WorkFORCE®
Assessment for
Career Development

EXAMINEE
HANDBOOK
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1. Overview

About the WorkFORCE® Assessment for Career Development
The ETS WorkFORCE® Assessment for Career Development is a 15–20 minute, web-based behavioral assessment specially designed to help identify behaviors an individual may need to develop for success in their current job, or future job.

Administered using the ETS FACETS™ engine, this assessment measures six critical behavioral competencies along with underlying attributes which are known to be predictive of workplace performance. Results from the WorkFORCE® Assessment for Career Development provide scores for each of the six behavioral competencies as well as the attributes. Also available are interpretative statements that are designed to provide you with detailed feedback and actionable tips that may help you further develop in that behavioral Competency.

WorkFORCE® Assessment for Career Development Question Format
Administered using the FACETS® engine, the assessment uses an innovative forced-choice response format. In this format, you will be shown pairs of statements. Each pair will be presented one at a time. All the statements refer to how you might typically think, feel and act. Read each of the two statements carefully and decide the extent to which it may describe you. Then, choose the statement that is more like you. There may be times where neither of the statements is at all like you. In this case, you should select that one that is closer to how you think, feel or behave. When selecting a statement that is more like you, you are not necessarily agreeing with that statement, you are simply saying it is more like you than the other (even just slightly).

After each item response is obtained, your personality attribute scores are estimated and the next item pair is selected and presented to you. This process continues until the total number of test items have been completed. A final attribute score is then obtained.

2. Frequently Asked Questions

When and where can I take the WorkFORCE® Assessment for Career Development?
You can take the assessment any time of the day within the test expiration window provided in your registration confirmation email. You may also take the assessment from a location of your choice, whether it is your home, office, library or another area with an internet connection.

How often can I take the WorkFORCE® Assessment for Career Development?
Each registration code can be used to take the test only once.

Can I get a reminder about taking the WorkFORCE® Assessment for Career Development?
Yes, at your Assessment Administrator’s discretion you may receive an automated reminder email.
What score do I need to “pass” the WorkFORCE® Assessment for Career Development?
Personality tests like the WorkFORCE® Assessment for Career Development are not based on a “Pass/Fail” scale. Scores are based on a range from Left to Right on the overall behavioral competencies and their attributes.

If I have a disability, can I still take the WorkFORCE® Assessment for Career Development test?
Yes. The assessment delivery adheres to several disability guideline standards such as Text to Speech Support, Keyboard Navigation, Color Contrast, and Extended Time. For questions regarding the above accommodations, please see your Assessment Administrator.

How is the test scored?
Scores on the WorkFORCE® Assessment for Development are measured in varying degrees on a range from Left to Right. This report describes your tendencies in the following behavioral competencies: Initiative & Perseverance, Flexibility & Resilience, Problem Solving & Ingenuity, Customer Service Orientation (or Caring & Compassion, if taking the Health and Home Care version of the assessment), Teamwork & Citizenship, and Responsibility. The interpretative statements provide you with detailed feedback based on the score level as well as actionable tips that may help you further develop in that behavioral competency.

3. Preparing to Take the WorkFORCE® Assessment for Career Development

The WorkFORCE® Assessment for Career Development is delivered on ETS’s robust web-based system. You are not required to download any additional software or plug-ins, or install any additional hardware for this assessment.

The platform is supported by most major browsers and operating systems and devices including: PCs, Mac®, iPad®, and Android. It is also compatible with all major screen-reading software for visually impaired users. You can take the assessment any time of the day from your preferred location (home, office, library, etc.) within the test expiration window. Technical specifications for the WorkFORCE® Assessment for Career Development are listed below.

