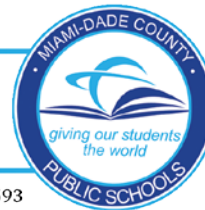





Office of the Inspector General  
for Miami-Dade County Public Schools



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To: Hon. Chairwoman Perla Tabares Hantman  
and Members, Miami-Dade County School Board  
  
Alberto Carvalho, Superintendent, Miami-Dade County Public Schools

From: Patra Liu, Interim Inspector General 

Date: August 26, 2013

Subject: OIG Final Report of Investigation Re: *Violation of Industry Certification Exam Protocols for Adobe Photoshop and Dreamweaver*  
Ref. SB1112-1016

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Attached please find a copy of the Miami-Dade County Public Schools (M-DCPS) Office of the Inspector General's (OIG) Final Report regarding allegations that Miami Norland Sr. High School Teachers, Emmanuel T. Fleurantin and Brenda J. Muchnick, assisted their students in cheating on the Adobe Photoshop and Dreamweaver Certification exams.

The draft of this report was provided to M-DCPS employees, Mr. Fleurantin and Ms. Muchnick, on July 17, 2013, for their review and comment. A copy of the Draft Report was also provided to Certiport, the provider of the program and certification exam, who was very helpful in providing the information we needed during the investigation. Written responses were received from both Mr. Fleurantin and Ms. Muchnick, and their responses are summarized in the Final Report and are attached in full as Appendices. Lastly, a copy of the draft report was also provided to the Superintendent and to Miami Norland Senior High School Principal Mr. Reginald Lee.

Our report on this matter contains our investigative findings and conclusions and is being provided for whatever action is deemed appropriate.

Attachment

cc: Mr. Walter J. Harvey, School Board Attorney, M-DCPS  
Mr. Jose Montes de Oca, Chief Auditor, M-DCPS  
Mr. Reginald Lee, Principal, Miami Norland Senior High School  
Dr. Rose Lawson Martin, Division of Career Technical Education  
Ms. Sonia A. Samaroo, Educational Specialist Division of Career Technical Education  
Individuals Previously Furnished with the Draft Report

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***Violation of Industry Certification Exam Protocols for Adobe Photoshop and Dreamweaver***

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**INTRODUCTION & SYNOPSIS**

The Miami-Dade County Public Schools Office of the Inspector General (OIG) received a complaint in May 2012, alleging that students at Miami Norland Senior High School (Miami Norland) were being allowed to cheat in order to pass the Adobe Photoshop and Adobe Dreamweaver Industry Certification Exams. As a result, the Industry Certification Program is being tainted by granting certifications to unskilled individuals.

The OIG substantiated the allegation that the teacher proctoring the exams, Emmanuel Fleurantin, in the presence of assisting teacher, Brenda Muchnick, supplied students during the exam with questions and highlighted answers. Mr. Fleurantin and Ms. Muchnick also allowed the students to use the study guides provided to them in class to assist them in passing the certification exams. Allowing students to cheat in order to pass the certification exams violates the Florida Department of Education Code of Ethics; the Miami-Dade County Public Schools: Standards, Guidelines, and Procedures for Test Administration and Test Security; Florida Statutes and Administrative Rules; as well as the Certiport Center Agreement, Certiport Proctor Agreement and Administrative Manual.

**OIG JURISDICTIONAL AUTHORITY**

The OIG provides inspector general services to Miami-Dade County Public Schools (M-DCPS) pursuant to the Interlocal Agreement (ILA) between Miami-Dade County and the Miami-Dade County School Board. The ILA for inspector general services is expressly authorized by M-DCPS School Board Rule 6GX13-8A-1.08. The ILA governs the scope and jurisdiction of the OIG's activities. Among the authority, jurisdiction, responsibilities and functions conferred upon the OIG through the ILA is the authority and jurisdiction to make investigations of M-DCPS affairs, including the power to review past, present, and proposed programs, accounts, records, contracts and transactions. The OIG shall have the power to require reports and the production of records from the M-DCPS Superintendent, School Board members, School District departments and allied organizations, and School District officers and employees, regarding any matter within the jurisdiction of the OIG.

