

TOEFL iBT - "Horror Stories" part 1 - 6

"Horror Stories part 1"

(To be attached with the letter to NABP)

Englishraven 10-02-2007, 07:02 PM

I think what you are saying is so very true (about the comparison of [IELTS](#) and iBT, and the problems with getting a "fair hearing" with the Internet-based asynchronous recording). The more I compare the two tests, the more I think [IELTS](#) is both fairer, and truer to real life. I noticed that [IELTS](#) has launched a CB [IELTS](#) (Computer-based [IELTS](#)) in some countries now, but the speaking section is not included and must still be taken as a face-to-face interview. I think that is a very good thing. If you're going to test speaking skills, I think you have to replicate as much as possible the real act, and unless you're in a crazy hospital and like talking to yourself, speaking is a form of communication that involves at least two people - real people, together in one place looking at and reacting to each other.

I think computers and Internet can be used to facilitate a speaking test, but it should absolutely be live, and involve video as well as audio. Very soon this is going to be the way a lot of people talk to each other over long distances anyway, so I think it would have some validity. Goodness, even a live telephone interview would be much closer to the real world than what ETS is going with at the moment. Then again, they're setting out to see what students can report about academic matters mostly, rather than real interaction between people - I'm sure that would be their argument for this format.

They have a long way to go yet, and I have the deepest sympathy for all these test takers struggling mightily to handle this speaking test.

Jason - An English Teacher

King Tout 06-09-2008, 09:28 PM

My score increased 15 points

At last, I did it. It turned out that they did lose my response.

I received my score for the TOEFL iBT exam on May 3, and they scored me at 12 in the writing task although I got the needed scores in the other 3 sections R 29L 26 S 27. This is because they gave me a score of ZERO in the integrated writing task. Anyway, I asked for a rescoring and 6 days after my request went into processing, my score increased by 15 points. My response was rescored at 27 in the writing task because I got a grade of good in the integrated writing instead of zero initially. I am glad that this phase of my life is over. Even if I don't complete the licensing procedures, I am happy that I can do something else in my life.

learner72 03-24-2008, 10:26 P

Internet café as a test center

Please check the test center before you register for test because some Internet Cafés are also conducting the test. I took the test in that kind of center. People were coming & going and the test administrator also talking to the customers. Some one was browsing the computer next to me and he got a call and he was answering. After the test, I complained to the test administrator about these conditions in his center but he never cared for that. He said "if you want to complain, go ahead and complain to ETS". So, please check the center before you register for test.

October 4, 2008

sagardip 02-26-2008, 12:26 PM

I want to warn you about one of the test center in Houston, TX. I emailed to ETS as per below text.

I registered for test on 23rd Feb 2008 at:
Bilingual Education Institute
Station ID: STN11548A
8989 Wertheimer Road
Suite 110
HOUSTON, Texas, 77063
United States

I reached about 7:30 AM as I have an exam at 8:00 AM. There were another two persons at gate. Slowly people came but door did not open. After reaching 8 A.M., we were worried as no one is coming out. I was trying to call number of centre but it was ringing inside but no one is picking up the phone. I tried to call ETS also but as it was Saturday no one has answered the phone.

Finally, around 8:55 AM one girl came and she did not know that there is a test today. First, she said that she would arrange a test and that gave me (and all of us!) some relief. But she was struggling with computer and could not set up the test. She does not have camera to take pictures of us. She said that camera is given to some other test center. I am surprised; it is not that costly camera nowadays. Some one of us show that there is test date and timing written on the notice board and than she admitted about test schedule.

whitetulip 08-26-2007, 10:34 AM

I rescored once and my score went from **24 to 28**.

PTS 06-21-2008, 08:42 PM

June 21st exam experience - one more victim

I completed my exam just before 2 hrs. This was my 4th attempt. It was a terrible experience. I took this test at Indiana, Purdue University. I am living in Chicago and I commute till there, but that test center is just like a vegetable market. Around 30 people in one class and 20 on same table! They put computers in cabin of glass so that's why the person sitting besides you can't see. We have to look at computers in cabin such a way as we are looking in microscope or telescope. Also they are not providing enough paper. When I asked for others, they just told they can issue only 3 pieces of paper. Kind of weird!

In speaking, when I tested my head phone it was working but during test I was not able to hear my own sound (which facility was there in that head phones) sometimes I was able to hear my own voice in head phone and sometimes not. It was giving disturbances. I was really distracted and worried about my responses whether they have been recorded or not. I was really positive this time as last time I got 27 in speaking but they gave me 22 in writing. In all previous attempts, I was able to score well on writing. But it all spoils due to the test center.

nithin_agarwal 10-08-2006, 04:20 PM

ETS have just made a blunder but allotting more centers. TOEFL, it's sad to say but it S***** I was scheduled to take up at 12.30 IST. My centre was ALMAZ SOFTWARE SOLUTIONS, DOMLUR, BANGALORE. First of all, I found it very difficult to find the centre. Luckily I had done my homework couple of days before, by checking out the place. The test centers' phone number which I took that day from the centre doesn't exist.

I went at about 11 am. One and a half hour before my exam (to be on a safer side). I was given a form to fill up. I filled it and was seated. This arrangement was done in terrace. Can you believe? Anyway, later, I realized that there were over 70 candidates in my batch; from 11 a.m. to 2.45 p.m. Believe me, for almost 3 hours I was in terrace. I wasn't allotted until then.

At 2.45 I was called (please note that I was not the only one affected. After me, there were some 20 candidates more waiting. I feel even sorrier for them.) The room I was allotted. MAN ! about 30 guys in a room. It was like a classroom. Each one was next to each other, so close. You could hear each other's heart beat almost. It was so cramped. I was allotted a corner seat, for me almost 5 guys had to stop from their testing and make way for me to get to my place.

At about 3 pm, I started my exam finally (which was supposed to be started at 12.30 p.m.) I was so much irritated, had lost my interest. The atmosphere was like a fish market and my keyboard didn't work for sometime, screw the TOEFL testing centers. This was a caution for all future test takers to pay a visit to their test centers once if it's in your city and spend some half an hour there waiting for some guys to get out and ask them. Believe me! I would've done much much better, with a sound mind!

I will post my experience on the sections and my preparations soon after I get a stable mind!

Tino 10-08-2006, 09:08 PM

Wow, that is a horrible experience! Warning to all: CHECK YOUR TEST CENTER BEFORE YOU GO! The test center where I sometimes proctor has only 15 computers, and they are all modern. It is in a school. But this school offers the test as a service for students, not to make money. ETS pays centers based on the number of computers available, so a center in business for profit will try to cram as many computers (cheap computers) into its space as possible. This is supposed to be against ETS rules (computers must be a certain distance apart, etc...) BUT ETS DOES NOT INSPECT TEST CENTERS! (At least as far as I know, the school where I proctor has 4 test centers, and none has ever been inspected ever).

Anyway, the whole situation is terrible, but you cannot count on ETS... you have to protect yourself. Check out the center before you have the test. Or take [IELTS](#) instead!

varnatopu 02-21-2007, 03:24 AM

Here is what happened. I know it's my problem but I feel better when I let it out.

I need 26 for speaking so I took the first one in Turkey. I got 22.

Then, I scheduled 2nd one here in US. I got 22.

Then, I scheduled the third one. It was cancelled without being informed.

Then I had to reschedule but it was cancelled again.

Then, I rescheduled and it was a horrible testing center but this time I got 24.

Then, I scheduled another one. It was cancelled. I rescheduled. It was cancelled again.

Then I took the last one. And I was supposed to get the results last Friday but I didn't.

I called ETS and they told me it's UNSCORABLE! This has nothing to do with me but with the testing center.

I AM SO SICK OF IT! They keep on promising me to give refund but instead they give me voucher. They keep on giving me their agent IDs and extensions, however, I never can reach them. Even the director! He doesn't answer his phones. I'm so frustrated and you know what. I'm going to take some action because they are making my psychology and health horrible!

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mcp 04-27-2008, 08:12 PM

On the test day center closed?

I was supposed to take TOEFL iBT on 26th April.

When I reached there I saw a sign on door that the center is close today if you have any question call on this 1-888.....no.

Then we called them they said hour office is currently closed.

Then after 10 minutes a lady came and said that our server went down yesterday. So they could not download the test. A technician from ETS came to fix it yesterday but she had no idea what happen after that so she call her director, Prometric or ETS.

Then she said that ETS was supposed to call you guys yesterday but nobody from us had received any phone call. We were 8-10 people waiting form our test.

Then she said that the test is not going to run today. So we try on that no again and somebody answered it. And what we heard? THEY HAVE RESCHDULED US FOR MAY 30TH TEST WITHOUT INFORMING US.

Then I asked will this happen again and they answered----WE CANNOT GUARANTEE THAT THIS WILL NEVER HAPPEN AGAIN. Then how come ETS administered and trust such kind of test if they themselves do not have any guarantee about their test?

And more to this, why does NABP trust on them? Is there any body who can answer this?

NABP OR ETS OR PROMETRIC?

saumysunny 05-14-2007, 11:38 PM

I'm a poor foreign pharmacist trying to get a score of 26 in speaking section of TOEFL iBT. I took the test 5 times & I'm so tired of score 24 in speaking (for the third time). I get scores on all other sections except speaking. This ETS is ruining my life. There is a lot of people living depending just on me. I always go to the test thinking that this time I'll make it but oh god I'm depressed.

ETS please stop playing this bad game with foreigners. We are also human beings. I have given another test on 12 th, which I didn't do well like before because I was shivering prior to the speaking section with nervousness. I think I can never never be a pharmacist here. ETS should test the speaking ability not the spontaneous I guess what you all think. I asked a native pharmacist one of the speaking questions that I had. He said that is stupid question. He might get zero in that. Wonderful, isn't it?

I am ready to pay 500 \$ for test if they can test personally. One more time & I'm going to retire. I can't stand this humiliation.

rahul_nsit 02-20-2007, 06:13 PM

Hi nithin,

Thanks a lot for posting your experience. Unfortunately, I have the same thing to say about my TOEFL center also...but it wasn't as bad as yours...30 people in the same room...OMG

mailrachit 09-06-2008, 07:11 PM

TOEFL 6th Sep. delayed

I went to give my TOEFL exam today thinking that the process will end finally but my exam got delayed because of ETS's server problems. They made us wait for more than 6 hours before declaring that we won't be allowed to give the exam & the new date would be intimated to us.

I was to give the exam at Reliance Web World, Chembur, Mumbai.

All the time, the technical staff was claiming that the problem is all over India, but I highly

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doubt that. Did anyone else give the TOEFL exam in India on the 6th sep., 2008? It does not help but just curious to know, whether I was at the wrong centre or the problem is universal.

R&J 08-17-2008, 03:45 AM

Aug 16 test nightmare...

I took in Jersey City in NJ. The center's name was World Center or something like that (I don't remember exactly).

Well, I just registered another test at a test center I went before. I'll take this horrible experience as a good lesson and move on.

It was a nightmare! A moment I stepped in the test center, I got a feeling that it's not gonna be good. It was very different from places I usually take exams. I arrived there 1 hour before the exam, but there were already people waiting. It was loud, a group of a test takers chatting, a family with a baby, maintenance guy fixing something. I tried my best to calm down and patiently waited the register to start...for 1 hour! That's a time when we were supposed to start the test! Well, when I entered the test room, another surprise was waiting for me. It was a very small room (like my tiny living room), and about 20 people were clamped in. The desk was like a long portable computer desk and divided by a workstation. Each person had a tiny space to work.

A keyboard plus about 10cm wide of free space. That's all I got. My first question was where I put a note and my hands! No space to stretch my legs. What's more? I could hear not only what a person next to me is speaking, but also what he was listening (of course, I was wearing a headphone!). Still, I tried to be positive. But, when the speaking section started, I was done. It was my weakest section, so I can't just blame the environment I was in. But, it was so annoying and frustrating. By the time the writing section started, I lost my focus and my mind was completely shut down. I was like this

As for the exam, 1st reading was hard (probably I was trying to adjust the environment). The rest was OK, I got 5 passages though. Listening was not so hard. Speaking...bad (a question about equipment & work efficiency was irony to me). Writing was disaster (I wrote almost nothing!!!). Even I did OK in Reading & Listening, this was the worst exam ever in my life. If I could get 70, it would be a miracle.

I hope everyone who took the exam with me was able to walk out the center with a feeling better than me. I wish ETS gives every test centers strict guidelines for a comfortable setting.

Donjeta

08-09-2008, 06:54 PM

8th August

I had my test scheduled for the 8th August.

Our computers had some "**system - errors**" so we could not do the test yesterday.

Do you guys have any idea what I should do next?

Did anyone of you experience this problem too?

lily264 08-10-2008, 11:57 AM

The same problem happened with me I was supposed to take the test on 8th of August in Egypt, but test administer told the test takers that there was an internet connection problem had happened and the exam was cancelled. By the way, ETS sent me an email about the problem informing me that they will call me as soon as possible to reschedule another one free of charge, but no one called till now. At the same time, my password on ETS wed site was expired and I tried to change it many times but it didn't work...I sent them an email and I am waiting for the reply. Did anyone else face the same problem? In what country? And what did you do?

agcr1 08-11-2008, 03:08 PM

I'm from Costa Rica. I had the test that same day and it delayed 2 hours. Apparently, it had something to do with the connection with ETS server. They told us we were allowed and that ETS would contact the ones who leave and give them a 'voucher number' so that they could register for a later date.

At the end, we all waited and did the test.

merfi_g 08-10-2008, 06:23 PM

9th of August, test experience sharing

Hi guys! I took TOEFL IBT on 9th of August. And I wanted to share with you guys my brief experience that I felt on test day.