Display Monitor: Minimum screen resolution of 1024 x 768 is required
Supported by the following types of connections: LAN with DSL or better; Wireless Network
Web Browser Support: Internet Explorer® 11+; Chrome™ 30+; Firefox® 27+; Safari® 7; Edge 12 and above
Operating System: Windows® 7; Windows 8; Windows 10; Mac® OS X® 10.9+
Android™ 4+ (Ice Cream sandwich and above)

Note: Issues may occur when utilizing technical platforms and systems other than these platforms.
4. Taking the WorkFORCE® Assessment for Career Development

During the Test
This section provides you with step-by-step instructions for taking the WorkFORCE® Assessment for Career Development. If you have questions or experience technical difficulty during your session, please see your Assessment Administrator.

Registration Email
You will receive a registration confirmation email containing a link to the WorkFORCE® Assessment for Career Development, your test expiration date, Registration ID and Access Code. You can take the assessment any time of the day from a location of your choice (home, office, library, etc.). When you are ready, click on the URL within this registration email to launch your test session.

Sign in Screen
After you click on the URL in your test registration email confirmation, the system will take you to the login screen. Please enter the Registration ID and Access Code provided to you in your registration confirmation email and select Sign In.

System Check
Once you log in, the system will automatically check for all the necessary hardware and software requirements. If your computer or device does not meet these requirements, the system will prompt you with a system check result window. In order to proceed to the next portion of the test session, you will need to fix the system error and select Check Again. If all requirements are met, you will continue to the next screen within the test session.
Test Taker Registration Introductory Screen
Prior to beginning the WorkFORCE® Assessment for Career Development, you will be greeted with a Welcome! screen. Please enter or verify your full name, first name, last name and email address in the appropriate fields and select Continue.

ETS Policy and Confidentiality Agreement Screen
After the Welcome! screen, please read the Policy and Confidentiality Agreement and select Agree to continue to the next screen.
If you choose Disagree, a warning message will display requesting that you confirm your understanding that by disagreeing with the Policy and Confidentiality Agreement you will not be permitted to take the assessment and your test session will be cancelled. If this is not correct, and you do want to take the assessment, select cancel to be returned to the Policy and Confidentiality Agreement page.

**Use of Response Data Screen**

The next screen is a Use of Response Data screen. This screen provides you with information about how your responses will be used by ETS. Please read the information contained on this screen, select Yes to provide consent to ETS to use your responses for research purposes or select No to decline. Your response will not positively or negatively affect your score. Select the Continue button once you have made your selection.
Background Information Screen
As part of the WorkFORCE® Assessment for Career Development, ETS will collect some background information from you. In this section of the test, you will be asked to provide basic information about yourself such as your gender, age, education, employment, etc. Please complete the background information fields and select Continue. Note that fields denoted with an asterisk (*) are required.

![Background Information Screen](image-url)
Test Overview & Instructions Screen
The system will now provide you with an overview and instructions for the test. After you have read the test overview and instructions, select Continue.

Tips Screen
The next screen provides you with tips and instructions related to the test. After reviewing the Tips, please select Continue.
Sample Question Screen
You will then see a sample of the type of questions you will be presented with during the WorkFORCE® Assessment for Career Development. Please select Continue.

Test Session
Your WorkFORCE® Assessment for Career Development test session will now begin. While the assessment typically takes 15–20 minutes to complete, you will have one hour to complete 104 (or 120 in the Health and Home Care Assessment) sets of statements. A timer is available in the top, right-hand corner of the screen. Review the two statements that appear on your screen and select the one that is more like you. In some cases, you may not relate to either of the statements presented to you on the screen. However, you should choose the statement that is more like you than the other. Continue through the statement screens to complete the assessment.
**Test Session Warning Screens**

During the test session, you may be presented with a warning screen. These screens are to assist you in navigating through the test most efficiently. Warning screens include the following:

*Idle Time-out Warning – 13 Minutes*

This warning window is displayed when you have been idle during the test session for 13 minutes. The message will warn you that the session will time-out in two minutes.

![Idle Time-out Warning]

*Session Time-out – 15 Minutes*

If your test session has been idle for 15 minutes, a message will be displayed alerting you that your session has timed-out. To resume the test where you left off, please log in to the test again using the information in your registration confirmation email.

