

## TOEFL® Online Speech Sample Service

### Frequently Asked Questions (FAQs)

#### What is the TOEFL® Online Speech Sample Service?

The Online Speech Sample Service for the TOEFL iBT™ (Internet-based test) test allows official TOEFL Institutions to hear an actual scored speech sample for any applicant who provides your institution with his or her TOEFL registration number and date of birth.

The speech sample is a 60-second clip taken from one of the four integrated tasks that require test takers to combine their English-language skills and are representative of their ability to communicate effectively in an academic setting. The integrated questions are the most challenging for test takers and require them to read, listen and speak in response, or listen and speak in response, just as they need to do in the classroom.

Please note that the speech sample represents the median performance of the test taker. Some of the test taker's spoken responses may have been stronger than the one you will hear, while others may have been weaker.

#### How does the service work?

To access the service, score users must complete an online application form and sign a confidentiality agreement. Once ETS receives the signed agreement, you will receive user names and passwords, as well as a short user manual. Please be sure to add [TOEFLNews@ets.org](mailto:TOEFLNews@ets.org) to your safe sender list.

You must be an official TOEFL Institution with a four-digit TOEFL Institution Code (DI Code) to apply for the service. If you do not have a TOEFL Institution Code, sign up now by visiting [www.ets.org/toefl/getscores](http://www.ets.org/toefl/getscores).

#### Can I change my password after I log in for the first time?

No. The passwords are generated automatically by the system. It is not possible to personalize your password.

#### What is the correct format for entering the test taker's date of birth?

The birth date must be entered in the month/day/year format. For example, 15 September 2002 would be entered as: 09/15/2002.

#### How much does the service cost?

There is no charge for the TOEFL Online Speech Sample Service.

#### Does my institution need a secure computer application or special equipment to listen to the speech sample?

For optimum performance, we recommend using **Windows® Internet Explorer** as your browser when accessing the system, and **Windows® Media Player** for the speech sample.

**Can others at my institution also access the service?**

Because this is a new service and we anticipate a high volume of requests, we are initially limiting each institution to a total of three users. This will change in the future.

**How long after the test is taken will speech samples be available?**

Speech samples become available approximately three weeks after the test date.

**Are speech samples available from past test administrations?**

Speech samples are available for any test taken on or after June 12, 2009.

**How long will the speech samples be available?**

Speech samples will remain available for two years after the test date.

**How will the service benefit the admissions process?**

The TOEFL Online Speech Sample Service gives institutions the opportunity to listen to a 60-second portion of an applicant's scored speaking response to one of the TOEFL iBT integrated speaking tasks. Integrated tasks require test takers to combine their English-language skills and are representative of their ability to communicate effectively in an academic setting. They may listen to a short lecture and respond orally to a prompt based on what they have heard; or read a passage, listen to a short lecture and then give a spoken response based on what they have read and heard.

Institutions may want to listen to an applicant's speech sample as an additional indication of his or her ability to communicate effectively in English, combined with test scores and other evidence of English-language proficiency. Speech samples may be of particular interest to business schools and international teaching assistant programs, where speaking is a critical skill.

Please note that the speech sample represents the median performance of the test taker. Some of the test taker's spoken responses may have been stronger than the one you will hear, while others may have been weaker. In addition, the sample represents extemporaneous speaking and is not a prepared speech.

**Can I cancel or change the users who have access at my institution?**

If you are the main contact at your institution (the person who signed the Confidentiality Agreement), you can delete or replace users by contacting [TOEFLVerify@ets.org](mailto:TOEFLVerify@ets.org).

**What should an institutional staff member do if the test taker's speech sample does not appear when the registration number and date of birth are entered?**

Contact [TOEFLVerify@ets.org](mailto:TOEFLVerify@ets.org) for more information. There are a number of reasons why the speech sample may be unavailable, such as:

- The student has withdrawn his or her scores
- There is an administrative issue with the format of the test taker's name or personal details
- A number was transposed or a date was not entered in the required format
- The TOEFL program has withheld the test scores due to a concern about the testing process

**Who can I contact if I have any questions?**

Contact [TOEFLNews@ets.org](mailto:TOEFLNews@ets.org) for more information.