I took test in Malaysia, Penang. I went to the testing center at 9 am before 1 hour earlier. Coming to the test center early could be really helpful for your agitation. Test was suppose to be started at 10 am but the test centers examiners setting the test takers to the computers after checked our passwords and took pictures by a webcam. And we started 9:30, there was still some test takers were coming and checked then starting their tests. And about the test center is it was quite nice place and the computers were working fine, there was not any lagging nor freezing.

When I started my reading section first passage, I couldn't concentrate on my reading due to opening door, closing and coming test takers. And I couldn't prepare for the test because of my final exams and some college stuffs.

Listening section was quite ok, but they were speaking enormously fast than Kaplan and Longman test preparation programs. And there was a lot distraction around me, because some of test takers started earlier than me and they were starting to speak for their speaking section. When they speak I hardly understand my question in listening section and made me so confuse.

maxmax 08-08-2008, 12:26 PM

I would like to ask one question, especially to those who have already took the TOEFL. While you were speaking for the speaking section, were there other students speaking for speaking section as well? If yes, did it distract you, because you might heard the voice of others while you were speaking ? How did you cope up with the situation? Can you suggest me some ideas to cope up with the situation if it comes? I heard that this kind of situation may come while taking the exam.

Also, I would like to know that does it affect the scoring on the speaking section. Does this situation actually degrade the scoring? Because, while somebody's speaking is being recorded, voice of other person might also get recorded since distance between them will be very short.

huzach 07-15-2008, 07:43 AM

The test day didn't turn out to be as perfect as I had imagined. My Test started an hour late because of some **server problems** at that centre. Later, also had many intermittent breaks because of **server failure** which made the entire test really exhausting. The Administrator told us that it's the problem with the backbone of internet in the entire country. Anyhow, I didn't give up like other students, who had their tests rescheduled and left, and completed my test. The speaking section does seem scary, one reason being that it is weird talking to a computer and secondly the noise around really distracts a lot.

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asad 10010107-13-2008, 08:44 PM

My test was stopped because of my test center. All candidates were unable to take the test because we had power breakdowns and internet connection problems. All of these issues were going on. It took 6 hours for us to complete one reading section and we were all fed up.

The coordinator at the test center assured us that we would be rescheduled for the test on Aug 3. My question is, has our money gone for good? Still, there is hope for us to sit in the exam again.

beehive 07-19-2008, 03:09 AM

I took the TOEFL on June 28th and I got my score just today. It is the first time taking this test and I was surprised to find that I had performed better than I thought I did. Why you ask? Well some of you that took the test may agree with me that it is especially disturbing when other people are speaking out loud while you are trying to concentrate on your own questions. My suggestion to someone going to take the TOEFL soon - practice in a noisy crowded area...it will seriously help you deal with the disturbance on test day.

corymz 06-22-2008, 10:05 AM

I took the iBT yesterday, too...in Paris.

I had the most difficulty with the reading section b/c there were still people coming into the room to begin their test as I got started on mine and the computers were set really loud at first. So, basically, for the first 20 minutes or so, I could hear computers shouting off directions...It was impossible to concentrate on the passage.

Listening and writing were the easiest for me...I think we might have gotten an experimental section on the listening b/c there were too many...but I might be wrong. On the speaking, I think I sounded like an idiot...Especially on the first one about community improvement. I spoke way too fast. But what can I do about it now?

Oh, and one last thought: this test is a **total rip-off!** I can't believe serious schools play ETS's game by making ALL international students take a test that's ridiculously expensive and that's not strictly testing language ability, because even Americans who take it for experimental purposes don't get perfect scores. I mean, come on, anyone who's scored over a 600 on the verbal part of the SAT has already done better than most native speakers! I got 710 verbal/720 writing back when I took the SAT...And they're telling me they need PROOF of my ability to work in English? I lived in the US for 5 years and studied at an American school overseas for 2. I always took AP/IB higher level English...And my GPA was a 3.75! Maybe they should also ask all those Americans who get Cs and Ds in English class all through their high schools years to pay 185 bucks to take the TOEFL to test for THEIR ability to work in English.

toefltaker 07-01-2008, 12:50 AM

I couldn't agree with you more. Even though TOEFL stands for Test of English as a FOREIGN Language, it really stands for Test of English as a FIRST language. I took the test on Saturday, June 28 and the reading section was just unbelievable! I don't believe this format (iBT) gives proper assessment of an applicants true language ability/capability.

angel12be 06-20-2008, 06:10 AM

I got my score today and very disappointed with my score in speaking. With 2-good (s), 1-fair level, I got 24! The sad part is I can't understand how come, my 2-fair (s), 1 good level before is also 24?! This test is really unfair! NABP should consider other English Test.

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I'll submit a rescoring request AGAIN! Hopefully, it will become 26, with GOD's MERCY (I should say).

La Sinjoro 06-12-2008, 02:31 AM

First, the nervousness created a great impact on my performance.
Second, the environment in the test center was not as comfortable as that in my house. Moreover, the computer, the headphone, the keyboard, the micro had problems. I had to change my microphone in the speaking section and the keyboard was hindering my speed of typing in the writing section.

Third, the test lasted so long with a very humble break (10 mins). And in Vietnam, we must take the test at 11 a.m., which means that we do not have time for lunch. All of this thing will make you tired and lose your concentration, which is the most important thing for you to ace your reading and listening section.

Rebe 06-09-2008, 11:11 PM

I have just received my rescoring score. Initially my result was 24. After rescoring I got 27 with all sections good.

SD2007 06-10-2008, 07:08 AM

Today, I got my rescore result. My speaking leaped from 19 to 23.

ronin21 06-09-2008, 09:16 PM

My test is unscorable.

Please help me!

I took my exam on May 16, I haven't received score till today so I called ETS.

They mentioned that my exam is not scorable because of their technical problems, they offer me voucher to take exam again but I don't have time.

What should I do? Is it possible to take some actions against them?

odunik 05-14-2008, 03:09 PM

My speaking part didn't go well, so I consider myself a lucky person.

My first question went OK.

But when I was answering my second question one student in the room experienced a problem with his handset (it was a loud pitchy noise that even I can hear it (poor-poor student!). So I automatically turned my hand into this direction, and, of course, I lost all my thoughts. Then I had wrong start. When I realize it, I stopped for 1 sec and partially restated my thesis. I lost valuable time and, therefore, had only one supporting reason. My third and forth questions were fine, I included most of the information, but I spoke with a very fast pace, since I got nervous (I thought that I have no chances to pass because of my clumsy second question).

I got myself under control only on the 5 and 6 questions. I spoke more confidently and calmly and manage to finish on time (in all others I ran out of the time).

Overall, I felt very depressed because of my second question. I considered that I have a chance to get mark 4 on independent questions, but after test I was full of doubts.

rameses28 5-16-2008, 02:12 PM

Do we need to be error free when it comes to grammar and sentence as we deliver our response?

Do they want us not to stutter or hesitate at all in order to get good grade?

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Funny thing is, when I watch the news, even the most brilliant people in the US are having some errors and hesitations; and they are native speakers and have the most brilliant mind in the country, needless to say the whole world.... Do not tell me that they will not pass TOEFL [IBT speaking](#) section as well.

Even sometimes the president himself is having some errors putting up a sentence.... Please note, I am not disrespecting him (the president), in fact, I have high regards for the him.... but the point I want to convey is, if the native speakers who have the most beautiful minds of our time are not error free when it comes to their spoken English; how come the raters are expecting us, who are non-native speakers, whose English is probably the second or third language, to speak almost perfect English.....

I think that is why this is called Test of English as Foreign Language; because they cannot expect us to speak it perfectly. They should be more lenient with our lapses. I took TOEFL once. But I do think I have to take it again. I messed up badly.

But the thing is, I reviewed for more than 3 months and concentrated more on the speaking section, it was just really hard. And it's tough to be consistent for 6 questions. (That is why I commend you for a job well done.)

Also, when I was browsing through the archives, I have seen a lot of people who can actually use the English language very well, in fact, they have a very good grasp of the language, but they are still struggling with the speaking section.

I feel bad, not just for me, but also for other people who can talk and understand English at a very high level, but could get pass through the speaking section.

sorouh122

Took on Feb23

I took the test yesterday in Toronto. There was a problem with data transferring to ETS, the test started around 11:15 and I got nervous because I was waiting 1 hour and my picture wasn't transferring. The test center was like a classroom and I could see everyone. It was distracting, I was looking at other's monitors unintentionally and I missed a lot of time. During my writing, the guy beside me was speaking loudly and it was annoying.

gaiamdf 03-27-2008, 02:11 AM

At the time of the speaking section I was so nervous that my hands where shaking! Besides, I was hoping to find separate boxes in order to feel comfortable during the test. But I didn't. All the PCs where in the same room, side by side! I could hear everyone there, and I was really ashamed thinking that the person next to me could hear me too!! So I spoke really fast, without even thinking, and in an absolutely incoherent way! (Everything you don't have to do during the speaking.. I know my speaking is much better than that! Actually, I work in a bilingual call center!

jpwind surfer 05-11-2008, 05:30 PM

Test on may 9, 2008 computer broke down

I had my test in the Atlanta-Prometric testing center.

During my reading section the computer broke down two times;

As anybody can imagine it does not help to be coerced to wait 10 min (each) until someone can continue the test...my concentration was gone.

rajatks 05-14-2008, 05:31 PM

I had my TOEFL on April 27 and got my result today. I got 110.

I thought my speaking went crap.

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R-28 W-29 S-24 L-29 I had got 280/300 in CBT

Nothing much to elaborate but the test centers are all hell here, just like a vegetable market, in the speaking section. You can hear all others speak and you can't concentrate at all, especially when the guy next door is shouting at the top of his lungs in the mike and I have to write an essay, bad experience this TOEFL.

Laura.pharm 02-29-2008, 05:01 PM

I've been trying 5 times already. Each time prepared for a month or longer. I am so tired! Something confuses me in this test. I took my very first TOEFL 1.5 years ago and had my speaking part scored 26. However, my writing wasn't good enough. Now, I have writing part 26! However, my speaking part is 24, sometimes 25. What is going on? I had **my speaking part with score 26 three times in a row**. However, now, when I have writing part done perfectly I am failing speaking. This test holds me back. I already passed FPGEE in 2007 and can't do much about it.

javacutie88 04-13-2008, 09:03 AM

BEWARE IBT test center: I Can Language Center Inc. Pasig Philippines

I have taken IBT in I Can Language Center Inc. located in Ortigas Center Pasig Philippines. The test center is so small and not fit for examination. The monitor is only 10 inches from your face; also I can see the monitor of the 3rd person beside me that I can clearly see all the question and answer of the person beside me. There is no space for you to write and take notes. The computers we used are so old that and 2 of the test taker have problems on their headset while 1 test taker had a problem on his keyboard.

While they are fixing the problem I have already started the IBT test. I was very distracted because the proctor would pass at my back because of lack of space I have to move my chair forward now and then for them to pass through. They used monoblock chair that is not comfortable for a test taker to sit for four hours. IBT is very difficult exam and expensive. I believe that a test taker should be comfortable during the test. If you have time, check test center before registering.

mtadha 03-27-2008, 11:15 PM

Problem with computer in IBT

I had my Toefl IBT test on Mar-14, 2008 at WA, USA. I had finished my reading section with out any problem but when listening section started, I couldn't able to hear anything. I raised my hand 3 times to draw attention of administrator, but unfortunately she wasn't there. I was shocked.

While test was in progress, I stood up & talk to one assistance. She changed my headphone but problem was still there. I complained again. Assistance said, "It may be problem with machine but she can't do any thing because administrator is out & will return in 15-20 minutes." We waited for administrator and when she came she stopped the test and shifted me to different computer. I lost at least 20 minutes test time during this mess up, which I couldn't recover. I complained to ETS and still waiting for their reply.

pega 03-28-2008, 07:45 PM

I took the test on the same day in Fayetteville, Ar and had something similar. On the first part of the reading, I realized, I wasn't able to drag the answers which I knew them, and that made me so nervous and lost my control. I talked to the lady and she said she could not do anything about it and I already lost some time.

mtadha03-28-2008 09:40 PM

You are lucky that you got a problem only with one question.
I lose 3 complete listening lectures/conversations.
I complained about it twice to ETS and taking follow up since last 10 days.
From their response, I am d*** sure that they are not going to do anything.

Ultimately we, who are going to lose.

aranel 03-30-2008, 08:34 AM

I took an iBT test today in Santa Barbara ELS center. I prepared myself really good and I was ready for the exam. After I started to third reading my computer gave an error and my page closed down. I raised my hands and I saw 4-5 people have same problems. Then, the instructors said we have to wait outside. We waited and they started our exams again in another computer but I lost my concentrate. We continued our exam. In that time other people were answering their listening questions and I can hear the sounds. That's ok and it's normal. After I finished my third reading (finally), I started to listen. Instructor came and said to me can you turn down your headset volume? I just looked and I did not argue with her but it is not fair. The system error was not my fault and I think I can listen my part in whatever volume because other people were doing the same thing. After that time, I lost my concentrate again and again and I didn't do well. I want to complain about that to ETS but I don't think it is gonna work? Do you think so?

alvin89 03-12-2008, 03:34 PM

When I was into my reading section, I was full of confidence. This eventually led to over-confidence which greatly affected my reading section. When I was answering my speaking section, the person behind me was shouting into the microphone. I became so curious of what he was saying and attempted to interpret what he was saying as well. Overall, I did not prepare strategically for the test, thus ending up having a 'regular' score.

