digits):** 4567  
**Issuing Country:** IND

Test Date	Total Score (0-120)	Reading (0-30)	Listening (0-30)	Speaking (0-30)	Writing (0-30)
<b>TOEFL iBT® Paper Edition Scaled Scores</b> <small>These are the scores from the test taker's selected test date.</small>					
03/05/2020	33	2	8	12	11
<b>MyBest® Scores</b> <small>As of 06/12/2020</small>	83	20	20	23	20

MyBest scores are a combination of the test taker's best scores for each test section from all of their valid TOEFL tests in the last 2 years.

**Information about TOEFL iBT Paper Edition Test Scores:**  
Scores for the TOEFL iBT Paper Edition test consist of four section scores and a total score.  
Expired scores are not included in MyBest calculations.

**Validity of Scores:**  
Business English proficiency can change considerably in a relatively short period; scores more than two years old cannot be reported or validated. Please note the date on which the test was taken. Additional information about TOEFL iBT Paper Edition scores can be found on the TOEFL website at <https://www.ets.org/toefl>.

**Speaking Samples**

**Sample 1**  
Represents a response from the test taker's selected test date

**Sample 2**  
Represents a response from the MyBest scores test date for the Speaking section

**Writing Samples**

**Sample 1**  
Represents a response from the test taker's selected test date

**Sample 2**  
Represents a response from the MyBest scores test date for the Writing section

Test Taker Information

Name of Test\*

MyBest® Scores

Total and Section Scores

Speaking and Writing Samples





# TOEFL iBT® Paper Score Reports

## Home Edition

## Paper Edition

**ETS TOEFL iBT** Institutional Score Report [Security Guard goes here]

Name: **Setiadi, Atn**  
 Last First Middle Initial Name, First (abbr) Name, Middle Name  
 Email: **asetadi@ets.org**  
 Gender: **F** Appointment Number: **0000 0000 0038 5909**  
 Date of Birth: **October 13, 1992** Test Date: **October 23, 2019**

A. Setiadi  
 73, Jalan Cihai  
 BANDUNG 40115  
 INDONESIA

**SAMPLE**

Country of Birth: **Indonesia** Test Code: **0000**  
 Native Language: **Bahasa** Dept. Code: **00**  
 Test Center: **STNRPUSA - Special Home Edition** Dept. Description: **XX**  
 Test Center Country: **United States** Security Identification

ID Type: **Passport** ID No.: **23645** Issuing Country: **Indonesia**

**October 23, 2019**  
 Test Date Scores

**81** out of 120

Reading: 17  
 Listening: 20  
 Speaking: 22  
 Writing: 22

**MyBest™ Scores**  
 Test taker's highest section scores from all valid test dates, as of October 23, 2019

**85** out of 120

Reading: Test Date: Oct 18, 2019 18  
 Listening: Test Date: Mar 10, 2019 21  
 Speaking: Test Date: Oct 23, 2019 22  
 Writing: Test Date: Jan 02, 2019 24

**INFORMATION ABOUT SCORES**  
 For the TOEFL iBT® test, there are four section scores and a total score. A total score is not reported when one or more sections have not been administered. These scores have the following ranges:

**SCORE RANGES**

Reading	0-30
Listening	0-30
Speaking	0-30
Writing	0-30
Total Score	0-120

**VALIDITY OF SCORES**  
 Because English proficiency can change considerably in a relatively short period, scores more than two years old cannot be reported or validated. Please note the test date(s). Expired scores are not included in MyBest™ calculations.

**IMPORTANT MESSAGE TO SCORE RECIPIENTS:**  
 This report of TOEFL iBT test scores is valid ONLY if received directly from ETS. Photocopies should never be accepted.

TOEFL iBT scores are confidential and are not to be released by the recipient without written permission from the test taker. All staff with access to score records should be advised of their confidential nature.

If you need to verify these scores, please call the TOEFL Score Verification Service at +1-800-387-8647 or +1-609-771-7100. Scores more than two years old cannot be reported or validated.

Additional information about TOEFL iBT scores is available at [www.ets.org/toefl/institutionscores](http://www.ets.org/toefl/institutionscores).

