



ETS Certified Test Administrator Services (CTAS) Frequently Asked Questions

General

How many times per year is the TOEFL iBT® test administered?

ETS provides TOEFL iBT test administrations 3–7 times per month, which test centers may participate in according to local demand and center capacity.

What is the benefit of internet-delivered testing (iBT)?

- It is designed to capture speech and score responses in an efficient, standardized and fair manner.
- It lets ETS increase the number of test centers, providing more location options to test takers.

What is the relationship between Prometric Inc. and the academic test sites?

Under the new fixed-date testing model, most internet testing sites (about 70%) are academic institutions that have a direct contractual relationship with ETS. While the technical and operational support for these sites will be provided by Prometric Inc., the contractual relationship will be between ETS and the sites.

How do I find out about administering other ETS tests (non-iBT tests)?

- SAT® test: [Visit the SAT website](#)
- AP® Program: [Visit the AP website](#)
- ParaPro assessment: [Email the ParaPro program](#)
- TOEIC® tests: [Email the TOEIC program](#)
- See a full list of [ETS tests and products](#)

What if I am interested in selling ETS products and services?

Visit the [ETS Preferred Network website](#).

Potential CTAS Test Centers

What is the process for becoming a CTAS test center?

Learn more about the [process](#), then fill out the application and wait for a CTAS representative to contact you.

Note: Submitting an application does not guarantee your institution will become a CTAS test center.

How much will I be paid for administering the test?

Compensation is made to your site based on the number of computer workstations provided for each test. Payment is discussed during the first phase of the [application process](#).

How much does it cost to become a test center?

There are no fees associated with becoming a CTAS test center.

How long is the application process?

The length of the application process depends on your responsiveness. Some prospective test centers become CTAS certified in six weeks while others may take several months. Learn more about the [process timeline](#).

What are the minimum computer requirements to administer ETS internet-delivered tests?

Please see [CTAS Requirements](#).

What is the minimum number of computers that a test site needs?

We recommend each testing room have at least 15 computers. There are instances where we require a fewer/greater number of computers depending on region and test(s) to be delivered.

Would our PCs have to be dedicated to only the ETS tests?

No. Your PCs may also be used for other activities when not used for ETS tests. Most tests are given in language and computer labs and scheduled when the computers are not in use for classes or other activities.

Does my institution have to test on all dates?

We are asking sites to be available to participate as often as they can. We will send a schedule of test dates in your market. You can select the days you are available.

Existing CTAS Test Centers

General

How can I contact CTAS if I need help?

Who you contact will depend on the issue with which you need help. Please see our [contact page](#) for a full list.

Staffing

What are the test administrators' duties?

Test administrators are required to:

- perform a readiness check several days before each scheduled test administration
- complete check in of examinees
- ensure the security of the CTAS test center
- write test Center Problem Reports (CPRs)
- coordinate activities with the proctor(s)

What is the procedure for a TCA or Proctor who needs to take a test that is offered at my CTAS?

Refer to Chapter 2, section 7 (2-7) in the *CTAS Policies, Procedures and Practices Manual*.

What is the difference between a TCA and a Proctor?

- TCAs are Test Center Administrators. They are responsible to check in candidates on the day of the test and manage the technical administration and clean-up of the exam. TCAs have login access to the computer testing platform and test launch software.
- Proctors work with TCAs and are responsible for monitoring the activity of candidates during the test administration. Proctors do not manage technical administration of the test.

Technical

How do I get technical help on the day of a test administration?

For any issues on test administration day, immediately contact the [Global Help Desk](#).

Specific Global Help Desk phone numbers can be found on STN EasyServe: Go to STN Operational Documents, STN iBT Contact List.

Can I upgrade my computers to Windows® 10?

Yes. See [CTAS Technical Requirements \(PDF\)](#).

What resolution do my workstations, monitors need to be set to?

1024x768 resolution with 32-bit color depth/65,536 colors. [See CTAS Technical Requirements \(PDF\)](#).