Aneena 02-20-2008, 08:56 AM

I took the TOEFL almost 2 weeks ago, I must say it was a horrible experience; I haven't expected it to be so long and exhausting. After the reading part (5 texts, 20 minutes each) and listening (I couldn't follow how many parts were there) I was so tired that I only wanted it to be over. I think I did really badly in the speaking part; I was too tired and couldn't concentrate any more.

My English is quite good, I feel confident speaking, but in my opinion this test doesn't really check your English skills, but also if you're able to concentrate for such a long time. I know many English native speakers that would also have problems answering some questions. Speaking was quite bad because I was already so tired and I'm not sure about writing, don't have much experience.

The speaking was as I said difficult, mainly as people were walking around me, there were many strangers in the room, some people repairing one computer; one guy was listening to my answer (standing direct in front of me looking into my eyes) which made it really more difficult. The first two questions really surprised me and I had problems answering them. I was supposed to say for example (the first question), who helped me recently, how did he do it and why was it important to me ("erm... well.. I think... erm... that... erm... it is important... erm.. " and so on). I was so tired after more than 2 hours of reading and listening that I had problems concentrating and thinking – it is really important that you can think of ANYTHING very quickly. In case of the first 2 questions I couldn't think of anything and was repeating myself (I got fair in the speaking of the familiar topics part).

Pinks 01-30-2008, 04:17 PM

Shocked with speaking score.

I appeared for TOEFL IBT on January 12th 2008 at ELS learning center in downtown, San Diego. I just received my score and am shocked to see a low 3 on speaking. I think my case had some technical problem only whatever it is, it is really frustrating.

Sspawn 01-19-2008, 03:56 PM

Don't worry. You are not the only one with **AWFUL** experience. I had a bad day too. Well, I got on time, but I don't know what happened. I had huge lack of concentration on the reading. The first passage was bad. Probably 3 or 4 unsure answers. However on the others a managed to develop some rhythm and despite the fact am not very happy with the reading it is satisfactory compared to other sections. Despite I got on time I was behind the man sitting right next to me...I went in the Listening with huge expectations. This was my strongest section. I expected perfect or near perfect score.

But while I finished my first conversation the guy next to me started speaking. That guy was screaming in that microphone. I couldn't here anything from my listening. There were questions where I had simply to guess, because I have never heard about that information. After the listening I really got mad and sad at the same time. I completely lost concentration. Developed negative attitude and speaking section was horrible experience. I made the first question good, but I completely blocked on the second one. Said 2 sentences maybe and let an empty record about 30 seconds. This was the moment I gave up on that test. I don't remember how I made the questions but i remember that I missed important information in the listening. In the 5th question. Probably the most important I didn't hear the first solution the man provided and spoke only about the second.

patacchina 12-16-2007, 07:12 AM

Global problems on the test of December 15?

Yesterday I went to take my TOEFL test, December 15. I arrived at the test center and they told me they were experiencing difficulties with the test, global difficulties.

They told me to wait in order to see if the TOEFL test would run. I waited for two hours but nothing happened. They told me that TOEFL everywhere in the world was having difficulties and I had to come back home :-)

modusoperandi 12-16-2007, 03:51 PM

I faced similar problems as well. My test center was Brooklyn, NY

I started the reading section and the testing system broke down 5 times before I decided not to take the test anymore. I hope ETS schedules sometime very soon else a lot of students are going to miss their application deadlines.

Resu 12-21-2007, 02:26 PM

I can understand your feelings. Actually I am not facing same problem, that you all have. But my problem is, I applied for rescoring and they took already one and half month after my result and they are still saying that I have to wait to get my rescoring result.

night12-04-2007, 10:33 AM

The short speaking preparation time was a problem due to the noise level in the exam room so be careful! I tried to respect everyone in the test room so I spoke quieter than usual. Sadly, most people were shouting!

Before you start the speaking section, you are asked to speak for half a minute to make sure that the recording software adjusts to your volume so don't worry about that.

philipe 11-09-2007, 08:28 PM

Just took the test and some problems had occurred that perhaps may affect my score. The test was supposed to begin at 12:00 pm, so I arrived at the test center about 11:26 am. Because of the start time, I had to lunch at 10:30 am. The test actually began at 12:22 pm, and in the first two sections there were no big problems, except for the fact sometimes it took the computer one minute to go to the next one! For that, I ended the listening section at 03:19 pm. I stayed seated during the 10 minutes break, but I was able to go back to the test room only at 04:47 pm!

I have no idea what happened, I don't know who to blame, but the fact is that I had to wait more than an hour and a half to continue with my test! I was feeling weak because I hadn't eaten for the last five hours and I still had to complete the speaking and the writing sections! I ended the test at 06:20 pm, almost seven hours after I arrived there! I am so upset I can barely write. I've been studying for this test for the last 5 months and than what happened? The server is down! I really don't know how I did on the test, it is actually very possible I did well, but I am sure my scores on the speaking and writing sections are going to be lower! At the end of the writing section I was feeling really weak and hunger. I just wanted to let you know what happened, because it is nor fair at all! I paid for the test, I studied for the test... and now I get this!

vaidy_t 10-27-2007, 08:53 PM

One very disgusting thing that I noticed in the speaking section was that you don't really know as how well your voice gets recorded. Even though, you have a preliminary voice test to auto adjust the mike - the stupid ETS software doesn't repeat your test phrase.

CARMEN-2006 09-21-2006, 09:22 PM

Why the NABP is asking for 26 we will never get higher than 24. I guess. 6 questions x 4 = 24. They mean that you should get at least two fives among the 6 questions. Who could give you 5 that is impossible?

It is not the matter that English is not the first language, because no one can think and speak about a pop up topic in 20 seconds.

Rammy 09-21-2006

Hi Carmen2006, it is not NABP which has set the scores, its ETS. ETS says 21 in reading, 18 listening, 26 speaking and 24 in writing are high scores and NABP accepted. No one in NABP check what is this test, how it is conducted, how it is scored. They believe ETS because they both are business partners and we are victims.

T-TOTO08 06-23-2008, 02:25 AM

Hi Candie, speaking independent essay is deceiving. It looks so easy even a "cave man" can answer it, but if you put pressure and consider all the factors, then after all this is a trap. The 15 sec. to brainstorm for ideas is not easy to come up especially with drained brain from 5 reading passages and listening section, besides, you will watch out with the grammars, transitions that it is hard to execute in impromptu (one take only). And most of all the pressure when taking the exams...Don't you hate yourself that you always have lots of ideas that come up about the speaking prompts, once your done with your exam? Well, I do hate it...

samar79 June 21- Test Terminated. Help!

I took TOEFL-iBT on June 21st. Everything seemed to be going alright until I reached the last question in writing section. For some reason the test was terminated after 2-3 min. and it took me to the last screen for score reporting.

I don't know what the course of action is, the test center manager called the customer service. The person on the phone said that they will "consider" it. Although any detail was

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not given for the "consider" part.

It will be great if someone whose has (or has known of) similar experience, will share it here.

fulfilling destiny 05-13-2008, 10:39 AM

My name is temi , I went to pharmacy school in Nigeria and although English is not my first language we did study in English . However, I would say it took me 9 whole attempts to make through the TOEFL exam. It is not new to say that this exam is a very subjective one and I would encourage people that are still on it not to feel they are not up to the task.

I actually passed the exam by rescoring, after reading other people's comment about rescoring I started to make use of it. Every time I got back my scores I made sure I rescored, and I would tell you that hardly did the score ever remain the same. This proved it further to me that scores most of the time depends on who is scoring you. I also encouraged a friend to do the same, as she was writing the exam just about the same number of times I was writing it.

Atilathehun 05-04-2008, 03:38 AM

What upsets me is that 1 year ago I score 24 for my spoken answer, and here I am 1 year later with the same result. I can ensure I have improved after 1 year of practicing, correcting my pronunciation patters and sounds, memorizing synonyms for a better paraphrasing, receiving an A for my College Level Writing course (English Composition), and completing a TOEFL iBT preparation courses. Who are there judging our performances on the TOEFL? Can they show mercy and, at least, consider how well we did on other TOEFL's sections before grading us for our integrated tasks!?

lily264 02-19-2008, 11:42 AM

Rescoring .. A terrible Experience

Here is my terrible experience with the TOEFL rescoring too. I have taken the Toefl ibt exam 2 times in 2 consecutive months. The first time I got R28, L22, S22, W27. I requested rescoring for speaking and I got 23 although I didn't do well in the speaking after 1 month I took the exam a second time and I was very surprised to get R27,L26,S26,W22. I WAS SHOCKED FROM MY WRITING SCORE BECAUSE I DID VERY FINE THE SAME AS THE FIRST TIME. I WAS VERY HAPPY TO GET THE DREAMING SCORE 26 IN SPEAKING BUT IT'S USELESS. I was sure that my score in writing was unfair for me, so I REQUESTED RESCORING IN WRITING,AND I DISCOVERED HOW THE ETS ARE SO RECKLESS AND UN RESPONSIBLE.

I have waited for the score to change on my home page it didn't for 6 weeks. I called the customer service for 6 times they are not helpful at all, every time they told me the same sentence "still investigating your writing score" I waited for a change. At last I received a letter from the ETS saying that your rescoring IN THE SPEAKING SECTION HAS BEEN PROCESSED AND THE ORIGINAL SCORE IS CORRECT. I WAS SHOCKED after waiting all that time consuming time and money for stupid telephone calls I receive that letter, I CALLED THE CUSTOMER SERVICE AGIAN THEY DIDN'T DO ANYTHING .So I LOST HOPE and tried to register for another exam and I didn't find test places till May in my country. I have to wait and study again. They have ruined my career and make me lose my job because of their recklessness, they waste our time and money and make us suffer and live in stress. I am so depressed. Can anybody tell me what to do to get my rescoring result for the writing? I am sure I DESERVE BETTER SCORE.

lily264 02-23-2008, 10:53 AM

Thank you guys for sharing with me your experience, I totally agree with you all, with

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every word you said. I am still waiting too for the official letter of the rescoring result, but I want to tell you very funny and stupid thing about them that the official letter for first exam rescoring result for the speaking came for me **20 times** .

Do you believe that I received TWENTY LETTERS FROM THE ETS about the first rescoring result for my first exam and I AM STILL RECIEVING THE SAME LETTER FROM THEM TILL NOW...I am really astonished from them. I don't know what they are really doing....? I am still calling them and nothing is happen. They will make me crazy. They are messing with our grades, papers. I believe that the speaking and writing scores are all by luckaccording to the rater mood he can give you 24 or 26 for example. I am so frustrated and I DON'T KNOW WHAT TO DO...I am foreign pharmacist and finished the FPGEE from a year and my career is determined by this foolish exam.

vanja 02-26-2008, 12:34 AM

I'm glad to hear that I'm not the only one that received more than one letter from ETS. For the last 2 tests that I took, I've received 42 score reports, so far. After I'd received 18th, I called ETS to report that. However, I've been receiving at least 2 reports daily, since then. Moreover, I got the score that I needed in order to pass, so I'm finished with ETS. I patiently collect their letters every day. That is a proof how professional they are.

Chicchac2002 02-27-2008, 01:43 AM

I have applied for rescoring of my December2007 speaking and till now I have received more than 15 score reports. Last year also I got multiple rescoring reports. Now I am continuously receiving for my January rescoring and December rescoring reports. They have reduced my score from 24 to 22 and on top of that sending reports every day.

"Horror Stories" part 2

toeflphobia 07-14-2007, 02:56 PM

This is my first attempt. I couldn't complete my speaking before the recording ends. Does anyone here think 1 minute is way too short?

I think I don't really like the test arrangement because when I'm doing my reading, somebody is testing the microphone and when I'm doing my writing, someone else is having the speaking test! It was so disturbing that I couldn't concentrate. If only there is an independent room for every candidate, that would be great.

volkan_volkan 05-12-2007, 04:18 PM

IBT on May 12 s**!

Just after the break, when I re-entered the exam room, I found everyone speaking. The room was just like play ground. When I put on the headset and got the first speaking question, I forgot about the first part and everyone speaking around me and did well in speaking (At least I hope so.). The writing section was also better than I expected.

DonCarter 05-13-2007, 12:13 PM

As for last, I want to say that the TOEFL test is just a moment recording, meaning you can prepare at your best for this exam, but still it comes to the moment you actually taking this test. Nobody starts at the same time, some are already talking into the microphone your neighbor is coughing or sneezing, the room is full of body heat with makes you sweat as well, and when everybody reaches the speaking part, it sounds like working on a Call Center loll like I do in real life part time.

rpt2be 12-13-2006, 03:31 PM

The problem is sitting in the test center for another 4 hours to take the stupid test. I just hope that the next generations of professionals will not suffer the same way as some of us here in this forum are. I hope that members who have passed and will pass will do something when they will be in a position that can change this. I think that some who have given/taken this stupid test are now members of their respective organization like NABP, FCCPT, CGSNF and others they are the ones who can change this requirement.

This test really doesn't evaluate someone's language skill. Some are even working in the US, Canada, UK and other English speaking countries and they can communicate with the natives of that country with no problem but when they give/take this exam they fail to get 26.

ETS always claim the validity and reliability of this exam. But, who are doing the study? It is the ETS themselves, so don't we think it's a little bit bias. Maybe our own respective organizations should do a study on the efficacy of this test so that the bias component will be lessened.

alay2007 04-18-2007, 02:26 PM

Desperate and sad about Toefl-iBTrescoring

I got 24 in speaking section the second time, applied for rescoring .Can you guys imagine? They reduced the score to 19! I feel like they are doing revenge or something, I don't know whether God will help me one day, I am sad beyond words can express.

dr_amgad 02-12-2007, 09:18 PM

TOEFL ibt cancellation for technical problems

Please any one had an experience with such a thing.