![Session Time-out]

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**Time Expired – 1 Hour**
When the 1 hour (60 minutes) allotted for the test session has expired, testing will stop and you will receive a message that explains your time has expired and directs you to the final section of the test. You will not be able to sign in again.

![Test Time-out](image)

**Warning Message Screens for Browser Back / Close**
You should not use the Back button on your browser window. If you click the Back button, Internet Explorer and Google Chrome will display the question “Are you sure you want to leave this page?” Firefox will display “This page is asking you to confirm that you want to continue with the assessment.” You must select stay on this page. If you select yes to leave the page, you will stop testing. To resume the test where you left off, please refer to your registration email to log in again.

**Post-Assessment**
At the completion of the test, you will be asked one post-assessment question. Please provide a rating and select Submit.

![Post-Assessment Survey](image)
5. *WorkFORCE®* Assessment For Career Development Test Scores

**Test Fairness**
ETS is committed to ensuring that our tests and test scores are of the highest quality and as free of bias as possible. All of ETS’s products and services—including individual test questions, assessments, instructional materials, and publications—are evaluated during development to ensure that they:

- are not offensive or controversial
- do not reinforce stereotypical views of any group
- are free of racial, ethnic, gender, socioeconomic, and other forms of bias
- are free of content believed to be inappropriate or derogatory toward any group

All of ETS’s tests and other products undergo rigorous, formal reviews to ensure that they adhere to the fairness guidelines, which can be found on the web at [www.ets.org/fairness](http://www.ets.org/fairness). All statements in the *WorkFORCE®* Assessment for Career Development underwent a formal documented fairness and sensitivity review by trained ETS reviewers, who cleared all statements for use with diverse groups of individuals.

**Score Use**
The *WorkFORCE®* Assessment for Career Development helps support individual success by efficiently and accurately identifying the behavioral skills they most need to train and develop for their current and/or future role.

**Score Report**
Upon completion of the assessment, your Assessment Administrator may share your report with you either electronically on in person. This easy-to-read Individual Profile report contains information to help you understand and address key development areas.

The scores on the *WorkFORCE®* Assessment for Career Development are measured on a scale, with varying degrees, from Left to Right. Your score reflects your natural tendency to exhibit the anchored behavior closest to the left or the right side that your score is closest to. Additional insight is provided with the individualized interpretive statements for each behavioral competency and attribute. Please refer to the “Understanding Your Results” document for additional information regarding your scores, the interpretive statements and tips for further developing these behavioral skills. This document can be obtained from your Assessment Administrator.
6. Policies and Guidelines for Score Use

Introduction
ETS and its authorized local ETS Preferred Associates have a particular obligation to inform users of the appropriate uses of the WorkFORCE® Assessment for Career Development scores, and to identify and try to rectify instances of misuse. To this end, the following policies and guidelines are available to all WorkFORCE® Assessment for Career Development test takers, institutions and organizations that are recipients of WorkFORCE® Assessment for Career Development scores.

Policies
In recognition of their obligation to ensure the appropriate use of WorkFORCE® Assessment for Career Development scores, ETS developed policies designed to make score reports available only to approved recipients, to protect the confidentiality of test takers' scores, and to follow up on cases of possible misuse of scores. The policies are discussed below.

Organization Access to Score Data
Using the Service, a member Organization will be able to view, copy and use your name, gender, age, registration number, test date, and test scores. ETS reserves the right to determine whether more or less data should be provided from time to time at its good-faith discretion. Any use of your scores by the Organization should be pursuant to its privacy and security policy, if any, rather than to the ETS policy. ETS contracts with the Organization to use the information only to verify the WorkFORCE® Assessment for Career Development scores, but ETS does not control the Organization.