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**BACKGROUND**

***Florida Career and Professional Education Act (CAPE)***

In 2007, the Florida Legislature passed the Florida Career and Professional Education Act (CAPE) to provide a statewide planning partnership between the business and education communities in order to attract, expand, and retain targeted, high-value industries and to sustain a strong, knowledge-based economy.<sup>1</sup> A key component of CAPE is to implement state-approved industry certifications in response to “Florida’s critical workforce needs.”<sup>2</sup>

Miami Norland is currently teaching the Adobe Photoshop and Adobe Dreamweaver (hereinafter referred to as Photoshop and Dreamweaver) computer-based Industry Certification Courses. As students progress through their lessons, they are given practice tests. Once a student attains a 90% competency level, s/he is given the industry certification exam, which is provided online and graded by Certiport, a third party testing administrator.

**INDIVIDUALS & ENTITIES COVERED IN THIS REPORT**

***Emmanuel Fleurantin***

Mr. Fleurantin has been employed with M-DCPS since 2008, and was assigned to Miami Norland in 2009. He is currently a math and technology teacher. He also teaches the Dreamweaver course, and is the designated proctor for testing students in both Dreamweaver and Photoshop.

***Brenda Muchnick***

Ms. Muchnick has been employed with M-DCPS and assigned to Miami Norland since 1987. She is currently a Business Education Teacher. She also teaches the Dreamweaver course.

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<sup>1</sup> Section 1003.491, Florida Statutes

<sup>2</sup> Id.

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***Willie Gant***

Mr. Gant has been a teacher with M-DCPS since 2010. Mr. Gant was a Computer and Math teacher at Miami Norland, and taught the Dreamweaver course. Mr. Gant is currently a Business Education Teacher at Ronald W. Regan Sr. High School.

***Guy Halligan***

Mr. Halligan was employed by M-DCPS from 1994 to 2012, and was the Digital Design teacher at Miami Norland. He also taught the Photoshop course. Mr. Halligan retired from M-DCPS in June 2012.

***Reginald Lee***

Mr. Lee has been employed by M-DCPS since 2001. He was the Assistant Principal at Miami Norland from July 2006 to December 2012. During the period covered in this report, Mr. Lee was in charge of overseeing the vocational technology program at Miami Norland. In December 2012, he was appointed the Interim Principal of Miami Norland and on August 7, 2013, he became the Principal.

***Horane Allison***

Mr. Allison has been employed by M-DCPS since 2005, and was an Interventionist at Miami Norland. An Interventionist facilitates and monitors the delivery of specified interventions and assessments related to student achievement. At Miami Norland, Mr. Allison provided instruction to students with basic computer skills and prepared them, in a short period of time, to take the Photoshop certification exam. He also tutored those students that had previously failed the test and prepared them to retake the exam. In August 2012, he was assigned to Charles Drew Middle School as a Math teacher.

***Miami Norland Senior High School***

Miami Norland Senior High School (Miami Norland) is a secondary school located at 1050 N.W. 195 Street, Miami Gardens, Florida. Miami Norland educates students enrolled in the ninth through twelfth grades. Miami Norland teaches Adobe Photoshop and Dreamweaver courses to prepare students to take the industry certification exams. On April 22, 2011, Miami Norland entered into a Certiport Center Agreement (CCA),

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and was appointed as a “Certiport Center.” As such, Miami Norland is authorized pursuant to a license granted by Certiport to act as a testing center and is responsible for training exam proctors to ensure that exams are conducted according to Certiport’s standards.

***M-DCPS Division of Career Technical Education***

The Division of Career Technical Education (CTE) supports programs tied to postsecondary education and industry certification throughout the school district. Its mission is to provide educational excellence that ensures all students graduate with world-class academic standards, technological skills, and industry-recognized credentials necessary to pursue their personal, postsecondary, and career aspirations.

***Certiport***

Certiport is an independent provider of educational, assessment and certification programs, and related products and services. It provides online testing, including practice exams and certification exams.<sup>3</sup> Certification exams are created and regulated by Certiport, but administered at a Certiport-recognized and appointed Certiport Center. On April 22, 2011, Miami Norland became a Certiport Center.