ETS® Security Guard test is printed with a special heat-sensitive ink for security. To activate this security feature, apply heat to the text, either by rubbing it or blowing on it, and the ETS Security Guard text will disappear. 01 - 02

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**ETS TOEFL iBT** Paper Edition Institutional Score Report [Security Guard goes here]

Name: **Setiadi, Atn**  
 Last First Middle Initial Name, First (abbr) Name, Middle Name  
 Email: **asetadi@ets.org**  
 Gender: **F** Appointment Number: **4369 8251 0038 5909**  
 Date of Birth: **October 13, 1992** Test Date: **March 26, 2022**

A. Setiadi  
 73, Jalan Cihai  
 BANDUNG 40115  
 INDONESIA

**SAMPLE**

Country of Birth: **Indonesia** Test Code: **3630**  
 Native Language: **Bahasa** Dept. Code: **00**  
 Test Center: **STNPD06A - ETS Lab** Dept. Description: **Undergraduate**  
 Test Center Country: **United States** Security Identification

ID Type: **Passport** ID No.: **23645** Issuing Country: **Indonesia**

**March 26, 2022**  
 Test Date Scores

**81** out of 120

Reading: 17  
 Listening: 20  
 Speaking: 22  
 Writing: 22

**MyBest™ Scores**  
 Test taker's highest section scores from all valid TOEFL iBT Paper Edition test dates, as of March 26, 2022

**85** out of 120

Reading: Test Date: Feb 16, 2022 18  
 Listening: Test Date: Dec 11, 2021 21  
 Speaking: Test Date: Mar 26, 2022 22  
 Writing: Test Date: Jan 22, 2022 24

**INFORMATION ABOUT SCORES**  
 For the TOEFL iBT® test, there are four section scores and a total score. A total score is not reported when one or more sections have not been administered. These scores have the following ranges:

**SCORE RANGES**

Reading	0-30
Listening	0-30
Speaking	0-30
Writing	0-30
Total Score	0-120

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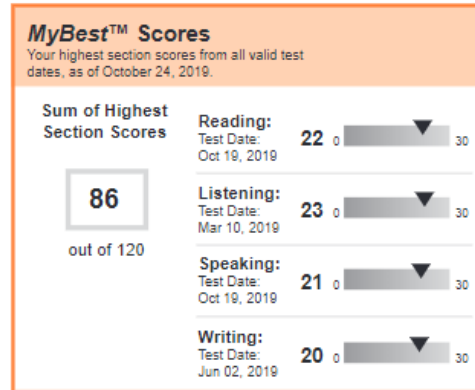
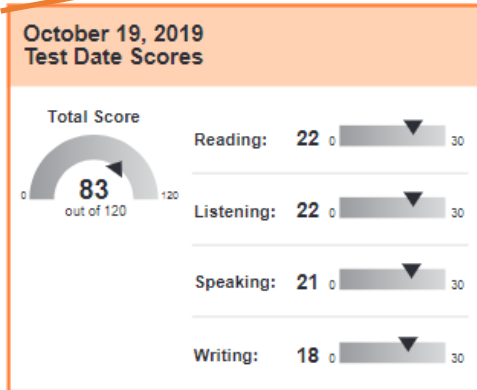
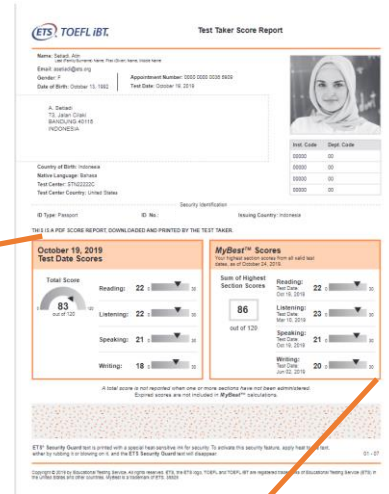
Test Center: STNRPUSA

Paper Edition

# MyBest Scores

Shows test taker's best performance.

- Combination of the highest scores from each section on all valid test dates
- Automatically included in all score reports





Accessing Scores:  
How to become a TOEFL Score user and  
receive a Designated Institution (DI) code?