Limitations
You acknowledge that if you give an Organization a registration number for a WorkFORCE® Assessment for Career Development that is more than one year old, the Organization will not be able to verify your scores. You agree that ETS supplies the Service and the score and with all faults. All disclaimers, damage and remedy exclusions, and limitations and other provisions of the WorkFORCE® Documents apply to the scores.

Other
ETS reserves the right to share data with institutions and agencies for verification purposes. You agree that ETS may amend or change these terms and conditions from time to time at its discretion by providing notice in the WorkFORCE® section of www.ets.org or in any of the WorkFORCE® Documents, or by emailing or otherwise giving notice to you. If you provide WorkFORCE® information to an Organization after the effective date of an amendment or, if before the effective date, you fail to withdraw your WorkFORCE® information from an Organization or otherwise fail to instruct an organization 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 WorkFORCE® Documents.
Confidentiality

WorkFORCE® Assessment for Career Development scores, whether for an individual or aggregated for an organization, are confidential and can be released only by authorization of the individual or organization or by compulsion of legal process. ETS recognizes test takers' right to privacy with regard to information that is stored in data or research files held by ETS, and its responsibility to protect test takers from unauthorized disclosure of the information.

Testing Irregularities

“Testing irregularities” refers to irregularities in connection with the administration of a test, such as equipment failure, improper access to test content by individuals or groups of test takers, and other disruptions of test administrations (natural disasters and other emergencies). When testing irregularities occur, ETS may decline to score the test or may cancel the test score. When it is appropriate to do so, ETS may give affected test takers the opportunity to take the test again as soon as possible without charge.

Identification Discrepancies

When, in the judgment of ETS, there is a discrepancy in a test taker’s identification, ETS may decline to score a test or may cancel the scores and any associated test fee will be forfeited.

Misconduct

When ETS, the ETS Preferred Associate, Institution or Employer finds that there is misconduct in connection with a test, ETS may decline to score the test or may cancel the test scores. Any associated test fees for test taker’s whose scores are cancelled due to misconduct will not be returned to the Assessment Administrator.

Test Score Data Retention

WorkFORCE® Assessment for Career Development scores reflect behavioral competencies and attributes at the time the test is taken. Test scores are retained in the WorkFORCE® Assessment for Career Development database for only one year from the test date and scores more than one year old are not reported. Individuals who took the WorkFORCE® Assessment for Career Development more than one year ago must retake the test if they want scores. While all information that could be used to identify an individual is removed from the database after one year, anonymous score data and other information that can be used for research or statistical purposes are retained.

Score Cancellation

ETS or the local ETS Preferred Associate reserves the right to take all action—including but not limited to barring test takers from future testing and/or canceling scores—for failure to comply with test administration regulations or the Assessment Administrator’s directions. If a Test Taker’s scores are canceled, a letter will be sent from ETS. If applicable, no refunds will be provided.

Disability Test Takers

The assessment delivery adheres to several guideline standards such as:

- Text to Speech Support through accessibility tools such as Jaws, Mac, Voice Over, and Chrome Vox.
- Keyboard Navigation
- Color Contrast (in support of test takers with color blindness or other visual impairment)

In addition, upon approval of the Assessment Administrator, extended time can be offered. For questions regarding any of the above accommodations for test takers with disabilities, please see your Assessment Administrator or email workforce@ets.org if within the U.S.
7. Contact

If you have any technical issues or questions, please contact your Assessment Administrator.

8. Terms and Conditions

IT IS IMPORTANT THAT YOU CAREFULLY READ AND UNDERSTAND THE TERMS AND CONDITIONS OF THIS END USER LICENSE AGREEMENT SET FORTH BELOW. THIS END USER LICENSE AGREEMENT DEFINES YOUR LEGAL RIGHTS TO USE THE WORKFORCE ASSESSMENT FOR CAREER DEVELOPMENT. IF YOU DO NOT AGREE TO BE BOUND BY THE TERMS AND CONDITIONS, YOU ARE NOT AUTHORIZED TO ACCESS OR USE THE WORKFORCE ASSESSMENT FOR CAREER DEVELOPMENT.