**RELEVANT GOVERNING AUTHORITIES**

***Miami-Dade County Public Schools: Standards, Guidelines, and Procedures for Test Administration and Test Security***

M-DCPS has established standards and guidelines to “ensure the integrity of the testing process and the accuracy and validity of all test scores.” These standards apply to all personnel, including test administrators, proctors and any other school or district staff involved, and requires personnel to abide by state policies established by statutes and

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<sup>3</sup> “Certification exam” means a proctored examination intended, if passed, to attest to the competence of the Examinee with respect to the subject matter thereof.

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rules, specifically Florida Statute, Section 1008.24,<sup>4</sup> Florida Board of Education Administrative Rule 6A-10.042, and M-DCPS School Board Policy 2605.<sup>5</sup>

The M-DCPS Standards, Guidelines and Procedures for Test Administration and Test Security states in part:

Under no circumstances shall actual test items, or paraphrased or modified items based on actual test items; be provided to students in any format.

No person should provide students with answer keys or correct responses to the actual test.

Students shall not be assisted in answering test questions by any means or by any person, including individuals administering or proctoring the test.

***M-DCPS Board Policy in effect during the 2011-2012 Academic Year***

**Policy 2605 - Research and Evaluation**

**School Responsibilities**

- C. Schools must adhere to the test administration and security standards, guidelines, and procedures established by ARDA<sup>6</sup> to ensure the integrity of the testing process and the accuracy and validity of all test scores. The standards and procedures are in the document Miami-Dade County Public Schools: Standards, Guidelines, and Procedures for Test Administration and Test Security. These standards apply to all personnel involved with any aspect of the testing process and are in effect for school, District, and State testing programs.

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<sup>4</sup> This section states that it is a misdemeanor of the first degree for anyone to knowingly and willfully violate test security rules adopted by the State Board of Education, and to knowingly and willfully give examinees access to test questions or make answer keys available to examinees.

<sup>5</sup> M-DCPS School Board Policy 2605 was previously codified as School Board Rule 6Gx13-6A-1.392.

<sup>6</sup> Assessment Research, and Data Analysis

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***Florida Administrative Code, Department of Education, State Board of Education***

Rule 6A-10.042 - Maintenance of Test Security, states in part:

- (1) (b) Tests or individual test questions shall not be revealed, copied or otherwise reproduced by persons who are involved in the administration, proctoring, or scoring of any test.
  
- (c) Examinees shall not be assisted in answering test questions by any means by persons administering or proctoring the administration of any test.
  
- (d) Examinees' answers to questions shall not be interfered with in any way by persons administering, proctoring, or scoring the examinations.
  
- (e) Examinees shall not be given answer keys by any person.

Rule 6A-10.081 - Principles of Professional Conduct to the Education Profession in Florida,<sup>7</sup> states in part:

- (5) Obligation to the profession of education requires that the individual:
  - (a) Shall maintain honesty in all professional dealings.
  - (h) Shall not submit fraudulent information on any document in connection with professional activities.

***Certiport Proctor Requirements***

The Certiport Proctor Agreement states that the Proctor agrees:

To supervision of the student during examination sessions, including overseeing that no copy of the test or notes that contain the content of the test questions or answers are used by the student during the examination.

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<sup>7</sup> Formerly Rule 6B-1.006, transferred to 6A-10.081 effective January 13, 2013.

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Certiport Center Testing Policies and Examination Security Responsibilities:

Administrators and proctors who observe violations of rules must immediately document and report all relevant facts supporting the conclusion that a violation occurred to the appropriate distributor or a customer services representative. . . .

**INVESTIGATIVE METHODOLOGY**

During the course of the investigation, the OIG reviewed documents received from M-DCPS and Certiport, including but not limited to all the previously aforementioned authorities, M-DCPS Industry Certification Program Alignment, 2011-12 Industry Certification Funding List, Certiport Center Agreement, Proctor Agreement, and Certiport Exam Skillset Detail Report. The OIG also conducted interviews of the Assistant Principal in charge of overseeing the vocational technology program, the technology teaching staff, the administrative staff of the M-DCPS Division of Career Technical Education, Certiport employees, and students that participated in the Photoshop and Dreamweaver exams.

This investigation was conducted in accordance with the *Principles and Standards for Offices of Inspector General, Quality Standards for Investigations*, as promulgated by the Association of Inspectors General.