I had a TOEFL exam last Saturday Feb 10th and it was cancelled for technical problems. I tried to contact ETS many times by phone but I failed and by e-mail and no response.

Please tell me if there is any one had the same problem before.

And what exactly should I do?

varnatopu 02-18-2007, 03:42 PM

I took the test on January 26th. I still didn't get the results. Does it happen? But there was a problem with the testing center so I started the test 2 hrs late. Do you think this may be the problem?

premkumar 01-15-2007, 04:21 AM

We had a difficult with the test centre

I took exam in college station and we had a problem with the test centre I mean with tape recorder and we missed almost 4 listening questions and I don't know how we gonna manage and how we have to report to the ETS please let me know If any body have the same position.

the smart 12-15-2006, 03:08 PM

SNAFU - Was your test cancelled?

To those whose TOEFL test was supposed to be on 15th Dec, did you face the same problem?

It was my exam today here in Saudi Arabia but we couldn't do it! After two hours waiting, the supervisor informed us officially that the ETS decided to cancel the exam for today and reschedule it until I don't know when! There seemed to be technical problems with the

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server in America and the supervisor said that it affected the timing of the exam all over the world. The supervisor was coming and going and receiving phone calls from the U.S. all the time! This distracted us but she tried to reassure us and asked us to be patient. The majority of the students were relieved after they knew the decision because their motivation began to get down as a result of the stress and long time they waited. Most of them felt they wouldn't do fine if they did the exam in those bad mental and emotional conditions. We weren't informed about when the test will be again. I hope it will be in the following week, not exceeding that!

the smart 12-15-2006, 03:59 PM

What? 13th Jan? I don't think I'm patient enough to wait until that time! I have to do it before the end of Dec! I'm beginning to have hard feelings toward the ETS! What about those who have deadlines to submit their results!? What will they do? This delay will certainly disturb their plans!

You're not the only one who has to commute a long distance! Two of the students came from far away cities! Imagine!! They lost money for the airfare in vain! Poor people!

Tino 2-16-2006, 03:50 PM

The problem comes from the fact that ETS does not run or own the centers! You may not know, so let me tell you, the centers are all independent business: schools or government centers often, but sometimes computer store or just some guys with a business plan. ETS pays the center for each test based on the number of computers available.

What this means is that the center has the incentive to "pack in" as many students as possible, instead of providing a quality environment. It also means that ETS is subject to the test center. If the test center decides for some reason to cancel the test, there is nothing ETS can do. Further ETS does not hire the test proctors, the center does, so ETS cannot control their "quality", specifically their knowledge of computers and the internet. So if there is a problem, it may be repairable, but the proctor may simply not know how.

Finally, and I know from experience, the ETS help desk is pretty useless and unhelpful. Believe me, you do not want to have to call them! In my opinion ETS has been very irresponsible in the delivery of this test, and guess what NEXT GRE is going iBT too!

the smart 12-18-2006, 03:46 PM

They rescheduled my exam on 10th Feb! And when I want to log in my account in their websites, the message I always get :Max users reached!! I tried dozens of times!

missionibt 110-24-2006, 09:42 PM

I would like to suggest all of you, who are unable to get the required passing score, ie. 26, in speaking section, give a try for rescoring in that section.

Fortunately I did that and passed it. I had a score of 23 before, but I was pretty sure that I did very well in the exam. So I tried my luck, and I got a letter from ETS after a week of my rescoring request, that my score has been changed. I checked my score online and oh! my god, ya, my score was changed to 26..... What a relief for me. And the best part they are not going to charge to my credit card.

So guys, try your luck, and give a shot. There's nothing to lose.

vanga 09-25-2006, 06:32 PM

No book will prepare you for this (Sept test experience).

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I took the TOEFL iBT in Sept. As expected reading was tough, listening, speaking, writing easy. But I faced a different kind of problem. 40 minutes of my time were wasted.

As the speaking section starts, the test taker is supposed to answer a question that sets the microphone. In my case, the microphone didn't recognize my voice. I tried again without success. I raised my hand for assistance. No one came to assist. I went out of the room and spoke to the supervisor. As per her, my voice wasn't loud enough and asked me to keep trying.

I went back and tried again and again, still no success. The supervisor wouldn't move from her seat, just gave me weird gestures. This time I went back to the supervisor, she said there's nothing she could do. At this point I requested help from an attendant who was standing nearby (her job was to escort students from hall to the supervisors table). I asked her if she could help with this problem. This lady stood near my cubicle as I attempted the microphone testing question. Later, she changed the headset and made adjustments to the microphone. At this point my speech got recognized and the microphone was set.

Due to this delay the test that I was supposed to finish at 2pm, got over at 2:40 pm.

REMEMBER: the TOEFL bulletin say, raise your hand for assistance, they forgot to mention "DON'T EXPECT ASSISTANCE JUST BECAUSE YOU RAISED HAND.

To the Test Makers:

We students put in lots of time, money, and efforts to prepare for the TOEFL test. Please appoint supervisors who are oriented towards their work. Such cold response affects the test takers and demoralizes.

Tino 09-26-2006, 07:37 PM

First: ETS does not give the test! They pay independent parties to administer the test.... these independent parties may be good or bad, they may be helpful, or just in it for the money from ETS.

Second: What is the supervisor doing outside of the room! All supervisors and proctors must be in the test room at all times! This is a violation of ETS policy. But, ETS will probably do nothing, though you can contact them.

Third: How did you lose time? Or do you mean you just lost your personal time? Because you should still have your full-time with the test.

Fourth: I have mentioned it a million times on this forum: RESEARCH THE LOCATION WHERE YOU WILL TAKE THE IBT BEFORE YOU TAKE IT! The places are wildly different, some are HORRIBLE, some are good.

vanga 09-27-2006, 03:00 PM

Yes, I mean I lost my personal time. The testing centre was in Chicago. First of all, it's difficult finding a parking place and when you find one, you got to pay for it by the hour.

I couldn't research the test location. The location is 2 1/2 hours from place. I thought, better to use the 5hrs journey time for study. Finally, after the kind of experience I had with the test. I don't want to repeat the TOEFL iBT.

mastermind 09-24-2006, 07:23 AM

While speaking section was on, I realized that the topics given to me was exactly the same which were given to other people in the room and when they all started speaking on the

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same topic (almost at the same time), it really created some distraction (even with the ear plugs on). But I guess you have to take these things in your stride and move on. But really think it is unfair to have that kind of time limit to speak on a subject. If you try to be perfectionist in this section u end up getting confused and it reflects in your performance. But I have to admit that this section requires at least some practice on one's part since even if you are comfortable with "English speaking" environment, it's a different ball game when you have to speak on "a subject" with a very little time in hand.

manipal98 07-27-2006, 11:37 AM

TOEFL iBT has been rescheduled

My TOEFL iBT was supposed to be on 29th July i.e day after tomorrow and today I received an email from Prometric Thomson saying my exam has been rescheduled to September 23rd. I was shocked but now am so depressed. They are saying there is some technical problem.

otr 07-27-2006, 11:47 AM

We are in Sanjose and Santa Clara in California. If you are outside CA need not worry because problem is in CA only. I confirmed with ETS guys. Even my exam is rescheduled due to technical problem from 26th Aug to Sept 23rd. I am still in shock. They asked me to check online for any dates available from Aug 12th to Sept 23rd. I think there won't be any exams from 29th July till early Sept. This is really crazy.

pharmindo 06-21-2006, 12:14 PM

The monitor that I got was old and blurry, it looked like the one from the early 90's. I think it was kind of "blinking" (just like screens that you see in movies where they look like they keep refreshing themselves, I hope you know what I mean), it's a bit "bluish" and to me the letters look a bit blurry. I got used to it after a while, but it's hard when you have to read 350 words passage. I am just so used to my 19" flat screen at home and I have 17" LCD screen at work, so it was a bit of a shock when I saw how my screen looked like.

But it might be different at your test center, so just relax. Good luck to you too!

knok 07-03-2006, 09:05 AM

Yes, it is the 1990's monitor. Probably, they just use free monitors from somewhere to reduce the cost. Gee... then they charged us \$150 for a test.

I called ETS. They said that they had nothing to do with this and told me to call Thomson Prometric. When I called Thomson Prometric, (It is really difficult to get through. I spent six months for calling 1800 number. The line was busy all the time.), they said the same thing. Their duty is scheduling the test. They said that I called the wrong person and said that I should call ETS. Then, I said, "Okay, it seems that there is no right person here I can talk to. I faxed the complaint to ETS but no response. Maybe, Attorney General is the right person I should talk to." Then, they said, "Don't threaten us." I said, "No, I do not threaten you. I paid the money. I want to get what I pay for. I am requesting Thomson Prometric to replace old monitors with LCD monitors. The cost of a new 15 inch LCD monitor is really cheap now, about \$150. It costs the same amount of money as that of a registration fee. Then, I will be satisfied. That's it." Then, I asked her name. Finally, she said, "Okay, you are only person who complained about this test center." "Oh! if this is the point, I will ask all the people who had problems with the test centers to send their complaints."

Ethelstan 05-25-2005, 09:51 PM

BEWARE I don't know but today I got crazy topic. That is about animal domestication. there are horses and andelope.. or whatever the resource provide many specific details which I dun understand.. then the question suddenly "relate two behavior of horses and andelope to animal domestication" .. gee.. this one was crazy!

Tino 07-10-2006, 11:21 AM ****

Just to let you know, neither Thompson nor ETS provide the equipment for the test center. The test centers are completely private, usually English schools or computer labs or some similar business with a computer lab on the premises. The test centers have to supply all the computer equipment. ETS (or Thompson) only provides headphones with microphones, a camera to take pictures of the test taker when they register, and cardboard dividers. The monitors and all other stuff is the responsibility of the center. And, the center has ZERO reason to spend money on the equipment because they get paid a flat rate per test, regardless of conditions, number of test takers anything. They get paid based on the number of test stations available only.

Just to let you know. Of course it is obviously a bad way to organize things, but just to let you know...ETS (Educational Testing Service) makes the TOEFL test.

Thompson Prometric is the company contracted by ETS to set up and maintain the testing centers.

These two companies do not communicate and complain about each other all the time. Talk to someone at ETS and they will tell you to talk to Thompson, complain to Thompson and they will complain about ETS to you.... and back and forth....

The test center is not affiliated with ETS or Thompson! They tried to get colleges and universities to be centers, but since the tests were on times outside of M-F 9am to 5pm, and the tests require a lot of technical support, it was difficult. Most colleges/universities do not want the trouble. So they have been forced to look for private test centers (computer stores, vocational schools, etc....)

The test center is paid a small fee to do each administration. The center receives around \$200 per administration. The center is required to have 2 staff on hand minimum. The staff have to arrive 2 hours before the test starts and stay for hour after to set up etc... That means nearly 8 hours. Do the math: 2 people X 8 hours each = 16 hours. If they pay each person \$10 an hour, plus employee taxes and insurance etc.... the center will have NO profit. So guess what, they do not pay very much. Hmm... what quality of staff can you get in New York City for a test on Saturday when you pay less than \$10 an hour?

You are absolutely right: if you complain to ETS or Thompson they do not care at all. They will not answer or help you. As a test center employee I have called support desk for help. Usually it is terrible. You can tell it is a phone center in India (no offense!! but really, they must have chosen the cheapest company in India to contract with. I speak English as a second language. I talk to non-native speakers usually, and I have experience with the Indian "accent", but some of these people are nearly impossible to understand, and the phone connections are often really bad!). Sometimes the people can barely speak English... but the main point is that they usually do not know how to help, or have to spend a long time to find the answer. Also as a test center you can file a CPR (center problem report) electronically, I have filed one of these electronically nearly every test (sometimes more than one).... although I ask for a response, I never get it... I doubt they even read them. My point is they do not seem to care about or support the test centers.... so what do you think they will do for you?

At a minimum they should inspect the test centers. The center where I work has been giving the test in the USA since the beginning (basically 1 year, around 30 tests) at 3

locations. THEY HAVE NEVER HAD A SINGLE VISIT BY ANYONE FROM ETS or THOMPSON!! Our centers have new computers and are reasonable, but they could be in an open sewer with monitors from 1985 and barking dogs and ETS will not know! TOTAL IRRESPONSIBILITY.

ETS provides headphones, but they are not active noise canceling. ETS provides no sound proof equipment, ONLY CARDBOARD DIVIDERS. And again, they never send any inspectors, so who knows what your center will actually provide.

The way the test is set up students check in one by one. By ETS rules students MUST be allowed to arrive up to one hour late! That means that if you are unlucky to be one of the first people to start the test, you will be surrounded by the noise of all the others registering, arriving late, asking questions, etc....

Some of these things they can improve with time as they see how it works, but others are fundamental issues: underpaying test centers, no supervision of centers, no soundproof.

You are correct that the only way to get any help will be to contact the authorities (ie: The district attorney or your state, the better business bureau, etc...). ETS and Thompson will not help you.

It is a really unfortunate situation. I think they do it because they can. They are a monopoly and the demand to study in the USA is very big. They do not have to listen to anyone.

"Horror Stories" part 3

Faarmon 09-10-2008, 12:48 PM

Yes, it did happen to me. After re scoring my speaking score was raised from 22 to 26. Different raters have different mood and perception, so no wonder your score may raise to 26. Give it a try. When I got 22, responses were Fair, Fair, Fair but after re scoring I got 26 and responses were Good, Fair and Good.