Marketing

How do I acquire marketing materials and test logos?

- [TOEFL® Advisor Toolkit](#)
- [Official GRE® Advisor Kit](#)

Operational

What are the ID requirements for candidates to bring to a test administration?

Refer to the *Certified Test Administrator Services Policies, Procedures and Practices Manual*, Table 5-12. Checking ID — What to Look For.

Specific ID guidelines by individual testing program can be found on STN EasyServe: Go to STN Client Practices.

Where do I send completed Confidentiality Statements?

Instructions for sending completed Confidentiality Statements can be found on STN EasyServe: Go to STN Operational Documents, Shipping Instructions and ARF for Confidentiality Statements (STN).

How do I replace the batteries on the metal detector wand and order new batteries for the wand?

As per the *Certified Test Administrator Services Policies, Procedures and Practices Manual*, it is the test center's responsibility to provide replacement batteries for the metal detector wand, so you may order this item at your discretion from any local supplier.

More information about the metal detector wand can be found on STN EasyServe: Go to STN Operational Documents, STN Metal Detector Wand Users Guide.

How do I get additional confidentiality statement forms?

Specific confidentiality forms for individual testing programs can be found on STN EasyServe: Go to STN Operational Documents.

How do I order scratch paper and pencils?

As per the *Certified Test Administrator Services Policies, Procedures and Practices Manual*, it is the test center's responsibility to provide scratch paper and pencils. These items should be ordered at your discretion from any local supplier.

Why is my selected test date(s) not showing in the registration system?

Dates show in the registration system on a rolling basis as more seats are needed in a region. Our goal is to ensure candidates are able to test when and where they choose while effectively and efficiently managing seat capacity.

How can I offer tests with accommodations?

Specific information can be found on STN EasyServe: Go to STN Operational Documents, Testing Accommodations Guide for STNs.

What do I do if there is a power outage during a test administration?

For any issues on test administration day, immediately contact the [Global Help Desk](#).

Specific Global Help Desk phone numbers can be found on STN EasyServe: Go to STN Operational Documents, STN iBT Contact List.

Who do I contact if I need to close my test center on a scheduled test date?

For any issues on test administration day, immediately contact the [Global Help Desk](#).

Specific Global Help Desk phone numbers can be found on STN EasyServe: Go to STN Operational Documents, STN iBT Contact List.

How does my college/university request a Designated Institution (DI) Code for the TOEFL test?

[Request a DI code](#).

Security**What do I do if a candidate refuses to be scanned with the metal detector wand?**

Refer to the *Certified Test Administrator Services Policies, Procedures and Practices Manual*, Table 5-18, Scanning Escalation Procedures.

How do I handle disputes and disruptions during a test administration?

For any issues on test administration day, immediately contact the [Global Help Desk](#).

Specific Global Help Desk phone numbers can be found on STN EasyServe: Go to STN Operational Documents, STN iBT Contact List. In addition, complete a Center Problem Report (CPR).

How do I handle a test taker who is carrying a gun/taser?

Refer to the *Certified Test Administrator Services Policies, Procedures and Practices Manual*, Table 8-1, Weapons Policy.

What do I do when an auditor comes to my test center?

Refer to the *Certified Test Administrator Services Policies, Procedures and Practices Manual*, Table 5-22, Observers, Visitors and Requests for Media Coverage.

Candidates

How do candidates schedule an accommodation request?

- [TOEFL® test accommodations](#)
- [Praxis® tests accommodations](#)
- [GRE® test accommodations](#)
- [GACE® assessments accommodations](#)

Where should I direct candidates regarding test score questions?

- [TOEFL score questions](#)
- [Praxis score questions](#)
- [GRE score questions](#)
- [GACE score questions](#)

Where should I direct candidates if they have questions about registering for a test?

- [TOEFL registration help](#)
- [Praxis registration help](#)
- [GRE registration help](#)
- [GACE registration help](#)

Can I purchase test vouchers to resell to candidates?

- [GRE test vouchers](#)
- [Praxis test vouchers](#)