

TOEFL Listening Lesson 1

Setting: A small office in the university's IT support center.

Questions

1. What problem is the student experiencing at the beginning of the conversation?

- A. He cannot access the campus Wi-Fi on his phone.
- B. He cannot log into the university's learning management system.
- C. He is missing assignments from his Sociology class.
- D. He is unable to open his student email.

2. What solution does the computer lab staff suggest when the student says his login is not working?

- A. She resets his password.
- B. She asks him to switch browsers.
- C. She tells him to contact his professors.
- D. She checks for an extra space in his username.

3. What does the student learn about the two courses missing from his LMS dashboard?

- A. He accidentally dropped the classes during registration.
- B. The instructors have not yet published the course pages.
- C. The LMS system has not finished updating his account.
- D. Those courses are not offered through the LMS.

4. Why does the student say he was “kind of panicking this morning”?

- A. He thought he was going to miss a quiz.
- B. He forgot his class schedule.
- C. He believed he had registered for the wrong classes.
- D. He realized he didn't have his laptop with him.

5. Why does computer lab staff mention notification settings in the LMS?

- A. To show the student how to avoid spam emails from professors.
- B. To explain why students get alerts about university events.
- C. To help the student stay informed about updates in his courses.
- D. To remind him to contact his professors when assignments are missing.

Script

Staff:

Hi there! How can I help you today?

Student:

Hi, uh, yeah, I'm having some trouble getting into the school's LMS. It just keeps saying my login is invalid, even though I'm sure I typed everything right.

Staff:

Hmm, okay. That's definitely frustrating. Let's see if we can figure it out. First things first—are you using your full university email as your username?

Student:

Yeah, I think so. I mean, I used it earlier this week and it worked fine. But this morning when I tried to log in for my sociology class, it just wouldn't go through.

Staff:

Did you happen to change your password recently?

Student:

No, I don't think so. At least, not on purpose. Unless the system made me change it and I forgot. I don't know—it's been kind of a blur trying to get everything set up this week.

Staff:

Totally understandable. The first few weeks can be overwhelming.

Okay, let's try this—can you type your login here on this computer? I'll watch and see if anything jumps out.

Student:

Sure. [pause] There it is. That's what I always use.

Staff:

Looks good... wait a second. You see here? It looks like there's a space at the end of your email address. That can sometimes mess things up.

Student:

Seriously? That tiny thing?

Staff:

Yep. It happens all the time. Some browsers auto-fill with an extra space at the end, especially on mobile. Try deleting that and entering your password again.

Student:

Okay... [typing] Hey! It worked!

Staff:

There we go. Problem solved. But just to be safe, let's check your account settings while you're logged in, okay?

Student:

Yeah, sure. What are we looking for?

Staff:

Mainly just making sure your profile is synced up correctly with your

courses. Sometimes new enrollments take a day or two to show up. Have all your courses been appearing in the system?

Student:

Actually, no. That's a good point. I'm taking five classes, but I only see three of them listed here.

Staff:

Alright, that might not be an IT issue. Professors have to manually publish their course shells sometimes. Let me check the system backend to see if those two classes are there but unpublished.

Student:

Okay.

Staff:

Yup, here they are. You're enrolled in them, but the instructors haven't made the courses live yet. That's something they control. Nothing for you to worry about.

Student:

Good to know. I was starting to think I registered wrong or something.

Staff:

Nope, your registration is perfect. Just give those professors a day or two—some wait until the first lecture before publishing the course online.

Student:

Okay. That makes me feel better. I was kind of panicking this morning.

Staff:

Understandable! Anything else giving you trouble?

Student:

Um... well, now that I think about it—once I do get into the courses, I'm not totally sure where everything is supposed to be. Like, where do assignments show up? And how do I know when something is due?

Staff:

Ah, good question. Every professor sets things up a little differently, but generally, assignments will either show up on the "Assignments" tab or under "Modules," depending on how they organize the course. And due dates should appear on the course calendar. I can walk you through one of your active classes if you want?

Student:

Yeah, that would be awesome.

Staff:

Alright, let's open one up... this Sociology 101 class—click on "Modules." See here? Your Week 1 reading is listed, and there's a quiz due on Friday. It's already posted.

Student:

Wow, I would've totally missed that. I didn't even know where to click.

Staff:

You're not alone. There's definitely a bit of a learning curve, especially if you haven't used an LMS before. Don't be afraid to poke around—nothing you click will break anything.

Student:

That's good to know. I've been kind of scared to click random things.

Staff:

Totally normal. One more tip: you can set up notifications so you get emails or push alerts whenever something is added or changed in your classes.

Student:

Really? That would help a lot.

Staff:

Yep. Just go to "Account," then "Notifications," and set your preferences. You can choose to get notified immediately, daily, or weekly.

Student:

Alright, I'll set that up. Thanks so much for your help. This was way easier than I thought it'd be.

Staff:

Happy to help! And hey—don't hesitate to come back if you run into anything else.

Student:

I probably will! See you around.

Answers

1. What problem is the student experiencing at the beginning of the conversation?

Correct Answer: B

2. What solution does the computer lab staff suggest when the student says his login is not working?

Correct Answer: D

3. What does the student learn about the two courses missing from his LMS dashboard?

Correct Answer: B

4. Why does the student say he was “kind of panicking this morning”?

Correct Answer: C

5. Why does computer lab staff mention notification settings in the LMS?

Correct Answer: C