

Canceling Your Scores

Although you will have the option of canceling your scores after the test, you should consider very carefully before doing so. Your scores will be reported to institutions only if you request them to be. If you do cancel your scores, they will not be reported to you or to any institutions, and no refund will be made.

If you cancel your scores and you decide within 60 days that you would like to have them reinstated, you may do so by sending a written request to TOEFL Services, Educational Testing Service, PO Box 6151, Princeton, NJ 08541-6151, USA. The fee for reinstatement is US\$10. Your request should include your name, date of birth, daytime phone number, appointment number, and payment (see “Acceptable Forms of Payment,” page 4). Scores will be reinstated and reported to you in approximately two weeks.

NOTE: You are allowed to take the test only once in a calendar month. This includes test administrations where you decide to cancel your scores. **If you test more than once in a calendar month, your new scores will not be reported and your test fee will not be refunded.**

Examinee’s Score Record, Official Score Reports

Your test fee entitles you to

- one printed examinee’s score record
- up to four official score reports sent free of charge from ETS to institutions you designate on the day of the test. **If you do not select institutions on the test day, you must pay US\$12 per institution to have scores sent later.**

The printed score report will contain the Listening and Reading section scores that you saw at the test center, your final Structure/Writing section score, and your total score, as well as your essay rating.

PLEASE NOTE: If you handwrite your essay, your scores will be mailed approximately five weeks after the test date. If you compose it on the computer, your scores will be mailed approximately two weeks after the test date. Under no circumstances can test results be given any earlier.

If you have not received your score record four weeks after the test (typed essay) or seven weeks after the test (handwritten essay), write to TOEFL Services, Educational Testing Service, PO Box 6151, Princeton, NJ 08541-6151, USA, or send an email to toefl@ets.org.

If your address changes after you take the test, be sure to contact TOEFL Services in Princeton, NJ at the above address.

Ordering Additional Score Reports

You can use the TOEFL Score Report Request Form on page 37 if you want TOEFL Services-Princeton to send official score reports to institutions other than those you indicate on the day of the test. Be sure to include your 16-digit appointment confirmation number. You cannot delete or change a designated institution after you have made a request. Scores more than two years old cannot be reported or verified.

NOTE: TOEFL scores are measurement information and are subject to all restrictions on release of information indicated in this *Bulletin*. They are not the property of the examinee.

Comparing Test Scores

Paper-based and computer-based TOEFL tests are similar in many ways. For example, both tests consist of multiple-choice questions that measure an examinee’s ability to understand spoken English, understand English reading passages, and recognize correct English grammar. Both tests also require the examinee to write an essay. However, there are some important score-related differences between the paper-based and computer-based TOEFL tests. One important difference is that the total score of the computer-based test includes information about the examinee’s ability to write an essay, but the total score for the paper-based test does not. Although all paper-based TOEFL tests include the Test of Written English (TWE), the TWE score is reported separately and not included in the examinee’s total score. Also, the computer-based test contains types of Listening and Reading questions that are not in the paper-based test. Because the computer-based TOEFL test has some types of questions that are not used in the paper-based TOEFL test, scores from the computer-based and the paper-based tests do not represent exactly the same information and are thus not directly comparable.

Despite the lack of direct comparability, score users sometimes need to make informed decisions about examinees who have taken the TOEFL test in different formats. To aid these score users, the TOEFL program developed concordance

tables based on data collected from more than 9,000 examinees who took both the paper-based and computer-based versions of the test. You can use the table below to see how someone who has received a total score from a paper-based TOEFL test might have scored on a computer-based TOEFL test.

It is important to keep in mind that a concordance relationship implies a rough prediction about examinee performance, rather than equivalency of scores.

To show the use of the table, let us assume that the total score for the paper-based test is 500:

- In the table below, look in the left column at the paper-based total. The score of 500 falls in the 500-517 range.
- Look in the right column at the computer-based total. The 500-517 range for the paper-based total corresponds to a range of 173 to 187 for the computer-based total.

Because this paper-based test score of 500 is at the lowest end of the range, this score corresponds approximately to the lowest computer-based score in the corresponding range, which is 173. This means that if the examinee had taken a computer-based test instead of a paper-based test, the score might have been around 173. This number is merely an estimate because the actual computer-based score would depend on the examinee’s ability to write an essay and answer types of questions that are not included in the paper-based TOEFL test.

Total Score Range Comparison	
Paper-Based Total	Computer-Based Total
600-677	287-300
640-657	273-283
620-637	260-270
600-617	250-260
580-597	237-247
560-577	220-233
540-557	207-220
520-537	190-203
500-517	173-187
480-497	157-170
460-477	140-153
440-457	123-137
420-437	110-123
400-417	97-107
380-397	83-93
360-377	70-80
340-357	60-70
320-337	47-57
310-317	40-47