You become bound by the terms and conditions of this End User License Agreement between You and Educational Testing Service ("ETS") by accessing and using the WorkFORCE® Assessment for Career Development.

Definitions. As used in this Agreement, the following terms shall have the meanings set forth below:

“Agreement” means this End User License Agreement.

"Intellectual Property Rights" shall mean all rights of a person or entity in, to, or arising out of:

a. Copyrights, including copyright registrations and applications therefore in the U.S. or any foreign country, and all rights corresponding thereto throughout the world,

b. Patents, including U. S., international, or foreign patents or any application therefore,

c. Trade Secrets, including any inventions, proprietary information, know-how, designs, technology, and related data,

d. Trademarks, including but not limited to trademarks, and service marks, trade names, trade dress, or domain names, including registrations issued, or pending applications therefore, or existing under common-law, in the U.S. or in any foreign jurisdiction,

e. Moral Rights, and

f. Any other proprietary rights anywhere in the world similar to those described in this definition.

“End User” or “You” means you.

“Reports” means the individual results generated from your use of the WorkFORCE® Assessment for Career Development.

License. ETS grants to You a limited, non-exclusive, revocable, non-sublicensable, and non-transferable license to access and use the WorkFORCE® Assessment for Career Development subject to the terms and conditions hereunder. The WorkFORCE® Assessment for Career Development will be available until expiration of the access period. You acknowledge that your access code is of a limited duration.

Restrictions on Use. You acknowledge and agree that You will not copy any content of the WorkFORCE® Assessment for Career Development. You further acknowledge and agree that You will only use the WorkFORCE® Assessment for Career Development and its content for your individual, non-commercial purposes. You may receive Reports from your access and use of the WorkFORCE® Assessment for Career Development. You acknowledge and agree that You may only use such Reports for your individual, non-commercial purposes.
You are permitted to send such Reports to your current or prospective employer(s) at your discretion, but You are not obligated to do so. You acknowledge and agree that You will not distribute or publish the WorkFORCE® Assessment for Career Development in whole or in part. You acknowledge and agree that You are responsible for all access and use of the WorkFORCE® Assessment for Career Development under your access code. If You lose your access code or suspect your access code has been stolen or misused, You shall notify ETS immediately.

You may not resell, license, assign, or otherwise transfer this Agreement, the WorkFORCE® Assessment for Career Development, any of its content, or any rights or obligations hereunder to any person or entity.

Ownership. ETS or its licensors shall retain sole and exclusive ownership of and all Intellectual Property Rights in the WorkFORCE® Assessment for Career Development.

Confidentiality. During the term of this Agreement, You may have access to information that is confidential and proprietary to ETS. Confidential and proprietary information may include, but is not be limited to, the WorkFORCE® Assessment for Career Development and any content contained therein. You shall keep confidential the confidential and proprietary information of ETS. You shall not use or disclose such information in any way other than as permitted under this Agreement. You may disclose and share any Reports You receive from your use of the WorkFORCE® Assessment for Career Development with your current or prospective employer(s).

Term and Termination. This Agreement is effective immediately upon your access and use of the WorkFORCE® Assessment for Career Development and shall remain in effect throughout the access period. ETS may, in its sole discretion, terminate this Agreement immediately at any time for any or no reason by cancelling your access code. Immediately upon termination of this Agreement, You are no longer authorized to access or use the WorkFORCE® Assessment for Career Development. You may continue to use any Reports previously received, but ETS has no obligation to provide You any additional Reports or copies or replacements of previously received Reports.

Limitation of Liability.