**INVESTIGATION**

In May 2012, the OIG received a complaint alleging that the certification exam Proctor at Miami Norland was allowing students to cheat on the Photoshop and Dreamweaver Industry Certification exams. The OIG conducted an investigation and substantiated the allegations. The investigation revealed that on April 3, 2012, a Miami Norland 10<sup>th</sup> grade student (hereinafter referred to as Student 1) approached Technology Teacher Guy Halligan and his colleague, Willie Gant, and shouted out to them that s/he had passed the Photoshop exam. Knowing that Student 1 had struggled with the class and had failed this test in the past, Mr. Halligan asked Student 1 how s/he did it, to which Student 1 responded, “Mr. F gave me the answers to the test.”<sup>8</sup> Mr. Gant informed OIG

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<sup>8</sup> Mr. Gant obtained a written statement from Student 1, which is attached to this report as **EXHIBIT 1**.



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Special Agents that “Mr. F” is Emmanuel Fleurantin, the exam proctor for Photoshop and Dreamweaver, and a Math and Technology teacher.

Mr. Gant stated that a few days later Mr. Halligan told him that another student (hereinafter referred to as Student 2), who also experienced difficulties with the Photoshop class but who subsequently passed the test, disclosed to Mr. Halligan that Mr. Fleurantin had also provided him/her with the answers during the exam on April 3, 2012. In his statement to the OIG, Mr. Halligan confirmed that Student 2 informed him that Mr. Fleurantin had given Student 2 the answers during the Photoshop exam.<sup>9</sup>

Mr. Gant indicated that approximately two weeks after Student 1 made the disclosure, he discovered copies of test questions with highlighted answers<sup>10</sup> in the back of the computer lab where the Photoshop and Dreamweaver exams are administered. In both Mr. Gant and Mr. Halligan’s opinion, this questionnaire appeared to be a “cheat sheet.” (See page 14 for description of the cheat sheet.) Mr. Gant went on to state that these questions with highlighted answers are not provided by the testing facility (Certiport) so it must have been prepared by someone at the school. He further stated that pursuant to Certiport guidelines, no testing materials are permitted in the classroom when the tests are administered.<sup>11</sup>

Mr. Gant stated to the OIG that he had suspected cheating on these tests before but had never obtained any actual evidence of it. He also stated that he knows students who have never taken the Photoshop or Dreamweaver classes but are passing the exams. He added that in December 2011, most of the school’s junior varsity basketball team members had passed this test without ever attending the Photoshop or Dreamweaver classes. He indicated that Miami Norland has gone from 17 students passing the industry certification exams during the 2010-2011 school calendar year, to over 400 in 2011-2012.<sup>12</sup>

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<sup>9</sup> Student 2 gave Mr. Halligan a written statement, but later asked for it back because Student 2 worried that Mr. Fleurantin, who was his/her math teacher, may take retribution.

<sup>10</sup> This document, which was turned over to the OIG during the investigation, is not being attached herein as an exhibit because it contains the content of the Certiport certification examinations and is “confidential and protected by trade secret law and other applicable law.”

<sup>11</sup> See Mr. Fleurantin’s Proctor Agreement **EXHIBIT 2**.

<sup>12</sup> Mr. Gant, as well as Certiport, provided the OIG with reports confirming that 452 students passed the Adobe and/or Dreamweaver exam between December 2011 and May 2012. As you will read later in this report, Principal Lee attributes this increase to adding the Dreamweaver course and more instructors.

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***Interviews of Students***

OIG Special Agents interviewed Student 1 and s/he confirmed that s/he studied a computer program called Photoshop with Mr. Halligan. Student 1 indicated that s/he failed the certification exam twice. On April 3, 2012, Student 1 took the exam for the third time and passed using a list of questions with highlighted answers that the proctor, Mr. Fleurantin, gave him/her.<sup>13</sup> Student 1 stated that prior to the start of the exam, Mr. Fleurantin asked the students if they had their study packets with them. Student 1 and the other students in the class had received a study packet from Mr. Halligan but he had made it clear on several occasions that students could not use the materials during the exam. When Student 1 and two other students told Mr. Fleurantin that they did not have the study packets, Mr. Fleurantin gave them a set of questions with highlighted answers. OIG Special Agents showed Student 1 the test questions with highlighted answers found in the computer lab and Student 1 identified it as being similar to the one Mr. Fleurantin provided to him/her with the exception that it was missing a page.