One group of people totally kicked me out, and for the other group of people my response was good enough to qualify. So in my opinion, it is not the quality of speaking or writing, sometimes it is mood of the rater. This is an example.

Enotta 08-09-2008, 10:55 AM

The guys who have already taken IBT said it really distracts when people start speaking (or you haven't completed the previous part and voices disturb you, or you try to formulate your ideas and voices disturb you as well, or both situations). So be the first who starts annoying the others.

Xiaozhu 07-30-2008, 04:05 PM

I was due to take the TOEFL this Saturday in Ottawa (Canada), I booked it two months ago. And I just got an email saying my test was rescheduled on October 17th!

Now, I'm in trouble. I was due to start University in Sept. and register at the latest early Sept. Not to mention I have been studying for two months, which I took some time off work... I'm basically stuck.

I called ETS right away, the woman on the phone said "tests were rescheduled all the time" and I "could always travel to France to take the test". To France? Hello, I know I'm French but I have been living in Canada for the last few years, I'm a permanent resident in Canada and it just doesn't make sense!

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No apologies were given even though I explained my situation. No reasons were given for canceling the test either.

I just can't believe it... I need to take a class at university for my career and this won't be possible this year thanks to ETS. I'm shocked. I just completely distrust ETS now... If I do reschedule the test and take it in Oct., what prove me that it won't be rescheduled again?

Sorry, I'm rambling now... but I'm extremely mad and disappointed.

Isttoefl 07-12-2008, 05:03 PM

UNACCEPTABLE testing conditions!

I have taken the TOEFL iBT test in Athens, Greece on the 11th of June. I want to ask you whether it is possible to get a refund, or retake the test for free for the following reasons:

The testing conditions where **awfully horrible**.

1) We were 20 people in a VERY small room. We were seated at 2 two tables, 10 at each one. To give you the picture at every table we were 5 from one side and 5 from the other side, so I had eye contact (I could also see the notes!) with 5 people across the table!

2) The space that each one had was very limited and when I wrote the essays I had to rest my hands ON the keyboards. Additionally, the mouse was on another table next to me and I had to stretch my arm to use it!

3) The supervisor was talking out loud to the administrator and to students who had problems (maybe because he couldn't go close enough).

4) The floor wasn't carpeted and consequently anyone who got up from his seat produced noise.

5) Mouses banging the tables got me crazy, since no mouse pads were used.

OUTCOME: I was distracted many many times during ALL the sections of the test (not only during the speaking which is a common problem)

Can I do something about it? I don't know if I'll take a high score but there is not doubt that because of the conditions, I didn't do my best.

Yasmeentian 07-13-2008, 04:43 PM

I got a chance to retake due to the following reasons:

1) The test was delayed for an hour.

2) We were asked to stand in the line and wait, and wait...no chair provided.

3) Bad arrangement in the test center.

lol5561 06-29-2008, 07:04 AM

I have a question about the Toefl iBT test. Whenever, I am taking my test the computer freezes for sometime (15-30 secs), there will be standstill in the computer. This causes me to lose some words from the lecture and then I have to guess for the content. This type of thing happens through out the test. I am wondering if this is a serious problem, when the computer is standstill for few second and computer is not active. Imagine if i am hearing the lecture in breaking fashion (where words are missing) same thing can happen with our speaking part. No matter how good we are in communicating in English, we will not get good score. This is really a serious problem because computer is a machine built by human and this test is in-corporating several other things too, like internet (which do have a problem regarding transmission like cell phone, where we lose the connection very often).

I don't know whether this is a serious problem or not. If anybody has faced similar

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situation please let everybody know. And I don't know, where to complain about it. Let's stand united and help each other, one day we all will succeed. God is watching everything. Best of luck to everybody. Knok, you deserve the tons of thanks from all TOEFL takers, who made several organizations to seek alternative to this test and hope sooner or later everybody will come to know about the Toefl iBT test(How bad it is ?)

PharmCW 05-18-2008, 03:47 PM

I'm not a native speaker. But my husband is American as an apple pie. He actually took the practice on-line of speaking part. He's got a score of 23. Even American can't score 26. Why do they expect foreigners to achieve that?

Tseprep 05-20-2008, 04:20 PM

I doubt your husband practiced TOEFL before, so he may not get 26, however if he practice for a month, he should get 26 or higher. This was true with TSE, an American professor, a native speaker took TSE and he got 40, so even a native speaker, if they don't know the test will not "pass" the speaking section
Great discussion,

Trav 06-07-2008, 07:19 AM

Let's ask ourselves one question; Why are people tested with TSE & TOEFL iBT? I guess the fair answer is "To test their English Competency"

Using the analysis given by one contributor above, if native speakers cannot pass the English test on their first attempt, does this mean they are not English proficient? I guess the answer is NO.

I think you'll all agree with me that it makes no sense for native speakers to fail TSE & TOEFL iBT. These tests were designed to test candidates whom English is not their first Language. Using this criteria, native English speakers should pass these tests without any struggle. If we evidence native speakers struggling to pass these tests, then this proves one more time that the design and administration of these tests is flawed. TOEFL iBT & TSE are not FAIR tests and deserve to be dumped altogether.

kizitokishaboy 05-06-2008, 07:32 AM

Hi, I am in Uganda and the TOEFL exam was postponed two weeks ago; and, they have not yet communicated to us. Any idea what I should do?

cindy_je 04-28-2008, 11:37 AM

My test was canceled three times because of technical problems. I wrote two long and detailed letters to the NABP regarding this matter but there reply is "we sympathize with your situation but we can't change the rules. Contact the ETS to reconcile the problem."

mtadha 04-02-2008, 10:46 AM

A very important experience you shared.
I have seen/herd many problems with TOEFL test but yours is different than others.

Tseprep 04-02-2008, 10:28 PM

Before many of the COMP USA stores closed down, some of them were used as a testing center.

dautremonde 03-13-2008, 04:58 PM

"Not scorable" - help!!!

I am really upset with this situation: I took TOEFL on February, but scores were not

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available after fifteen business days, so I called ETS. They said my test was "not scorable" due to technical problems - they could not retrieve the data. How can they let this happen? So they offered full refund or a new test with no charge.

Tino 02-26-2008, 07:01 PM

Take [IELTS](#) instead!

As we all know, ETS provides bad customer service. Most of us also don't like the TOEFL. Have you considered [IELTS](#)? It costs \$160. Almost the same as TOEFL. It is much better administrated.

Now most schools accept both TOEFL and [IELTS](#)! Go to [IELTS](#) - English for International Opportunity

Rx_enthu 12-29-2007, 05:32 AM

Well! I don't know about others but I had so far bad experience. I took TOEFL iBT 8 times so far, and I think last 2 times I was really good in speaking(I got 24 both times) so I thought if I request for rescore it may become 26.

But surprisingly in the 1st request it was reduced to "20" and other time 23, with lots of disappointment.

No, I did not mean that it always goes down, of course there are people their score went from 23 to 26 also, but only thing is that so far I am unfortunate about this and I must say they were really lucky people whose score went up.

vickycool 11-11-2007, 10:12 AM

Doubt regarding headphones

At the start of TOEFL there is headset test, which you speak through the microphone & the test software adjusts to according to your speech. In this headset test, can hear your own voice through the headphone?

vickycool 11-19-2007, 07:15 PM

Firstly, I did some finding out about this; when we speak into the microphone and hear the same thing through the headphones, it is known as side tone.

Now, why I asked such a doubt is because, during my TOEFL, the headphone provided was faulty; during the start of the test I could hear the side tone, but later on when the speaking section started, I could not hear any side tone. I complained about it to the test centre administrator, who told me not to worry & continue with the test.

However, **my fears were correct**, as three weeks after TOEFL, I got an email from ETS that **my voice was not recorded** in the speaking section & that I can appear for a free retest. So I am not charged for the retest but what about the time & effort, can ETS compensate for that and fortunately in my case, I still have some time available for taking a retest before I start applying to colleges using the GRE& TOEFL scores

amymehta 10-10-2007, 05:34 PM

I had also applied for rescoring. My Score is lowered from 24 to 23 in speaking. How can I get my money back? Can I apply for rescoring?

tobeekulit 11-13-2007, 06:39 AM

I finally made it! I took the TOEFL Exam for EIGHT times (YES EIGHT TIMES!). I had to retake the test because my score in the speaking part was not sufficient to meet the NABP requirements even though I did very well in the other three sections. But finally on my Eight try, I had the courage to request for a rescore.

My previous score was 24 (fair-fair-good), with the help of a lot of prayers my score was changed to 26 (good-good-fair), the funny thing is that the score for my third response was changed from good to fair. Anyway, my total score was bumped up from 109 to 111. And YES I finally made it! This just proves that our score (and even our future) would depend mainly on the person rating our response. Some people may rate our response as fair and some as good. This also proves that our TOEFL scores would not accurately or reflect our competency of the English language. By the way, I'm also with the group that advocates the idea of using [IELTS](#) as an alternative in assessing a candidate's competency of the English language. And also looking into the required score of 26 in the speaking part for foreign graduates which we find too high and unfair, knowing that the average score of test takers whose native language is English is only 20.

amymehta 10-10-2007, 05:28 PM

I had applied for rescoring my speaking section. I got the result 2 days ago and my score is decreased from 24 to 23. It's really awful. What is the refund policy?

Is there any way, I can apply for rescoring again? I desperately need 26 in speaking. This was my third attempt and I am so depressed. It feels like I am stuck in TOEFL web.

Since last 2 years I am trying to get 26 in speaking but I couldn't succeed.

This is why this continues.

Tino 05-11-2007, 10:08 PM

Every complaining student I have ever talked to will not actually make any effort to confront ETS. I think that they fear ETS may make trouble for them, and/or they just don't want to make the effort. Most people realize it is a pain, but they just want to get their result and move on. It is too bad.

DonCarter 05-13-2007, 12:13 PM

Hi I did my TOEFL IBT exam yesterday May 12th. Honestly, the test was way tougher than I thought it would be. Before taken the exam i did many Practice exams to prepare myself. Specially the one on ETS.org gave me a great impression. Since I lived in Canada I shouldn't had any problems with the speaking part. Well, I can say that the reading and speaking part were the big problems. First, the reading section started with a massive academic text about fossil fuels or so like I really care about that subject. It was pretty difficult. Than, you got 20 minutes to read 2 academic texts with 28 questions. Well, I barely didn't make it to the end.

As for the Speaking part, I was really disappointed with the result. I was pretty nervous in the beginning and the subject was again not that easy or familiar to me. Than, you get 20 seconds to prepare your answer, and 40 seconds to answer it. I believe that is way to short time to actually give a normal answer.

I was amazed that my best part was the Writing section. Well I asked many other students who took the exam with me, and they all said the same thing. That makes you think that ETS should change some things. I was thinking making the Reading text smaller less questions. For the speaking part, 2 minutes for preparation and 1 minute to answer the question.

I will also contact ETS and let them know my suggestions, because I believe this exam does not prove anything about your English ability. It is great to read other comments from people who took this exam, gladly I'm not alone in this, and partly people think the same as what I think about this exam.

As for last, I want to say that the TOEFL test is just a moment recording, meaning you can prepare at your best for this exam, but still it comes to the moment you're actually taking this test. Nobody starts at the same time, some are already talking into the microphone, your neighbor is coughing or sneezing, the room is full of body heat with makes you sweat

as well, and when everybody reaches the speaking part, it sounds like working on a Call Center lolll like I do in real life part time.

volkan_volkan 05-13-2007, 05:26 PM

Just after the break, when I re-entered the exam room, I found everyone speaking. The room was just like playground. When I put on the headset and got the first speaking question, I forgot about the first part and everyone speaking around me. In conclusion: I am feeling tired and terrible.

After taking the TOEFL iBT thing for the first time, I think that you should really write them about the background noises considerably disturb test takers' concentration. As for me, ETS should seek strict criteria of taking precautions for a good individual sound insulation before certifying a place as a test center.

himanshu288 05-16-2007, 02:24 PM

One point I want to discuss is the following:
in TOEFL iBT, in the speaking part, they just tell us to check the microphone and they give one warm up question to check their system, but how can we know that our voice(high/low) is sufficient to produce good impression on rater. They have to do something so we can listen how is our warm up question recording? Because sometimes the examiners told us to speak slowly in the test. So, we can able to improve our recording in the actual test. One time, I face the same problem.

takku 05-16-2007, 02:33 PM

Like BPT they need to get only the scores not in same test, For example, even if we didn't get 26 in one test & all other sections are Ok , they can take another one concentrating only in speaking which may get 26.

As for pharmacists, we have to concentrate in each section every time and by the time of speaking questions people are tired and nervous. I believe that's why many of us are not getting the score.

appu raja 09-01-2007, 05:47 PM

This test is not up to the standard as other tests are like [IELTS](#), MELAB. 2. How would I know that my voice recorded is correct and without any noise. 3. Now many institutions in the world are not recommending iBT because of technical problems (India, Pakistan, Sri Lanka, Malaysia). 4. Speaking section should be face to face as in other standard tests.

arubaohio 07-27-2007, 03:56 PM

Where to complain against ETS/TOEFL test conditions?

I just wanted to know if anyone knows a better way to complain about the iBT TOEFL test conditions. I am aware of the fax number they give you to send a written complaint (which I already did), and some other suggestions like to complain to the attorney general (which I will do).How about a organization that supervises / audits / monitors ETS - does such an organization exist?

