

Frequently Asked Questions about the Official TOEFL iBT® Prep Course

General Information

What is the Official TOEFL iBT® Prep Course?

The Official TOEFL iBT Prep Course is an online course designed to help students prepare for the TOEFL iBT test and build skills needed to communicate in English in an academic environment. The course covers all 4 skills assessed on the test (Reading, Listening, Speaking and Writing), and provides useful strategies and scaffolded activities for learning English. It features pre- and post-tests, skill-building exercises, structured self-assessments, and automated scoring and feedback.

How will the Official TOEFL iBT Prep Course help me?

Students who complete the course will:

- gain useful learning and test-taking strategies to build confidence and prepare for each of the 4 skill sections on the TOEFL iBT test
- enhance their understanding of reading passages on academic subjects in English
- improve their understanding of conversations and lectures in English
- increase their ability to articulate verbal opinions and to give spoken responses in English
- enhance their ability to write academic discussion board posts and source-based texts in standard written English

What are the technical requirements to run the prep course on a computer*?

Operating Systems:

Mac® OS X 10.11 or higher

Microsoft® Windows® 8 or higher

Browsers:

Mac: Safari® 10.1 or higher, Firefox®, or Google Chrome™

Windows: Internet Explorer® 11.0 or higher, Edge, Google Chrome, or Firefox

Ensure pop-ups are enabled on your browser.

For internet connection:

Reliable high-speed internet connection (wireless, DSL, cable)

Recommended minimum internet speed of 512 kbps

A headset and a non-voice-activated microphone are recommended for the Speaking section.

*The Official TOEFL iBT Prep Course is not supported on any mobile device.

What is the difference between the basic course and the PLUS version?

The PLUS course contains the same material as the TOEFL iBT Prep Course, but it includes additional scores and feedback for Speaking and Writing activities and tests. The course uses the same automated scoring technology as in the actual TOEFL iBT test!

How is the course structured?

This course has 4 sections: Reading, Listening, Speaking and Writing. Each of these sections consists of lessons covering specific skills, topics and question types. The lessons all contain exercises with practice questions.

Where can I get additional information, including additional prep materials, for the iBT test?

Information about the TOEFL iBT test can be found on the TOEFL website at ets.org/toefl. Additional prep resources and materials can be found on the TOEFL website at ets.org/toefl/test-takers/ibt/prepare.

Accessing the Course

Does the prep course have to be completed in a certain number of days?

This prep course offers you unlimited access during the 6-month subscription. You will have 180 days to complete the course.

Can I retake any part of the prep course during the 6 months?

The prep course is designed to allow you to take the pre- and post-tests only once, but the activities inside each lesson can be reset by you and retaken as many times as you wish. However, items in the PLUS version of the course that require submission for scoring and feedback can only be taken once.

What URL do I use to log back in after I have logged out?

You may bookmark <https://ets.e2platform.io/> and it will allow you to log back into the platform.

Nothing happens when I click on an activity in the course. Why can't I open anything?

Each activity automatically opens in a new tab, so make sure you have pop-ups enabled on your browser. If you use a pop-up blocker, make sure you set an exception for <https://ets.e2platform.io/> so that pop-ups will always be allowed within the course.

Who do I contact for questions about the prep course or for technical support?

If you have any questions about the prep course or for technical support, please email toeflprepcourse@ets.org. In your email, be sure to include a screenshot of your System Information found on the System Checker page in the course platform. We will review your email and respond within 3 business days.

I purchased the prep course on my own and I'm not part of a class. Why do I see things like "My Classes and Meetings," "Teacher Meetings" and "Live Classes"?

Because the platform is used for both self study and for teacher-led instruction, you will see features that are not available to you. If you have any questions, please email toeflprepcourse@ets.org. We will review your email and respond within 3 business days.

Taking the Course

How many attempts do I have in the Reading and Listening lessons?

You have two attempts to answer the questions in the Reading and Listening lessons. After submitting your answers on the first try, you will see which ones are correct and incorrect. You may click "Retry" and attempt the ones you got incorrect a second time. After submitting your answers a second time, you will see the correct answer for any questions you answered incorrectly.

Are any of the questions repeated in other practice tests or other TOEFL® test learning resources?

Some questions used in this course may have been used in past actual TOEFL iBT tests, but they are not currently being used in any active tests or test-prep products.

How do I know where I am in the course after I exit?

You may review your progress in the Progress tab, which shows what you have completed as well as your performance. You can go back and redo most activities.

In the Lessons tab, completed activities for each section will be indicated by a green circle with the word "Done."

Scoring

How many times can I submit Speaking and Writing responses for scoring?

Speaking and Writing lessons allow you to record or write and save your responses for future review. However, there are some lessons in the Official TOEFL iBT Prep Course in which your responses are submitted to ETS for scoring. These activities can only be submitted once and cannot be reset.

How can I see my scores and scorecards from the pre- and post-tests?

Scores for the Reading and Listening pre- and post-tests can be found in the Progress tab under the Auto-Graded Assessments section. Speaking and Writing will also appear in this section of the Progress tab; however, you will only see progress indicators and the scores will show as a link that says “View Report.” To view the scores, click on the “View Report” link or scroll down to the “My Reports” section. Here you will be able to view reports for the Speaking and Writing questions that receive automated feedback and/or scores.