A. EXCEPT AS EXPRESSLY PROVIDED IN THIS AGREEMENT, THE WORKFORCE ASSESSMENT FOR CAREER DEVELOPMENT PROVIDED HEREUNDER IS PROVIDED TO YOU "AS IS." ETS EXPRESSLY DISCLAIMS ANY AND ALL WARRANTIES AND REPRESENTATIONS, WHETHER EXPRESS OR IMPLIED, WHETHER ARISING BY STATUTE OR OTHERWISE IN LAW OR FROM A COURSE OF DEALING OR USAGE OF TRADE, INCLUDING BUT NOT LIMITED TO ANY WARRANTY OF ACCURACY, COMPLETENESS, NONINFRINGEMENT, TITLE, PERFORMANCE, MERCHANTABILITY, OR FITNESS FOR A PARTICULAR PURPOSE.

B. ETS EXPRESSLY DISCLAIMS ANY AND ALL LIABILITY ARISING OUT OF OR IN CONNECTION WITH YOUR FAILURE TO ABIDE BY THE RESTRICTIONS ON THE ACCESS AND USE OF THE WORKFORCE ASSESSMENT FOR CAREER DEVELOPMENT, INCLUDING BUT NOT LIMITED TO THE ACCESS AND USE FOR YOUR INDIVIDUAL, NON-COMMERCIAL PURPOSES.

C. IN NO EVENT WILL ETS’ LIABILITY, IN THE AGGREGATE, FOR DAMAGES ARISING OUT OF THE ACCESS AND USE OF THE WORKFORCE ASSESSMENT FOR CAREER DEVELOPMENT OR ARISING UNDER THIS AGREEMENT, WHETHER IN TORT, CONTRACT OR OTHERWISE, TO YOU OR ANY OTHER PERSON OR ENTITY EXCEED THE AMOUNT OF FEES PAID BY YOU FOR THE WORKFORCE FOR CAREER DEVELOPMENT.
**Force Majeure.** ETS shall be excused from performance hereunder during any period and to the extent that it is prevented from performing any obligation pursuant thereto, in whole or in part, as a result of delays not caused by ETS or any cause beyond its control, including without limitation interruption or failure of telecommunications or digital transmission links to the Internet, slowdowns or failures, and computer hacking. Such nonperformance shall not be a default hereunder or a ground for termination hereof.

**Relationship of the Parties.** Nothing contained in this Agreement shall be construed to imply a joint venture, partnership or principal-agent relationship between You and ETS; and neither party by virtue of this Agreement shall have any right, power, or authority to act or create any obligation, expressed or implied, on behalf of the other party.

**Governing Law.** This Agreement shall be governed by and construed in accordance with the federal laws of the United States and the laws of the State of New Jersey, without giving effect to the principles thereof relating to the conflicts of laws. The terms contained in sections titled “Definitions”, “Restrictions on Use”, “Ownership”, “Confidentiality”, “Term and Termination”, “Limitation of Liability”, “Force Majeure”, “Governing Law”, “Relationship of the Parties”, “Entire Agreement”, and “Severability” shall survive expiration or termination of this Agreement.

**Entire Agreement.** This Agreement constitutes the entire agreement and understanding between You and ETS concerning the subject matter hereof. Any modification or amendment to this Agreement shall not be binding unless it is in writing and signed by You and ETS.

**Severability.** If any of the provisions of this Agreement are found to be invalid by a court of competent jurisdiction, the remaining provisions shall continue to be valid and enforceable.

BY SIGNING IN WITH YOUR REGISTRATION ID AND ACCESS CODE TO TAKE THE ASSESSMENT YOU REPRESENT AND AGREE THAT YOU HAVE READ, UNDERSTOOD, AND AGREE TO BE BOUND BY THE TERMS AND CONDITIONS IN THE END USER LICENSE AGREEMENT IN THIS EXAMINEE HANDBOOK IN ITS ENTIRETY. IF YOU DO NOT AGREE TO BE BOUND BY THOSE TERMS AND CONDITIONS, YOU ARE NOT AUTHORIZED TO ACCESS OR USE THE WORKFORCE ASSESSMENT FOR CAREER DEVELOPMENT.

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