It is outrageous that such an important matter (TOEFL exam), which may and will influence one's future is not monitored by a third party. Specifically, a couple of weeks ago I took the iBT test and the conditions were awful - the biggest of which was of course the other test takers talking loud, trying to over talk each other.

How on Earth can someone concentrate when a bunch of persons are talking loud around you?

arubaohio 08-09-2007, 02:25 PM

Another idea that I had when I read your report is to strengthen your argument, in the

complaint, about the noise created by the other test takers talking loud.
In the own ETS' report with the title: "Influence of Irrelevant Speech on Standardized Test Performance" report # RR-02-06, it is stated:

"Attempts to reduce distraction to an acceptable level were largely unsuccessful. The impact on actual test performance, however, was slight in the GMAT sample and negligible in both GRE and TOEFL samples.

The conclusion was that intermingling examinees with others who are taking a speaking test remains a concern, primarily because of strong negative perceptions by test takers. More effective means need to be devised to reduce or control distraction."
What better proof can be that the conditions are not appropriate than ETS recognizing this themselves?

There are other instances in the report where ETS admits the above (see pg 25 for example.). The report can be found at:
Influence of Irrelevant Speech on Standardized Test Performance

<http://www.ets.org/portal/site/ets/menuitem.c988ba0e5dd572bada20bc47c3921509/?vgnextoid=4571af5e44df4010VgnVCM10000022f95190RCRD&vgnnextchannel=d35ed898c84f4010VgnVCM10000022f95190RCRD>

Tienshinhan 08-09-2007, 05:00 PM

All these complaints about TOEFL are really depressing me. If it's really that bad in first world countries like US, just think about what the examinees from countries like India, Pakistan, Indonesia etc have to go through. Very recently, one of my friends in India told me that in some centers even the GRE/TOEFL questions are leaked prior to the examination. It's really a shame that exams like this one, which are detrimental to a student's career, are conducted in such abysmal manner.

Tino 08-09-2007, 06:07 PM

Better conditions are NOT the point. The point is REASONABLE conditions! Now the test center conditions are horrible, and completely unmonitored by ETS. It is a total joke. We are not asking for a Ferrari, just a car that is not already on fire.... haha

Further, test conditions affect everyone, not just medical professionals. The NABP and other boards' requirements are separate issues. What about all the students who cannot get a test date in time for admissions, or whose test score is lost, or whose score is greatly impacted by horrible conditions?

ETS will change if there are enough complaints. Either individuals or a state government can file a lawsuit, and the court can order ETS to change. It happens all the time. The only difficulty here is that so many of the people affected prefer to do nothing, or feel that their efforts will have no effect. Sad....

As for NABP, I think they can at least be convinced to accept an alternative to the TOEFL, such as [IELTS](#). And a successful suit against ETS would push that through quickly.

Tino 04-02-2007, 05:18 PM

OK, that was a bit over the top to get your attention. But guess what, ETS planned to launch an iBT version of the GRE (which Americans also must take) this September. But now they have just decided to cancel the iBT GRE. Why? Because they cannot guarantee access to the test and ease of test-taking for the test-takers on their iBT network! But we still have to use iBT for TOEFL!!!

What a bunch of >>>

Here is the link:

[Plans for the Revised GRE® General Test Cancelled](#)

knok 04-02-2007, 05:41 PM

Thanks Tino for this information.

ETS does not hate foreigners but it is foreigners who allow ETS to take advantages from them even though they knew that they were treated unfairly.

My March 17th TOEFL experience was a nightmare. The test center was worse than an outdoor market. The computer was so slow that after choosing an answer, I could finish reading about 4 lines before I saw the next question.

All test takers experienced the same. What in the world, this organization can exist in America and can continue making a lot of profit.

I would vote that the best version for TOEFL is a paper based version since ETS does not want to invest on computers and devices. So, why do they want to launch an Internet-based?

10 years ago, the cost of TOEFL was \$30.

Now, computer based the cost increased over \$100!

Trav 06-22-2007, 05:45 PM

They think overseas people cannot organize themselves and submit their complaints to relevant authorities... In that way they can continue ripping off applicants' pockets through exorbitant testing & retesting fees. ETS forgets what happened to them few months ago... click the link for "ETS to Pay \$11-Million to Settle Lawsuit Over Scoring Errors in Teacher-Certification Test" [The Chronicle of Higher Education](#)

We might be facing the same situation these teachers faced. In my 30 years of schooling I have never failed any exam... and I've never repeated any exam....But I've recently become a victim of ETS's speaking part, even after acquiring the overall total percentage of > 90% in the iBT exam... It doesn't make any sense to me... Where in this world can you get an A+ in a test and end up being told that you did not satisfactorily pass the test?

"Horror Stories" part 4

Tino

Tired of the TOEFL?! Tired of horrible service?! Tired of terrible test centers? Tired of a 4-5 hour long test! Tired of speaking into a microphone, instead of "face-to-face" with a real person?! Tired of having to type 2 essays, even if you are not a good typist?

THEN CONSIDER [IELTS](#)!

Most people think that [IELTS](#) is only good for schools in the UK, but it is accepted at most US schools also! All the University of California Schools and California State Universities take it! As do most community colleges! Go to the [IELTS](#) website to check at [IELTS: International English Language Testing System](#) or ask your school.

[IELTS](#):

- 1) All paper based, no annoying computer!
- 2) Great test environment (quiet, clean, helpful staff), unlike TOEFL!
- 3) Speaking section: You talk to a person, face-to-face!
- 4) Writing section: you can write by hand on notebook paper!

5) Less than 3 hours, compared to iBT TOEFL 4-5 hours

DonCarter 06-03-2007, 06:22 PM

I was extremely nervous in the beginning you can tell from the points I received on reading and listening. It just overtook me; besides, the surrounding was really annoying. People were loud, sweaty and it was probably 40 degrees in the test center.

knok 06-01-2007, 10:25 AM

CompUSA test center - You may have to put cotton or ear plugs. They set the table too close. You can see everything from people beside and in front of you.

I was kicked by the person behind me when I was speaking. The test proctor left the room immediately which was good. No staring as a criminal. You got plenty of paper.

My neighbor stopped typing immediately when I started speaking and looked at me. I did not speak loudly but the room was so small.

The contrast of the images and background was low. I could barely see the screen. I think that test I got 20 on the reading even though my highest score on this part was 29 previously.

That was CompUSA in WA.

They used training center as a test center. Oh! The test proctors changed 5 computers when he tried to sign in for me. Finally, the server was down and the computer in the center was not working. I had to wait 40 minutes after the proctor signed in the first computer till 5th. He contacted ETS and received the answer to wait until it came back on. The room was too dark. I could not see the screen clearly.

knok 05-31-2007, 09:49 PM

[IELTS](#)/TOEFL iBT

1. Speaking Module:

For [IELTS](#), an interviewer will ask you questions. You can clarify the questions when you don't understand any of them. TOEFL iBT, you can't.

Even though you have a real interview, there is a tape recorder to record your delivery.

Raters will grade your test in a real interview. The tape is for reference only.

You will feel more comfortable to talk with human beings than a machine. The interviewer has rapport section at the beginning of the interview. They are friendly.

You got time to think. You are more flexible with time in a real interview with [IELTS](#) than that of TOEFL iBT. The interviewers will ask you whether you are ready to answer or not.

The raters can see your appearance and your non-verbal communication (your facial expression, body language, incorporating with your tone of voice when you speak). This is important for communication in workplaces in a real world. We can see and interpret both verbal communication and non-verbal communication of an interviewer.

[IELTS](#) speaking module provides two ways communication. It is more realistic than TOEFL iBT.

The technical problem of [IELTS](#) is less than (or never) than that of TOEFL iBT. In several cases, there were technical problems occurring during the Internet cable transmission during sessions of recording TOEFL iBT. Would you give a high score to the tape that you cannot understand well?(4)

[IELTS](#) will not put you with 20 test takers and force you to speak at the same time as TOEFL iBT does. In TOEFL iBT, you will be disturbed from the voice on the microphones of

other test takers and test proctors since the beginning of the reading section until the end of writing section.

For other portions of [IELTS](#), I heard that they were harder than TOEFL.

You have break time for at least 1-2 hours or all days before taking the speaking section of [IELTS](#). For TOEFL iBT, you may get hungry or tired after reading difficult passages and boring listening passages. You have only 10 minute break before taking the speaking section.

If you have alternatives, why don't you choose [IELTS](#)?

According to ETS data (September 2005-December 2006), the mean score on the speaking section of people whose native country is the United States was 22. The mean score for those whose native language is English was 23. ETS suggests institutions that 26 on speaking is acceptable score for professionals. I think that it would be fairer if all professionals including native English speakers to take the same test and pass the requirement.

Don't waste your time taking TOEFL iBT if you have other options.

A majority of TOEFL iBT test takers cannot concentrate on TOEFL iBT. It is not easy to answer 6 questions in different situations that we are not in our interest in time constraint after spending 2.5-3 hours on the reading and listening. This seems to be a good strategy for ETS to fail candidates.

Test taking abilities are considered to be extremely important to TOEFL iBT test takers' success.

More importantly, when [IELTS](#) raters graded the speaking tests, in my opinion, they are not likely to grade the test by online grading as TOEFL iBT raters can do. Digitalized voice is not perfect. If you don't believe me, try to say 5 and 6 on the digital phone and ask your friend to tell you what number you are saying.

For those of you who have alternatives, please do not waste your time and destroy your spirit by taking the test on the machine.

Rarin 04-04-2007, 09:14 PM

Pharmacist shortage and 26 in Speaking Ibt

It is interesting ABC news and many valuable comments regarding the Pharmacist shortage.

" http://blogs.abcnews.com/theblotter/2007/03/high_school_stu.html"

Hope NABP considers what is happening now in the US. More than 3000 foreign pharmacists participating in FPGEE in 2005 are willing to get in to the pharmacist job market. However, many of them who passed the FPGEE test cannot pass the 26 score in the speaking ibt and therefore could not get the internship training. Is this speaking test reliable to evaluate the capability to communicate in English? I guess that American pharmacy student use only USP. In my country with the 5 years pharmacy program, we used both BP and USP as the references.

Why put the foreign pharmacist in the limbo of the speaking test that is not relevant to what Pharmacist has to do. I do not think that patients want pharmacist to summarize what patients should concern of their medication within 45 sec or 60 sec. I also do not think that passing the good score in summarizing the campus life will be the good indicator of good practicing in Pharmacy. Granting internship hours by preceptor is not automatic of showing up at the pharmacy department. Pharmacist interns need to perform their duty very well. If accent or communication is the concern. I believe the preceptor

would recommend that in the internship affidavit. Of course, more hours will be required to fulfill the requirement. Pharmacist interns are still required to work under the registered pharmacist' supervision.

If I could I would like to ask NABP and patient this following question.

Would you prefer your prescription to be filled by the Pharmacy technician who has a high school diploma in US or the foreign pharmacist who graduated form 4 or 5 years in school of pharmacy? In addition, these foreign pharmacists had dispensed many prescriptions in their country for a least one year. During entire pharmacy program, these foreign pharmacists had read most the text books in English. Finally, these Foreign pharmacist has gained almost full score (27-29 of 30) in three sections of TOEFL iBT but less than 26 of 30 in speaking section. Provide your explanation and sample to support your preference.

You have 15 sec to prepare your answer and 45 sec to answer this question

Sick and Tired of iBT 03-02-2007, 02:21 AM

I am going to sue ETS

I'm going to sue ETS on their blood *** iBT. I have gathered a great deal of information about them and their ways in treating their customers "test takers" that would help explain dozens of ETS mistakes . I have contacted a big attorney firm. The lawyers over there are collecting information. I am waiting for their final decision.

The reason why I am contacting you is because my lawyers have advised me that the more candidates claiming unfair test conditions or questions, the better our chance would be.

Personally, I am a pharmacist and my career has almost gone. My life is in the middle of no where. I have lost my opportunity to live nearby my family in my state. I have nothing to lose. I have been taking the TSE and TOEFL iBT 15 times since January 2006. I have been doing nothing but studying and taking ETS tests for 14 months. Is it fair? Meanwhile, I have lost job opportunities. I have spent fortune on TOEFL registration and materials. I have lost my self-esteem. Consequently, I have decided on filing my claim. They think that most of the foreigners in the U.S. have no rights. ETS reserves the rights to have our test responses without even treating us as humans. Instead, they look down to most of us as if we were their slaves. Have you ever called the ETS customer services? Try it.

Let me tell you a real story. I believe that every body remembers the chaos of TOEFL iBT in November 2006. Last November 2006, I called to inquire about my TOEFL iBT test results that had not been published and been late for about 20 days. Asking me tens of questions about my identity, the customer service representative said that she could not give me MY test results. I asked for her supervisor. The honorable man said the same claiming that I did not have my test registration number given that I had correctly answered every single question concerning my name, birth date, address, test center, date and time, and so forth. I, inoffensively, thought to ask this supervisor about who would be the auditor for ETS. Surprise!!! "NO ONE IS AUDITING US", said the supervisor. After 2-3 minutes of what I should call monologue, I was the only one talking, he, sarcastically, advised me to go ahead and ask my institution ((NABP)) to assign me another test.

Based on what is mentioned above, please answer the following question.

Who in the world would repel customers by asking them to find someone else to do what s/he supposed to make living of?

The answer is one word: MONOPOLY

ETS has succeeded to convince universities as well as professional institutions like the NABP to recognize ETS as the only English test maker in the US. In doing so, they held some practice tests in countries like England. Of course, the English students could have made it in the speaking test. Taking preliminary phase results into their considerations, they provided the NABP with misleading figures and numbers about the potential scores of the upcoming ETS innovation, TOEFL iBT.

