

FREQUENTLY ASKED QUESTIONS ABOUT USING THE TOEFL® SEARCH SERVICE

NEW USERS

1. [Who can use this service?](#)
2. [What are the fees \(in U.S. currency\)?](#)
3. [How do I create a new account?](#)
4. [How do I find my institution code?](#)
5. [How long does it take to approve a new account?](#)

PASSWORD HELP

6. [What if I'm having a problem with my login attempt?](#)
7. [How do I change my password?](#)
8. [Why do I need to change my password every 90 days?](#)

VOLUME PROJECTIONS/ORDERS

9. [What is a volume projection?](#)
10. [How do I change my primary shipping address?](#)
11. [How do I create a volume projection and place an order?](#)
12. [How do I select more than one criterion within a section when performing a volume projection?](#)
13. [How do I sort my choices from the Select Values pages to help me get all the results I need?](#)
14. [What search criteria should I select?](#)
15. [How do I target a search using geographic information?](#)
16. [How can I increase the number of prospects in my projection/order?](#)
17. [How long does it take to receive results when testing a volume projection?](#)
18. [What if my volume projection resulted in zero names found?](#)
19. [How long will it take to receive my order?](#)
20. [What is a recurring order?](#)
21. [Does the system de-duplicate the results of recurring/rerun orders?](#)
22. [How do I schedule a recurring order?](#)
23. [Are email addresses provided for search registrants?](#)

OTHER

24. [What kind of information does the TOEFL Search Service User Manual contain?](#)
25. [What are TOEFL score bands?](#)
26. [How do I contact Customer Support at Hobsons® for the TOEFL Search Service?](#)
27. [Where can I get more information about TOEFL tests and services?](#)
28. [Where can I get more information about increasing the effectiveness of my student recruitment efforts?](#)

1. Who can use this service?

Institutions eligible to participate in the TOEFL Search Service include accredited undergraduate and graduate institutions that have established a Designated Institution Code with ETS. If your institution currently receives *TOEFL*® test scores, the institution code you were assigned will also be used for the TOEFL Search Service. If your institution is not a TOEFL score recipient, please complete and submit the appropriate online form on the TOEFL website at <http://www.toeflgoanywhere.org/asu-search/institutions/add/>, call TOEFL Code Control at +1-609-771-7091, or email codecontrol@ets.org.

[Top of Page](#)

2. What are the fees (in U.S. currency)?

- The annual participation fee is \$250, which is added to your first purchase once per subscription year. The subscription year is based on a rolling calendar. This means your next annual participation fee will not be due until the first order placed at least 365 days after your last fee was assessed.
- There is a \$.43 charge per name pulled from the database per order.
- No fees are assessed until the first order is submitted through the user interface.

[Top of Page](#)

3. How do I create a new account?

Click on the **Create an Account** link from the [login page](#). You will need to read and accept the Terms and Conditions of Use to create a new account and use the Service. You will be prompted to provide some basic information, such as your name, your institution, email address, and mailing address. There is no fee to create an account.

[Top of Page](#)

4. How do I find my institution code?

The Create New Account page allows you to search for your institution's code. If you are unable to find your institution code, try leaving out common words such as "university," "college," "institute," and words like "the," "of," "and," "at," etc. For instance, if searching for "Ohio State University," try using only the keywords "Ohio" or "Ohio St". If you still cannot find your institution code, please contact Customer Support at +1-513-924-3333 or toeflsearch@hobsons.com.

[Top of Page](#)

5. How long does it take to approve a new account?

It takes one to three business days to approve your account and send your username and password via email. If you haven't received your username and password after three business days, please contact Customer Support at +1-513-924-3333 or toeflsearch@hobsons.com.

[Top of Page](#)

6. What if I'm having a problem with my login attempt?

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

[Top of Page](#)

7. How do I change my password?

Once logged into the TOEFL Search Service, select **View/Edit Account Info** from the "My Account" section of home page. Click on the **Change Password** link toward the bottom of the page. You will be prompted to enter your current password and select a new one. Please note that the password must be eight or more characters and contain uppercase, lowercase, and numeric characters.

[Top of Page](#)

8. Why do I need to change my password every 90 days?

For security reasons, we require that all passwords be changed every 90 days.

[Top of Page](#)

9. What is a volume projection?

A volume projection is the number of results that meet your selected criteria. You can create as many volume projections as needed before you make a purchase.

[Top of Page](#)

10. How do I change my primary shipping address?

Once you are logged into the TOEFL Search Service, from the "My Account" section of the home page click **View/Edit Account Info** to review your shipping information. Make the necessary changes and click **Save**.

[Top of Page](#)

11. How do I create a volume projection and place an order?

From the "My Searches" section of the home page click on "Create a new volume projection. Select only the criteria from the search criteria groupings that will help you narrow your search. Enter the **Date Registered Range** for the search registrants you desire. Indicate whether you want to exclude examinees whose TOEFL scores were sent to your institution or search registrants who do not have an email address.

Enter a name and description for your Volume Projection, and then click on **Test** to see approximately how many registrants are found.

At this point, you can modify your criteria, save and place the order, or cancel your order. If you choose not to place an order immediately, we recommend that you click on **Save and Place Order Later**. This will allow you to access the volume projection at a later date and save you the time of having to reenter all of your selections.

Refer to the Search Service User Manual for additional information.

[Top of Page](#)

12. How do I select more than one criterion within a section when performing a volume projection?

Select the **New Row** link to the right of each criterion section and choose your search attribute from the drop down list. Click **Select value** to add from the selection choices.