# My institution is not a TOEFL Score user, how to become one? TOEFL® Designated Institution (DI) Form

**TOEFL Score User:** Accepting TOEFL scores means you've joined the more than **12,000 institutions worldwide** that trust the test to provide reliable information about their applicants' English-language proficiency and ability to succeed. It also means that **ETS is committed to your success and dedicated to providing best-in-class service to meet the needs of your institution.**

Please fill out the information to request a new Designated Institution (DI) code or to request an update to an existing institution listing.

<https://www.ets.org/forms/toefl/di-score-user-request.html>

Types of required information to be filled:

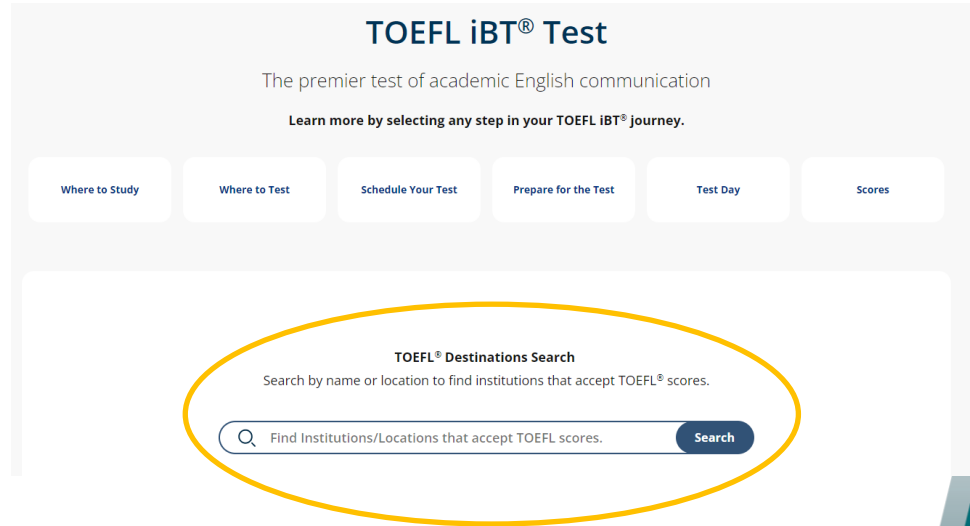
- Institution name
- Type
- Fields of Study
- Address
- Website
- Your program and score requirements
- Contact Information
- Terms and Conditions acceptance

You can review your public listing by using the [TOEFL Destinations Search](#).



# TOEFL Destinations Search

- Search 12,000+ institutions that accept TOEFL scores
- Search by institution name or location



**Search institutions today  
on the TOEFL website.**





# Accessing Scores: ETS Data Manager Portal



# Portal dedicated to ETS Services for Institutions and Organizations

- **ETS® Data Manager** is a free to institutions and organizations that have a GRE or TOEFL score reporting code, created for official GRE® and TOEFL® score users

## Viewing Scores Online

Quickly and conveniently view GRE or TOEFL scores online.

## Lead Administrator and Secondary User Roles

You'll need to designate at least one Lead Administrator to use ETS Data Manager.

## Server-to-Server Data Feeds

Learn how to receive test-taker score data via an automated download from ETS's server to your institution's server.

If your institution is authorized to receive GRE and/or TOEFL scores, you will have an official ETS **Designated Institution (DI) or Attending Institution (AI)** score delivery code and can request access to use the ETS Data Manager and assign Lead Administrator or Secondary Score User.



# Roles in ETS Data Manager

**Lead Administrators** are institutional representatives who are responsible for approving and managing access to online score data at their institution. They can:

- Access score data for their institution.
- Approve access to score data and other services for secondary users at their institution.
- Create new users directly in the portal for immediate access to score data.
- Share a link with their staff or faculty to complete a Request Form to access score data online.
- Modify user's profiles and deactivate user's access when staff leave the institution or change positions.
- Reset passwords on behalf of users.

**Secondary Users** are institutional representatives who need to access score data online but aren't responsible for approving and managing who has access to score data for their institution.

Secondary Users can access score data and other services that their Lead Administrator approves for them.