I happened to get 29 on reading, 29 on listening, 29 on writing, and my best was 24 in speaking. When I requested rescoring my 24 in speaking, they remarked my test and I got 22 instead. On another test, I got R: 28, L: 28, S: 19, W: 28!!!!

According to my understanding, any language consists of two aspects. The first aspect is the ability to receive the language. You comprehend the language using your reading and listening capabilities. The second aspect is the ability to inform others your message using this language via the writing and/or speaking. Having achieved 29 on the writing section, I would consider my abilities in conveying information using the English Language adequate. Therefore, the problem would be in the speaking score. Is it the right reflection of my real speaking level?

According to my professors, instructors, colleagues, associates, co-workers, friends, neighbors, family, and letter of recognitions that I have gotten from my college, I SPEAK ENGLISH FLUENTLY. Moreover, the way by which the speaking part of the TOEFL iBT test is brought in make it harder for me to prove my competence in the language.

I find it hard to come up with a perfect summary concerning 2-3 minutes lecture I have just heard to. Besides, The TOEFL iBT test mainstay would be on university situations, conversations, lectures, problems, and so on. What does this have to do with my situation? I am taking this test to be licensed as a pharmacist. Should a pharmacist be a problem solver to academic situation? I believe there are many different ways to evaluate professionals better than speaking for 5.5 minutes in the TOEFL iBT.

It is better for either the NABP or the ETS to assign another test and call it TOEFLP (Test of English as a Foreign Language for PROFESSIONALS). It is an idea that no body would even think about. As mentioned above, it is monopoly. It is all about business and business relationships. I was just wondering, what the mean of the speaking section test results would be in case that the NABP agreed upon [IELTS](#) as another approved test. Do I smell something bad? It might be. However, I trust NABP.

Rx_enthu 03-09-2007, 04:53 PM

That's true guys tell me anytime if you need my help.

I m also like you, I mean I am also a pharmacy student from my country and tried iBT 3 times yet within 6 months , and every time I was not able to get required score in speaking only.

First of all my question is if you pass one section in one test, why you have to pass it in next test also?

I think I get so bored of those blood *** 5 horrible paragraphs(those stupid archeological ,linguistic , geological, music , opera etc which has nothing to do with our career and interest) and after completing those, I cannot control my self so I cannot concentrate on the speaking section and that's why I can't perform well.

Second thing is that this test DOES NOT measure your ability to speak at all because you have to think a lot of things in 15 seconds which is a measurement of your thought process and not of the speaking capacity.

I'm sure if English and American student take this test 60 out of 100 are not going to pass because it's not all about speaking but its the speed of thinking about topic---then find

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words ----then make sentence --that to be effective ---and all within 15 seconds. That's really unfair.

And I will not only blame ETS but the NABP also. Why they need 26, do they have any study which shows that to become a pharmacist, therapist or dentist somebody needs 26 score to speak English? If yes then they should take test of all currently licensed pharmacist, dentist, therapist, doctor also because they are also practicing here without test.

How come they decide this limit?

I think there is a higher level corruption and tie up between ETS and other educational organization to share fees and blood *** from test takers?

Sorry, friends I m so fed up with this system so I cannot control.

Being a topper of university in my country and having extensive knowledge in my field I am just not able to perform in my field here just because of this f*** so called "test of English as a foreign language."

knok 03-09-2007, 09:04 PM

The most difficult part is how to concise your too much information to 6-8 sentences under time pressure.

This test is not the test to assess you speaking ability, but the test to test your organizing ability in 45 seconds. My friend who could not speak well and has lived in the U.S. only 6 months but she could pass the TSE. (speaking test) There is no correlation between how long you have lived in the U.S., how well you speak English, or how well your English is and how high you can get a score of 26 on speaking portion.

My Saudi Arabian friend who speaks English like a native speaker received only a score 20 on speaking. English is the first language he speaks before Arabic. It is all the test taking ability and concentration and how well you control yourself in bad test conditions.

nermeen 03-09-2007, 09:13 PM

I am thinking to join you. How much it will cost and how many years we can go for this? What was your lawyer told you about the success for that here is my story? I live her in USA for almost 7 years. Everybody understands while I am speaking. I took FPGEE and pass from the first time. I took TSE many times, ~ 20. I got 45.

I tried to register for TOEFL iBT many times on the internet on the internet from last August. I could not because of their system were down all the time. Now I am going to my country for visiting. In March and April, can you believe that I registered for the test on march and April it took me 2 minutes? I called customer services to explain for them my problem. I told them I am going to sue them. They said we will have case number and conference call with you. And they ignore me after that. They treat us like second class.

Tino 03-11-2007, 05:20 AM

There is an organization in the USA that is #1 in handling complaints about bad businesses (ETS?), it is the Better Business Bureau ([Untitled](#)).

They will contact the company for you, and if enough people complain there will media coverage. You can file a complaint here:

<https://odr.bbb.org/odrweb/public/GetStarted.aspx>

Please, everyone with a complaint about ETS, file a complaint!

Horror Stories – TOEFL iBT experiences – from Testmagic's online members

Note also, if someone sues ETS, a history of complaints to the BBB will help your case!

Sick and Tired of iBT 03-12-2007, 12:19 AM

I would like to thank Tina on the precious advice concerning filing our claim to [Untitled](#)
It works.

I am asking every one to do her/his part. Start sending a well written claim to this agency. Avoid using bad words or something that would seem insulting to ETS. Just tell what happened to you. Just claim that the test is not a measure of my abilities to speak English. Prove it. Make it as professional as you can.

Hey pharmacists, you are professionals; you can do it.

Sick and Tired of iBT 03-13-2007, 02:56 AM

You are neither stupid nor wrong. You are following your constitutional right to put your American dream into effect. Just believe in yourself. Just trust that every thing happens for a reason.

I agree with you that you have fallen into the ETS trap. However, do not let them make you feel like down in the dumps.

My advice to you is that do not take this throbbing test once again. The magic word is "boycott". Think about it. Spread it as wide as you can. Send it to every body. Tell your story everywhere. I do this. It works. I am even sending daily e-mail to guys like Glenn Beck and so forth. Think about it.

knok 03-13-2007, 08:42 PM

I just know and learn that decimation is everywhere. This test discriminates against someone who cannot speak like an American. The TOEFL iBT and TSE raters are selfish and do not care about others.

It will be really helpful for test takers if they just describe in details and give a specific comment for each question we make mistakes. This will help us to improve and make it possible for any of us to reach the score of 26.

This methods can do easily. TOEFL iBT director knows all about this. He does not want to do because it will make it too easy to pass. ETS will make less money. They all are businessmen, not teachers who want to see successes of their students.

God will punish them one way or another. They will pay the price on what they did to all test takers all over the world.

I will spread the words everywhere. Don't worry. Getting a score of 26 is really more difficult than what anyone thinks. I disagree with NABP when it says that TOEFL iBT designs for test takers to improve their English. How can we improve speaking when there is nowhere in their evaluation sheet that says what we really made mistakes? It is a copy and paste comment. It is trashy and useless.

What I really disagree is the time pressure ETS puts on test takers to speak at the moment..beep..beep..

It is too mechanical, which makes it hard for test takers to speak in time allotted.

If you are not sure you can do it, don't ruin your life by taking this test. You get 24.. 2 more points. You are almost there. Yes, you may be there forever. When I took TSE.. I received 45.. 5 more points. I was almost there...yes, I was there forever. The biggest guy who got benefits on the hardships of others received \$300,000 bonus in the past year.

What kind of non-profit organization was it making profit that much?

I will be gone for a while before I say something that make any of you more depressed. I will tell you what I have gone through since I prepared for TOEFL in 1995 and passed in 1996, went and finished graduate schools. After I received two master's degrees, then have taken all courses for speech communication. After that, I have taken Kaplan TOEFL course, not to mention taking Bruno Hill course (accent reduction course) since 2005 until now. I strongly believe that my speaking has improved a lot.

Where are you located? I am ready to do anything we need to do. My lawyer is also a good lawyer. I have contacted him since TSE discontinued.

Believe in yourself. Things will be done one way or another, sooner or later.

One more comment I want to share for today:

Anyone may argue that I need to prepare for this English test as hard as I prepared for FPGEE. I surely did. Please see how long I prepared for the whole English test, including the time spending on speaking section alone. I spent almost 5 years for speaking section alone. I have pain mentally and physically for too long now. Don't think too positively for this test like I did in the past. My private tutors even told me to stop taking it long time ago. They said, " I went to the pharmacy. I had hardly understood what that pharmacist spoke. Your speech is more understandable than his. What does this speaking test want from you? I don't understand."

Please watch your steps and do not trust ETS.

Sol 04-04-2007, 04:37 PM

I agree with you guys, we need to do something. Other day an university professor told me that many English speaking students shouldn't pass in TOEFL test, and I agree with him. In my opinion the new TOEFL iBT tests more than reading, listening, speaking and writing abilities, it test your ability to reasoning quickly in several situations.

Another problem big problem today is the inadequate environment for this kind of test. The TOEFL.org opened several test locations and they aren't prepared to apply this hard test, mainly the speaking section. Last month I took the test in an ETS school, we were six persons using the same counter with no division or isolation. Since the beginning – reading and listening sections, even using headphones, I heard not only my computer but also the neighbor computer. Than you can imagine how the speaking section was, it was sadly funny, and the school's staff was so worried with the security procedures!!!

For new test takers, I suggest visiting the test location before registration, disruptive environment should be avoided.

sayantan1979 03-29-2007, 10:25 PM

Well, I have no idea if anyone else in the world has faced a problem like this before. I will be really grateful if anyone can help me with this.

I took my TOEFL on the 3rd of March. I was expecting the score report for the last few days. It didn't arrive, and I had to call ETS regarding this. What they said was a shock for me. They said that for some reason the system wasn't able to record my answers properly, and hence my TOEFL is not valid. So I have to retake the exam. The deadlines for different universities are very near, and I am not sure whether I can afford any further delay in reporting the score. I checked the available dates for TOEFL in India, and it says that before 21st of April, there is no slot left. In that case, all the deadlines will be over and the chance of me getting admission this year will be ruined. The customer care

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executive from ETS told me that they are investigating the matter, and will let me know about this in the next 7-10 days.

knok 03-04-2007, 11:05 PM

I took TOEFL iBT at Mountlake Terrace last night. The computer screen was kind of hard to read the letters. It was blinking and it disturbed my concentration.

There is not good test center in my area anyway. The one that I will take on March 17th is bad as well, Greenriver Community College, Kent.

My friend who took the test at Greenriver told me last night that they were disturbed by test proctors and test takers since they sat too close.

I need the world to know how the test was so disturbing and how ignorant the bloody monopoly did to foreigners. How can you focus on the speaking when your energy was used up in the first 2.30 hours of listening and reading? I got 3 reading passages (1 hour) and tons of listening passages. (1.15 hours)

I stopped listening to the last listening passage because someone starts speaking and walking in and out. That happened to me every time because it was disturbing.

In [IELTS](#), you have at least 1 hour to refresh your mind before having an interview with human beings.

I actually stopped listening after 1 hour because I did not have energy to do that anymore and I wanted to save my energy for the speaking. We should have time to eat and rest before doing the speaking. I don't want anymore reading. Every time I had 5 passages, I did not want to take any other sections. I just wanted to go home. This is a horrible test.

ETS is promoting that they use Internet based test. They use high technology for the test but...they use a monitor from the age of dinosaurs.

I could not read from the screen clearly. It was blinking. They used computer from 1900s.

Good luck. Bare with it if you still have energy to do it.

I took and passed this TOEFL since 1996 since before I attended graduate school and now I have to do the same but they just added the useless speaking section.

The problem is that NABP (National Association of Boards of Pharmacy) requires candidates to get a score of 26 on Speaking section. This makes me have to take the whole test.

knok 03-11-2007, 11:47 PM

The problem is that NABP (National Association of Boards of Pharmacy) requires candidates to get a score of 26 on Speaking section. This makes me have to take the whole test.

They ask me to repeat the test that I already passed, just because of the speaking section. It may be true that I have gone too far for preparing for this test. Sometimes, we have to think of these investments as sunk costs. You have to stop before you go bankrupt because this organization took a lot of my money, opportunities, and energy. The word, "Public safety" is nothing more than an excuse of these two business partners. They close their ears what people are saying. I wish that someone from NABP would take this test and they would learn what the words, public safety, is. This test cannot guarantee that the person, who passes it, will not harm public. Those who cannot pass will not be able to communicate. It is just a process from the age of dinosaurs.

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I was stupid enough to keep taking it even though I know that this test is not a fair test. You cannot blame anyone. It is your choice to come here. It is your choice to start the FPGEC process.

pkaluvala 03-20-2007, 07:57 PM

Yes, I too had the same problem and do a lot others who came to take the test. The way the ETS is conducting tests is like a fishy market, which is terrible. When I started reading section few guys are speaking loudly and I couldn't even concentrate on the reading I just saw the words in the passage and kept it blindly though the reading section was easy.

When I started speaking section the guys beside me were speaking at the same pace and little bit louder than me and that was so distracting that I thought to give my headphones to them and tell them to talk instead of me. I hardly finished the test and I know I did not do well for the speaking and reading section because of the commotion though I did reading and speaking test much better when I took the test TSE and TOEFL before.

The other thing is the location it took half an hour to explore the test center my test center was in San Antonio, Texas and it is an hour drive from my place and when got in to that place I started asking few guys here and there and found the small words barely visible on the glasses of the university written 8200 ie., University of Phoenix again the university was so confusing to explore it that they did even mention the Prometric center on the notice boards inside.