You may also access your pre- and post-test results and reports under “My Assessments” in the left-hand navigation panel.

How can I see my scores from the lessons and exercises?

Section scores can be found in three locations:

- Total Score: Your score will appear in the top right-hand corner when the activity is open. Please note that your score will remain 0.00/100.00 until you have submitted your answers. Once your answers are submitted, your score will be updated to reflect the score you received for that section.
- Task Completed Score: Once an activity is completed, the score will show in the Activity box on the main page.
- Progress Tab: You can find your scores for Lessons and Exercises in the Progress tab under the Practice Activities section.

What parts of the Speaking section in the prep courses utilize automated scoring technology to score the speaking responses?

The Official TOEFL iBT Prep Course utilizes automated scoring technology to score your responses in the Speaking post-test only. The pre-test and lessons are all self-assessed utilizing sample responses with rater comments.

The Official TOEFL iBT Prep Course PLUS utilizes automated scoring technology to evaluate your responses in certain sections of the course. You'll receive detailed feedback in the following sections:

- Pre-test
- Lesson 15, Exercise 4, Activities 1–4
- Lesson 16, Exercise 3, Activities 1–4
- Lesson 17, Exercise 3, Activities 1–4
- Lesson 18, Exercise 3, Activities 1–4
- Post-test

For the post-test, you'll also receive a scaled score range.

What kind of scoring information will I receive from the Speaking section?

You'll receive a scaled score range on the post-test. Scaled score ranges can be compared to the Performance Descriptors at ets.org/toefl/ibt/performance for the TOEFL iBT test.

In the post-test and all other sections of the course where automated scoring technology is used, you'll also receive detailed feedback on several components of your spoken responses. These components include fluency, pronunciation, vocabulary and grammar.

How can I get the most benefit from my Speaking score and feedback?

The best approach is to respond to the tasks seriously, as you would during the actual TOEFL iBT test. Treating the pre- and post-tests as real tests will help you receive the most accurate feedback and score. Your score will be less accurate if you respond casually or carelessly to the speaking tasks. During the pre- and post-tests, as well as during a TOEFL iBT testing session, you should be sure to give full, complete responses in English. When responding, you should not use rehearsed speech that is not based on the speaking task, respond in a language other than English, read your response word for word from texts or notes, or provide partial or incomplete responses.

How does automated scoring work for the Speaking section?

Your responses to the speaking questions are recorded and sent to ETS, where they are analyzed by an automated scoring engine that was developed by processing numerous responses to Speaking section questions and analyzing the features of the responses (pronunciation, fluency, vocabulary and grammar) alongside their scores from human raters. Language experts used this information to create a scoring model, which is used to determine a speaker's score on each of the tasks. The scores are added together, and the final score is converted to a 0–30 scale.

What parts of the Writing section in the prep courses utilize automated scoring technology to score the writing responses?

The Official TOEFL iBT Prep Course utilizes automated scoring technology to score your responses in the Writing post-test only. The pre-test and lessons are all self-assessed utilizing sample responses with rater comments.

The Official TOEFL iBT Prep Course PLUS utilizes automated scoring technology to score your responses in the following sections:

- Pre-test
- Lesson 23, Exercise 1, Activities 1–2
- Lesson 28, Exercise 1, Activities 1–2
- Post-test

What kind of scoring information will I receive from the Writing section?

The automated scoring results you receive will provide a raw score for each question. Additionally, a scaled score range will be provided for the post-test. The raw score for each question is based on the TOEFL iBT Writing Rubrics which you can view at ets.org/toefl/ibt/writing_rubric. The scaled score range provides an overall Writing section score based on the two raw scores. Scaled score ranges can be compared to the Performance Descriptors at ets.org/toefl/ibt/performance for the TOEFL iBT test.

How can I get the most benefit from my Writing section score?

The best approach is to respond to the tasks seriously, as you would during the TOEFL iBT test. Treating the pre- and post-tests as real tests will help you receive the most accurate score. Be sure to give full, complete responses in English, because your score will be less accurate if you respond casually or carelessly to the writing tasks. When responding, you should not use prewritten text, write in a language other than English, or provide partial or incomplete responses.

How does automated scoring work for the Writing section?

As in the actual TOEFL iBT test, responses in this course are scored on a 5-point holistic scale. Each response is rated for its overall quality and receives a score from 1 (lowest) to 5 (highest). If your response is too brief to be evaluated, you will receive an advisory notice indicating that no score will be assigned. Your written responses to each of the two writing questions are sent to ETS, where they are analyzed by an automated scoring engine. The scores for the two tasks are then added together. The final score is converted to a 0–30 scale for the Writing post-test.

Why didn't my response receive a score?

Responses that are too brief to evaluate with confidence or do not indicate paragraph breaks properly will not be scored by the automated scoring engine. If you submit a response for scoring that meets one of these conditions, you will receive an advisory notice indicating that no score will be provided. If you receive an advisory notice, you are not eligible for a refund.