[Top of Page](#)

13. How do I sort my choices from the "Select Values" pages to get all the results I need?

When building your volume projection, each criterion will require you to "Select Values" in order to filter through the database. When you click on "Select Values," a new page opens which displays your selections alphabetically by name. Click on the arrow to the right of the word "Name" in order to sort the column in ascending or descending order. Alternately, click on "Value" to sort the criteria by the value column. For example, sorting values in ascending order when selecting "Desired field of study (major)" allows you to group major fields of study and make it easier to identify registrants who meet your recruitment criteria. See the User Manual for additional details.

[Top of Page](#)

14. What search criteria should I select?

Make selections that will help focus your recruitment efforts. If you select all of the choices available within a criterion, it will slow down the query and it will take longer for you to get your results. For example, if gender is unimportant to your recruitment efforts, do not use gender in your search. In order to remove an unwanted search criterion in your volume projection, simply select the remove icon to the right of the unwanted selection. If you are at the top level within a criteria (the default setting) for your search, select the blank line above the drop down choices to remove the criteria from your volume projection.

[Top of Page](#)

15. How do I target a search using geographic information?

Only one search criterion is allowed in this section. We recommend that you select the smallest geographic area that would fulfill the purposes of your search, and then widen that area in order to receive the number of student leads that you desire.

[Top of Page](#)

16. How can I increase the number of prospects in my projection/order?

Selecting no criteria in a selection is the same as selecting all of the options available. Review your criteria and be careful how you narrow your search. Always keep in mind that answers are optional, and adding more individual selections will add names to your results. If you continue to get a low count for a volume projection, contact Customer Support at +1-513-924-3333 or toeflsearch@hobsons.com.

[Top of Page](#)

17. How long does it take to receive results when testing a volume projection?

The time it takes will depend upon your search criteria, but it should not be more than a few minutes. If the projection takes longer than ten minutes, click the "Stop" button on your web browser. Then click the "Test" button in to run the projection again. If you need assistance, please contact Customer Support at +1-513-924-3333 or toeflsearch@hobsons.com.

[Top of Page](#)

18. What if my volume projection resulted in zero names found?

Most likely, your search is too restrictive or you have conflicting search criteria. Consider changing your criteria. Please call Customer Support at +1-513-924-3333 for suggestions.

[Top of Page](#)

19. How long will it take to receive my order?

Orders are typically available within two hours after the order is placed. To check the status of your order, login to your account, and select the Order Results link. If the order is not there, and it has been two hours since you placed your order, contact Customer Support at +1-513-924-3333 or toeflsearch@hobsons.com.

[Top of Page](#)

20. What is a recurring order?

The recurring order feature allows you the option of scheduling orders to recur (rerun) weekly, monthly, yearly, or at a specific time in the future. You can use an existing order/projection to create a recurring order. If you provide us with a single or blanket purchase order that covers the cost of your recurring orders, we will automatically send your TOEFL Search Service output on the schedule that you have specified. You may also create a recurring order with a credit card. The system prevents duplication of output so that you only receive the names that were added to or modified since the last time the recurring order was run.

[Top of Page](#)

21. Does the system de-duplicate the results of recurring/rerun orders?

The TOEFL Search Service employs an algorithm that tracks the test registrants you have previously purchased. The system automatically removes duplicates based on that process. The only time you will receive a name more than once is when the test registrant updates their email address.

[Top of Page](#)

22. How do I schedule a recurring order?

A recurring order cannot be processed until a single order has been placed during the initial subscription year. In subsequent subscription years, if you are using a recurring order from the previous subscription year, the system will recognize that your recurring order is still in effect and will send you only the updated names since your last purchase. If this is the case, you will be charged the US\$250 annual participation fee on the first recurring order of the subscription year.

Recurring orders are valid for as long as they are scheduled in the system. If you need to cancel a future recurring order, select "View Orders" from the home page, or select "Orders" from the navigation bar. From the orders navigator, find the appropriate order you wish to cancel and select the "X" icon to the left of the recurring order schedule. This will remove the schedule and cancel the order. Orders must be canceled before the day they are scheduled to be processed.

If you need additional information, please contact Customer Assistance at +1 513 924 3333 or toeflsearch@hobsons.com.

[Top of Page](#)

23. Are email addresses provided in the search results?

Yes, if the registrant has chosen to provide one. If you plan to only conduct an email marketing campaign, you can choose to exclude search registrants who do not have email addresses.

[Top of Page](#)

24. What kind of information does the TOEFL Search Service User Manual contain?

The [TOEFL Search Service User Manual](#) provides details on customer assistance, creating an account, creating volume projections, ordering, customizing your results, and more.

[Top of Page](#)

25. What are TOEFL score bands?

TOEFL test scores have been grouped into score bands in order to be used as search criteria. While TOEFL score bands can be used to build custom mailing lists, neither score band data nor individual test score data will be included in the output file format.

[Top of Page](#)

26. How do I contact Customer Support at Hobsons® for the TOEFL Search Service?

Call - +1-513-924-3333

Email - toeflsearch@hobsons.com

Fax - 1-513-924-3273

Click on the green "help" icon on the right during scheduled support hours from the TOEFL Search home page at <https://toeflsearch.ets.org>.

[Top of Page](#)

27. Where can I get more information about TOEFL tests and services?

Please visit www.ets.org/toefl.

[Top of Page](#)

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

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[Top of Page](#)