I fortunately ran across few guys in the entrance hall and asked if this is the center they told me "I THINK SO" see how frustrating to locate the test center. After the exam I asked the proctor that is this the way the ETS conducts the TOEFL iBT EXAMS in a fishy market and unknowing places she told me that "I am so sorry about that" I will call ETS and tell and also you guys tell them because so many guys have the same problem they are taking it many number of times and this was my first time of proctoring and we got the Prometric here very recently. I don't think she is going to notice ETS about the situation but I think this forum could bring a revolution to the ETS if all we together work for resolving our problems like the one who posted in this forum ""I AM GOING TO SUE ETS"". Anyway, I am going to retake the tests because I too need the same scores for the PHARMACY exam. Good luck, guys! ""Hope never dies. Let's keep on trying folks until the ETS raters gets pissed off hearing the same tapes and voices again and again.

I think that ETS raters already pissed off hearing my tapes and voices.

knok 03-20-2007, 11:50 PM

What do we need to do to improve the situation? We all cannot go on and on like this.

I think fish market is a lot calmer and more pleasant than TOEFL iBT test centers.

Actually, I got another story today from Vancouver, Canada. My friend decided to go to Canada because she wanted to escape from Seattle test centers. She encountered worse experience. It was a language school. The keyboard didn't work. She had hit it a few times before it started working. The room was really warm and she almost fainted. The test takers made noises but nobody did anything.

Okay...after I take a rest, I am going to start doing the process of changing the environment of this test. I do not register for the next test because I do not want to waste my money. All test centers available in my area and the timing for tests are horrible.

Our voices must be heard. It is not fair if we are treated like this. We must change the bad experience we have to a constructive behavior by telling others so that they won't

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experience the same.

Don't waste your money, time, and effort to this test if you are not sure what you are going to experience in your test center.

Thenar 03-11-2007, 06:40 PM

I just did NOT Finish my TOEFL test

Hah, something unbelievable happened to me yesterday during my TOEFL test. So I was at the end of my third reading text and then the screen **became blue and then a window popped-up saying that there was some sort of a system error** and that I had to contact with the administration officer in order to continue my test. Well I did that, and this woman did everything she could but the test did not restart and then they called in Holland, which was probably because the central office for Europe is in Holland, anyway within 2 and a half hours they were trying to fix the problem, but they didn't manage to....so tomorrow I have to call to HOLLAND, jeez, they will give me another test date.

I have a ticket number and a phone number, of course, but is there any possibility to do this from internet, because it's really expensive to call from Bulgaria to Holland.....mm really awkward situation.....so yesterday I had the long reading section with 5 texts, is there any sort of sequence in giving long reading sections or long listening sections, because I really hate the long listening section and I prefer to do the long reading section, when I registered for the test a friend of mine took the test the Saturday before that and he had a long reading section and then I just thought that in the 10th of march there also is going to be a long reading section, and actually there was....

I am really satisfied from the testing center, the people there were really kind, and in the testing room were only me and one another girl...and they told us to calm down, not to be nervous, the monitors were really good, the computers everything, after this incident they even offered me to call to Holland from their phone, but it was Saturday and I guess I can call only during business days.

So this is my TOEFL experience.....and I will have at least one more, and I hope the last one, but it also depends on my scores...

frenzgood 03-02-2007, 04:11 PM

I completely agree to whatever you have mentioned. It seems they are ***bent to push foreigners out of this country. I'm absolutely ok with it that they should keep on trying to do that but why the ** they are robbing us of our hard earned money. I've already paid a lot to them and still I feel I'm totally on their mercy. I think first of all we should try to gather all sufferers (read people requiring 26 in speaking) on one platform and then we should decide what should be the future course of action.

jyo_200603-02-2007, 07:40 PM

I am also there with you. I know this exam has sucked our emotions, self confidence, feelings, and certainly our career. Those who are therapist, pharmacist and nurse, they cannot move ahead in their career without getting 26 in speaking.

I think those who got 24 or 23 they can speak very well in English. Even I don't know what the pattern of scoring in speaking section is? For instance, last to last time I got 23 in Speaking i.e. fair, fair, and fair, in all three questions. This time I got 24 but look fair, fair, fair, in all three questions. The Change from fair to good in one question won't affect my score? I really don't understand what to do and how to pass this exam? Sometimes I feel I will never even pass this exam.

Anyways, we are there with you and let's do something against ETS.

Horror Stories part 5

I fade up 03-05-2007, 02:01 AM

I was wondering how many of you got more than 100 on the iBT. Isn't 100 out of 120 a good indication that we are competent in the language as a whole?

Please, check the criteria given by the ETS to hire those who make decisions on your speaking responses and on your future as well. You will be surprised that most of us are eligible to apply for this position.

ETS claims that they apply Holistic Scoring method when scoring our responses. That means that you are graded on the total impression you create. Therefore, my advice for you is to tell a joke. LOOOL! ETS considers the whole piece of your response rather than the sum of its parts. Based of that, your 26 or more in writing should have a reflection on your speaking responses.

takku 03-05-2007, 02:24 PM

I'm with you. Meanwhile, I complained to NABP about the integrity of ETS. So I would say, go to NABP site & on contact just write this matter to them and suggest to accept [IELTS](#) or other English test. As they get more complaints I believe they would pay some attention to this. I hope you all got me.

Tino 03-06-2007, 04:52 AM

The most effective means might be for all students to contact their universities, and all potential medical professionals to contact their licensing boards and complain that iBT TOEFL is not a good method of determining English ability because:

- 1) The test is flawed, and/or the scores required are flawed
- 2) The customer service and test delivery is horrible

Then suggest that they use an alternative such as [IELTS](#).

Peppe 02-19-2007, 12:51 PM

Toefl iBT score report problem. I have problem with me TOEFL test.

I took the test on January 19th and I was supposed to have the results on February 9th. This latter fact didn't happen. I have problem with my TOEFL score, they are not available yet. I called 4 times the TOEFL service but they told me to recall later because they couldn't know what the real problem was. Someone know what I have to do? I came from Italy and my ETS agency on Italy told me that I should call the agency on U.S. because this is not their fault. Someone had this problem recently?

srilak 2-23-2006, 05:24 PM

Are CompUSA test center good?

I like to know how good CompUSA testing centers in California is. Is anyone has any bad experience? Please share. In my area, most of the test centers for January booked and only left is this CompUSA test centers. I never took any test there. So please somebody share your experience about this.

gemina@globalpinoy.com 12-26-2006, 12:17 AM

I also had a bad experience in San Rafael, Ca, CompUSA. The test centers are small with

no dividers. You can hear everybody talking. It is very distracting. Another thing the proctor doesn't have a good training in administering this test.

srilak 12-26-2006, 05:19 AM

Thanks for all the inputs. I hope someday ETS will improve the centers. ETS is mostly concentrating on improving and implementing the new TOEFL tests for every 5 years but it doesn't have any control over any of its test locations. We have to go through all these difficult paths to pursue our career here. For me, waiting to take the exam in February outweigh by having a bad test center.

dshroy 12-22-2006, 07:18 PM

Unable to register for IBT.
I am unable to register for IBT online. Can anybody tell me why?
Whenever I open to register, I am getting this message.

"Maximum number of users reached. Please wait for a few minutes, then try to login."

knok 12-23-2006, 05:23 AM

Many students from Kaplan have encountered difficulties in contacting ETS since November. These days, the main topic they are talking about is that they cannot register to take TOEFLiBT. UW-Seattle ESL teachers have to call ETS to schedule a TOEFL paper-based test since their students could not register for iBT. Most candidates need TOEFL scores to apply for colleges next year. It is chaotic.

Kaplan even sent e-mail to all students to register ahead at least 3 months. My friends in Kaplan were canceled the test because of the storm last week. Until now, they cannot reschedule the test. One of them called many times but the representatives told her different stories each time. Today, ETS said, "We cannot see your profile." "We cannot see your registration." "We see your profile but we cannot see your record." "The web site is down."

Another student does not have a house phone; he used his cell phone to call ETS. Guess what? He spent almost an hour calling ETS and Thomson Prometric, he could not get through for a couple of days.

jauhara 12-18-2006, 07:44 AM

"Max users reached error TOEFL site."

For 3 days now I have been getting a "max users reached" error whenever I try to login into the online profile for TOEFL. Is anyone experiencing the same error? I need to send in more scores but cannot. Any idea whom to call for this?

emmie78 12-19-2006, 11:26 AM

I've been trying to get to my TOEFL profile and I keep getting a report that the maximum number of user requests has been reached; that I should wait a few minutes before trying again. I don't get to see the logon screen. It's been like this for the last couple of days. Could anyone tell me what their access to this service has been like of late?

Tseprep 12-19-2006, 10:11 PM

It is the ETS, they need to upgrade their server. With all the money they get for a "Non-profit", I wonder where they spend their money? Keep trying and let's hope for the best.

pharmindo 08-04-2006, 07:59 PM

I would consider my experience as "bad" since I got small blurry computer screen (took 20 minutes for me to adjust), but the rests were okay and I am quite happy with my result.

Test date: June 10, 2006

I'm not sure about the test center's name, I think it's ETS something... but it was in Eddy Hall, Minneapolis, MN (it's inside the University of Minnesota).

missionibt 08-11-2006, 11:31 PM

I gave an exam in Fairfax, CompUSA center. It was good, however you would hear others speaking. I believe that it's a same problem with all the centers. We can't avoid it though. Only we can do is concentrate more.

amol_talwar 08-01-2006, 04:27 AM

Again TOEFL iBT Cancelled on 29th July , Humber College yesterday, when we went Humber College to write TOEFL iBT. Initially, proctors told us that they are facing some technical problems right now , But the exam will start for sure very shortly . After 4 or 5 hr, they told that due to **new software installation server problems**, exam has cancelled. All the people was so frustrated and annoyed with this. One lady was start crying there. We are not only paying \$200 cdn for this exam but also spending a lot of time, energy and losing our work. Who is responsible for all those things?

More over, there is no TSE now, so we don't have any alternative option. But we have to do something in order to solve there types of problems .That's not FAIR.

manipal98 08-01-2006, 05:26 AM

I was supposed to take iBT on July 29th but on 27th I received an email from Thomson saying that it has been rescheduled to Sept 23rd. One of my friends also had a similar problem and when we called them they said they have some technical problems.

"Horror Stories" part 6

carpe 10-28-2006, 01:40 AM

Fresno.ca Test Center

HI EVERYBODY , SOMEONE WHO HAS TAKEN THE TEST IN FRESNO CA :

Test Center Name: BIG PINE HIGH SCHOOL

Test Center Address

500 South Main Street,

Room 13 (High School Building - Upstairs)

BIG PINE

PLEASE ANSWER MY QUESTIONS :

HOW MANY SHEETS OF PAPER WERE YOU GIVEN?

HOW MANY TEST TAKERS ARE GOING TO TAKE THE TEST WITH ME?

ADVISE ME ABOUT THE TEST CENTER , YOUR FEELINGS YOU CAN SHARE WITH ME.

I NEED TO KNOW HOW COULD I START MY TEST ONE OF THE LAST TEST TAKERS?

tieuphong 10-28-2006, 07:00 AM

All your requests and concerns are not important. You should pay attention to the test and the practice.

Tseprep 10-28-2006, 04:55 PM

For Carpe, he may need the extra energy for the speaking. If he needs 26 speaking and he is already tired, it will be harder. Even if he doesn't need 26 on speaking, who wants to answer extra questions that do not help the score? If everybody had to answer 5 reading sections and don't know which one will count, everybody will be in the same boat. But if it is a random pick where first half of those who check in test center are answering extra questions, who wants to do that?

Having said that, it is possible that the extra sections is not limited to first half, now that I think about it, it is possible first 2/3 so 10 out of 15 or 20 out of 30 test takers can be selected for extra sections. But I think not everyone in the first 2/3 group. Maybe 5 out of 10 and 10 out of 15? I am guessing about # of people who maybe selected.

Mission 9/27/2008

I just left after dropping my friend in a test center for the TOEFL Exam; she just got the chance after 2 months, and after a lot of preparation, she wants to try the best. I received a call from her now saying that 10.00 a.m. test which was scheduled has been cancelled. Test city; Chicago

Cindee 10/1/2008

I have been living in U.S. for more than 20 years now. I am a U.S. citizen. I got my Ph.D. degree here in U.S. Although I have a very good job right now, I just think it is very unreliable to use TSE or TOEFL iBT to judge a person's English communication skill. We should work together for an alternative test.

amol talwar 08-01-2006, 04:27 AM

I was supposed to take iBT on July 29th but on July 27th. I received an email from Thomson saying that it has been rescheduled to Sept 23rd. One of my friends also had a similar problem and when we called them. They said they have some technical problems.

Tino 08-02-2006, 06:22 PM

The iBT TOEFL is complicated technically. With all of the firewalls, anti-virus software and other security on computer labs, sometimes there are technically problems. Often, the staff administering the TOEFL has little or no computer experience.

As an example, we discovered the Microsoft Messenger will often cause iBT TOEFL tests to not work. But Messenger runs "in the background", so you have to cancel it as a process, just closing it is not enough. Further, you have to cancel it as a process for ALL USER ACCOUNTS. Many computers have multiple USER ACCOUNTS (ie: Student, Guest, Teacher, Admin).

This is why I cannot stress enough: **Thoroughly investigate the center where you will take the test! Go there before the test. Ask them who will administer the test, ask to see the equipment. Ask your friends and ask on this board: "Where have you had a good and successful iBT test experience?"**

DO NOT leave it to fate, or you will not like the results....