# How to request access to ETS Data Manager (if I already have a DI code)?

- 1) Go to the webpage and click on **Request Access:** <https://www.ets.org/institution-portal/data-manager.html>
- 2) Fill out the form, make sure to insert all required information and type of score data you want to view (GRE or TOEFL)

## \* Required Information

Your Information

\* First Name:

\* Last Name:

\* Job Title:

\* Country:

\* Address Line 1:

Address Line 2:

\* City:

\* State/Province:

\* ZIP/Postal Code:

\* Email Address:

\* Phone Country Code:

\* Phone Number:

Extension:

Institution Website URL

## Score Data in ETS Data Manager

\* Required Information

GRE<sup>®</sup> Score Data

\* Select one or more Institutions and Roles

TOEFL<sup>®</sup> Score Data

\* Select one or more Institutions and Roles

## What Would You Like to Access?

Do you want to access Score Data?

This service is for institutions/organization/government bodies that are already authorized to receive ETS GRE<sup>®</sup> and/or TOEFL<sup>®</sup> test scores to request access to score reports, skill samples, videos and/or data reports online through the ETS Data Manager. The OSVS feature of the ETS Data Manager allows users to verify that the TOEFL scores provided by any test takers match their official scores at ETS. Approved users can download score reports or score report data in multiple formats and create custom summary data reports. [Learn about ETS Data Manager.](#)

# How to request access?

## Find Institutions

By Institution Code

By Location

Country/Location:

Kazakhstan

## Your Institutions

Code	Institution Name	Remove
D102	Almaty Management University	<a href="#">Remove</a>
	<input checked="" type="checkbox"/> Undergraduate Organization	
	<input checked="" type="checkbox"/> Graduate Organization	

## Find Institutions Result



Click or use space bar to select an Institution from Search Institution Result

Code	Institution Name
D272	Abylkas Saginov Karaganda Technical University
3608	Akeac
D313	Akhmet Yassawi International Kazakh-Turkish University
D011	Akhmet Yassawi University
C505	Al Farabi Kazakh National University
D102	Almaty Management University

## 6) View summary and submit request

Score Data - ETS Data Manager

**TOEFL® Score Data**

- D102 Almaty Management University - Undergraduate Organization  
Requested Role: Lead Administrator  
Requested Services: TOEFL Test Taker Score Reports, TOEFL Custom Reports
- D102 Almaty Management University - Graduate Organization  
Requested Role: Lead Administrator  
Requested Services: TOEFL Test Taker Score Reports, TOEFL Custom Reports

Review all information for accuracy before you submit your request.

[← Back](#)

[Submit My Request](#)

3) Find your institution by Code or Location and select it.

4) Select Roles (Lead Administrator and/or Secondary User)

5) Select Services (TOEFL Test taker Score Report or TOEFL Custom Reports)

**TOEFL® Score Data**

\* Select one or more Institutions and Roles [Edit Selections](#)

**Lead Administrators manage staff access to online score data for their institution.**  
[About Lead Administrators and Secondary Users](#)

Institution Code, Name and Type	Select Your Role	Remove from Your Institutions
D102 Almaty Management University Undergraduate Organization	<input checked="" type="radio"/> Lead Administrator <input type="radio"/> Secondary User	<a href="#">Remove</a>
D102 Almaty Management University Graduate Organization	<input checked="" type="radio"/> Lead Administrator <input type="radio"/> Secondary User	<a href="#">Remove</a>

\* Select one or more Services for the selected Institutions

- TOEFL Test Taker Score Reports [Learn More About TOEFL Test Taker Score Reports](#)
- TOEFL Custom Reports [Learn More About TOEFL Custom Reports](#)

**Institutions can also request to receive individual test taker score data via server-to-server feed.**  
**This service provides the ability to download test taker score from ETS server to client server. This can be done on demand or via a scheduled job. Requires one-time set-up by institution's IT or technology staff with understanding of programming language such as Java, Perl, PHP or .NET. ([How to request server-to-server feed](#))**



# What happens after I request an access?

When your access is approved, you will receive three emails from [noreply@ets.org](mailto:noreply@ets.org):

- an email indicating which testing programs and services you have been approved for
- an email containing your assigned username with a link to the ETS Institution Portal sign-in page
- an email containing a temporary password with a link to the ETS Institution Portal sign-in page

The first time you sign in with your username and temporary password, you will be prompted to enter your temporary password, then create and confirm a new password. In addition, you must select a security question and provide an answer to verify your identity if you forget your password in the future.

