Locating official GRE and TOEFL scores

1. Understand the score load process:

   - Scores load from ETS to PeopleSoft
   - Score loads are managed by undergraduate admissions; Grad Admissions is not involved in the ETS-PS score load.
   - Scores load to PS regardless of whether or not the individual has started/submitted an application for admission.

2. Know our institution codes:

   - Twin Cities/Rochester: 6874
   - Duluth: 6873

   Many programs also have an optional Department Code at ETS. Use of the departmental code does not change the electronic score load process—it merely results in an additional paper score report being sent to your departmental address. If you would like to discontinue receiving paper scores or have other questions, please contact our office at gsquest@umn.edu.

3. Troubleshoot “missing” scores. The most common reasons for missing scores are:

   1) The applicant did not select the correct institution code. Please verify with your applicants that they used the appropriate institution code.

   2) Not enough time has passed. Scores become available 10-15 days after the test date; and during peak season, it can take up to 6 weeks for scores to arrive from ETS.

   3) The University is unable to match the scores to an applicant record. This usually occurs when an applicant uses different biographical information with ETS and his/her U of M application. (e.g. a birthdate with the month/day reversed; or first/last names reversed.) If you have eliminated the possibilities above and believe that scores should have arrived, please contact our office at gsquest@umn.edu.