Frequently Asked Questions about the *GRE*® Search Service

General Information

How can I reach a GRE Search Service specialist at ETS?

For assistance, call 1-609-524-8080 or email **GRESearch@ets.org**.

What's new with the *GRE*® Search Service?

The following enhancements were introduced in July 2018:

- You can now geotarget your searches using the Google Maps™ mapping service to help you recruit more precisely by searching for prospective applicants within a specified radius of a physical address.
- New intended graduate major field codes have been added:
    - Athletic Training (code 0636, under Health & Medical Sciences)
    - Data Analytics (code 4323 under Business, Other)
    - Historical Preservation (code 5108, under Other Fields)
- A new two-digit broad major field code (52) for Law was added.
- The four-digit major field code for Law (code 5102) changed to 5201.
- You can now search for individuals who selected J.D. as their intended degree objective.

Who can use the GRE Search Service?

Institutions eligible to participate in the GRE Search Service include (1) institutions and departments within institutions that award graduate degrees, and (2) non-degree-granting organizations that award graduate fellowships or scholarships.

NOTE: Participation is currently available for eligible institutions and organizations within the United States, Canada, the European Union and many other countries. Because of international privacy laws, participation may not be available to institutions in certain locations. For further details, contact a GRE Search Service specialist.

What search criteria are available in the service?

View GRE Search Service criteria.

What are the fees (in U.S. dollars)?

- The cost per name is 60 cents and that includes re-use privileges so you can reach out to prospects multiple times at no additional cost. There are no additional fees.

From how many intended graduate major fields can GRE test takers select?

There are currently more than 450 intended major fields of study from which a GRE test taker can select. When you do your search, you can select from among all 450 or you may prefer to select from among the 51 broad major field groupings. The complete list of major fields is available in the "GRE Search Service User Manual," which you can access once you log in to the Search Service.

What evidence is there that the GRE Search Service is an effective recruitment tool?

The best evidence is what we hear directly from our longstanding school customers and even some marketing agencies that manage their recruitment campaigns. They often tell us that the GRE Search Service is one of their most cost-effective tools, when it comes to return on investment, especially when used as part of a multi-touchpoint campaign.

Do the terms and conditions for use of the Search Service allow me to give access to my advertising agency to order lists on my behalf?

Yes, the terms and conditions, which you sign when you log into the Search Service for the first time, allow you to assign ordering privileges to up to 5 delegates who can place list orders on your behalf. That means that if you have an agency managing your marketing and recruitment campaigns, they can be assigned delegate status.

Can I get a demo before I place an order?

Yes. A GRE Search Service specialist can run a complimentary search based on your specific criteria.

Where can I get more information about increasing the effectiveness of my student recruitment efforts?

For more information, contact a GRE Search Service specialist at ETS

Signing Up for the GRE Search Service

How do I get started?

Follow these three easy steps:

1. If you already have a GRE institution code, skip to Step 2. If you need a code, go to **ets.org/gre/scores** and submit an application for your institution to become a GRE score user. Institutions that award graduate degrees and fellowship organizations that award graduate fellowships are eligible to become GRE score recipients.

2. Go to **ets.org/gre/search** and click the Request Access button. Complete and submit the "Request Access to ETS Services" form.

   a. To find your institution code, type the name of your institution in the space provided. If you are unable to find your code, try leaving out common words such as "university," "college," "institute," and words like "the," "of," "and," "at," etc. For instance, if searching for the "University of Nebraska at Lincoln," try using only the keywords, "Nebraska Lincoln."

    b.   If you cannot find your institution code, contact a GRE Search Service specialist.

3.   You will receive an email from ETS in approximately 7-10 business days confirming that your access to the GRE Search Service has been activated and providing you with your username and password. If you haven't received an email from ETS in this timeframe, contact a GRE Search Service specialist.

4.   If you already have access to a service in the ETS Institution Portal, you will use the same username and password to access Search Service.

New Users

Where can I get guidance for using the service once my access to the service has been activated?

There are two ways to get guidance:

- Refer to the *GRE® Search Service User Manual* to learn about the features of the service. You can access the user manual after you sign in to the ETS Institution Portal. The user manual contains details about search criteria, characteristics of the GRE Search Service prospect pool, record layouts, etc.
- Contact a GRE Search Service specialist.

What if I'm having a problem with my username or password?

Your username and password are case sensitive. If you are not logging in for the first time, please make sure you are using the most recent password for your username. If you still cannot log in, click "Forgot Password" on the login page and indicate your username and the email address you used to establish the account. Select "Continue," and a temporary password will be immediately emailed to you.

How do I change my password?

Once you are logged in to the ETS Institution Portal, select "Change Password" from the home page. You will be prompted to enter your current password and select a new one. Note that the password must be eight or more characters and contain uppercase, lowercase, and numeric characters.