If you did not receive these emails, check your Junk Email or Spam folder. Also be sure to add "@ets.org" to your address book or safe sender list to make sure you receive important confirmation emails from ETS.

## When will I receive confirmation?

After requesting access, in case approved, you will receive a confirmation in **7-10 business days**

## How fast do scores appear in the ETS Data Manager?

Score reporting runs occur twice a week for GRE and daily for TOEFL, scores appear within 24hrs of each score run



# How to sign in to the ETS Data Manager?



## Sign in to the ETS Institution Portal

You'll access the ETS Data Manager via the ETS Institution Portal.

Sign In



This portal is intended for authorized institutions, organizations and other approved ETS clients only.

### Username

Enter your username below  
Username is required

Remember Username

[Forgot Username](#)

### Password

Enter your password below  
Password is required

[Forgot Password](#)

Sign In

For both GRE and TOEFL, an institution can only see the scores that test taker designated them to see. If they did not do so, test taker needs to order an additional score report to be sent to your institution.

Login credentials should not be shared among staff. The Lead Administrator can add as many Secondary Users as your institution needs



# ETS Portal Home

Your last access was on 07/19/2023 5:54 AM

## Score Data in ETS Data Manager

**View TOEFL® Data in ETS Data Manager**

-  Interpret TOEFL Scores
-  Score Use
-  TOEFL® Website
-  ETS Data Manager User Manual 






-  View/Update My Profile
-  Change Password
-  Manage My Security Profile



**Request Access to Other Services/Institutions**

## TOEFL® Online Score Verification Service (OSVS)

**Verify TOEFL Scores**

-  OSVS User Manual 
-  TOEFL Website

## Manage My Users

-  Review Requests
-  Search/Manage Existing Users

**Add a New User**



# How to view TOEFL Data?

View TOEFL® Data in ETS  
Data Manager

Click on this option

Fill out search criteria  
and view result

Interpret TOEFL Scores

Score Use

TOEFL® Website

ETS Data Manager User Manual

The score range is 0–30 for each section of the TOEFL iBT test. Each score range is broken down into four or five proficiency levels to help you more accurately assess a test taker's skill.

Tips for setting score requirements

Website and useful resources

Choose Test Taker Score Reports / Custom Reports or Saved Reports (if opted for these options while requesting access)



Search criteria:

Enter one or more search criteria below.

Test Date  Report Date

Test Type:

- TOEFL iBT
- TOEFL iBT Paper Edition
- TOEFL Essentials
- TOEFL rPDT

Test Date Range

Start:

MM/DD/YYYY



End:

MM/DD/YYYY



Test Taker Name

Last Name:

First Name:

Other Criteria

Date of Birth:

MM/DD/YYYY



Appointment No.:

Institution/Orgs:

All

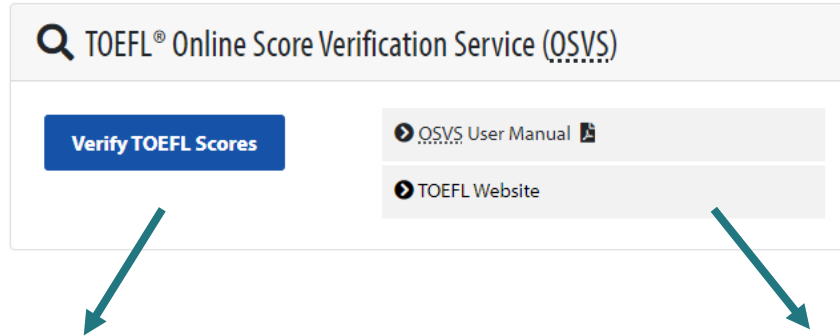
School:

All



View Result

# How to verify TOEFL iBT Scores?



For the *TOEFL iBT*® and *TOEFL Essentials*™ tests:


## Enter Test Taker information

Enter search criteria below

**Search criteria:**

Appointment No.:

Date of Birth:

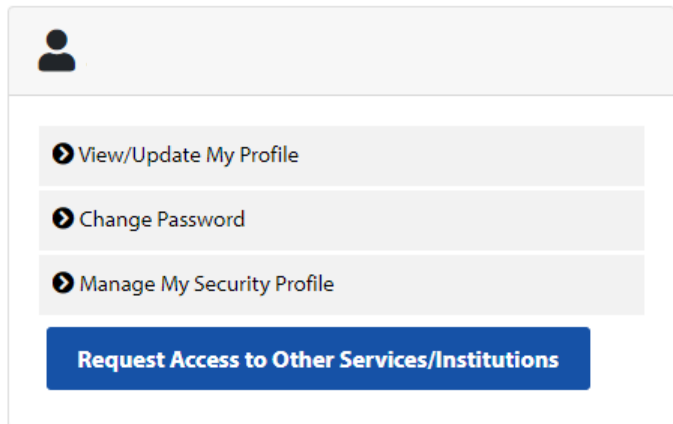
MyBest® Scores as of date:  

[View Result](#)

Website and useful resources

! If you want to verify TOEFL ITP Score, please email [tests-security@etsglobal.org](mailto:tests-security@etsglobal.org)

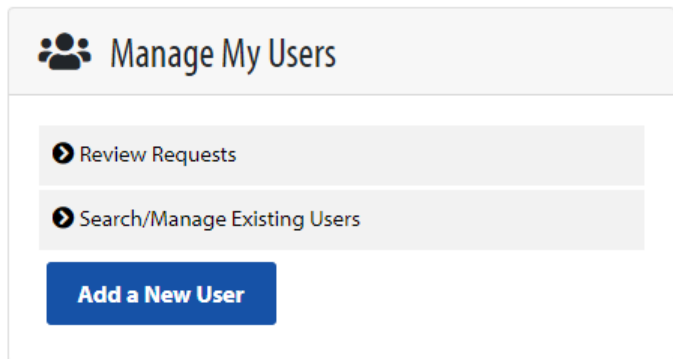




A screenshot of a user profile management interface. At the top left is a user icon. Below it are three menu items: "View/Update My Profile", "Change Password", and "Manage My Security Profile". At the bottom is a blue button labeled "Request Access to Other Services/Institutions".



Manage your personal account and users



A screenshot of the "Manage My Users" interface. It features a header with a group icon and the text "Manage My Users". Below are two menu items: "Review Requests" and "Search/Manage Existing Users". At the bottom is a blue button labeled "Add a New User".

If you have additional questions,  
please access the FAQ file:  
<https://www.ets.org/content/dam/ets-org/pdfs/institution-portal/ets-data-manager-faqs.pdf>







# Test Security



# Test Security – TOEFL iBT® Test Center

ETS has long been at the forefront of combatting test security concerns:

- **Test-day security procedures** include biometric voice identification, facial recognition and the use of electronic wandings at test centers.
- **All human rating is done anonymously**, eliminating opportunities for fraud between test takers and interviewers.
- **Scoring isn't done at test centers** and records aren't stored there.
- **Student identity is confirmed** comparing valid government issued national/federal/provincial ID containing test taker's signature and photographs with test taker photo captured on test day.



[www.ets.org/toefl/score-users/about/security](http://www.ets.org/toefl/score-users/about/security)

# Test Security – TOEFL iBT® Home Edition

TOEFL iBT Home Edition employs multiple best-in-class security measures that use both real-time human monitoring and artificial intelligence technology:

- **100% Live human proctoring** - ensures constant vigilance, including confirming the test taker's identity and scanning their home environment before testing begins, flagging any suspicious activity and intervening if necessary.
- **Artificial Intelligence technology** — such as facial recognition, gaze tracking and video recording of the entire session — will guard against malicious activity.
- **Home Environment Monitoring** - Comprehensive security check, ID review, thorough test environment scan and video recording from the start to finish -



[www.ets.org/toefl/score-users/about/security](http://www.ets.org/toefl/score-users/about/security)



[www.ets.org/toefl](http://www.ets.org/toefl)