OIG Special Agents also interviewed Student 2, who confirmed that s/he attended Mr. Halligan's Photoshop Class, and failed the certification exam twice. On April 3, 2012, Student 2 took the exam again and passed it using the study guide. Before the test started, Mr. Fleurantin recognized Student 2 as having taken the exam before and asked if s/he had the study guide to which s/he said yes. Mr. Fleurantin told Student 2 and the other students (approximately five or six) to use their study guides while taking the exam.<sup>14</sup> Student 2 clearly remembers the student sitting to the right and left using the study guide during the exam.

Student 3 was also one of Mr. Halligan's Photoshop class students and a former student of Ms. Muchnick's for several technology classes. However, Student 3 does not recall if s/he took the Dreamweaver course or an accelerated class for the exam. Student 3 took the Dreamweaver certification exam on January 25, 2012, and the Photoshop certification exam on January 30, 2012.<sup>15</sup> Student 3 recalled that on the date s/he took the Photoshop exam, Mr. Halligan told him/her in class that s/he was not allowed to take the study guide to the testing room. Although Student 3 took the study

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<sup>13</sup> Student 1 verified that s/he provided a written statement. It is attached to this report as **EXHIBIT 1**.

<sup>14</sup> Student 2 stated that Mr. Halligan had given him/her a study guide but had told the students numerous times that they were not allowed to use it while taking the exam.

<sup>15</sup> Student 3 scored 821 on the Photoshop CS4 exam. As you will read later in this report, that score is 277 points higher than the national average score.

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guide in the testing room, s/he kept it in her bag during the Photoshop exam; but did witness other students using theirs. Student 3 did not recall the proctor, Mr. Fleurantin, telling the students they could use their study guides during the test.

Based on the disclosures made by these three students, the OIG Special Agents selected and interviewed more students from the January 25, 2012 and April 3, 2012 testing dates. It was determined that both the Photoshop exam and Dreamweaver exam were given on January 25, 2012. Six of the twelve students that took and passed the Photoshop exam on January 25, 2012, were interviewed. Two students stated that they took the exam along with approximately twenty other students. Both students stated that Mr. Fleurantin proctored the exam and allowed them and the other students to use their study guides during the exam. The other four students interviewed stated that Mr. Fleurantin did not give them the answers nor did he allow them to use their study guides.<sup>16</sup>

Seven of the eleven students that passed the Photoshop certification exam on April 3, 2012, were also interviewed. In addition to Student 1 and Student 2, one other student stated that s/he was allowed to use his/her study guide to assist in answering the test questions. The student stated that s/he noticed other students using their study guides so s/he used his/her as well. S/he stated that s/he did not hear Mr. Fleurantin tell the students that they could use their study guides. The remaining students from this group stated that they did not receive any assistance when taking the test.

OIG Special Agents interviewed eight of the sixteen students who took and passed the Dreamweaver exam on January 25, 2012. Of these eight students, seven were allowed to cheat on the exam. Three of the seven students stated that Ms. Muchnick took her entire class to take the exam, and everyone was provided questions with highlighted answers similar to the cheat sheet recovered by OIG Special Agents, which was shown to the students. Additionally, two of the three students that used the questions with highlighted answers stated that they were also allowed to use their own study guides at the same time. Four other students stated that they were allowed to use their study guides to help them with the exam. Six of the students indicated that both Mr. Fleurantin and Ms. Muchnick proctored the exam. One student stated that Mr. Fleurantin and a “heavy-set black male” proctored the exam and allowed him/her and

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<sup>16</sup> The Certiport Exam Skillset Detail printout indicates that the students took the exam at different times, which may explain any discrepancy in the student statements.

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other students to use their study guides as a test aid. Only one student of the eight interviewed stated that s/he was not allowed to use a study guide, nor was s/he given any of the answers.<sup>17</sup>

***Principal Reginald Lee***

Principal Lee, when he was the Assistant Principal, was in charge of overseeing the vocational technology program at Miami Norland. He explained that during the 2010-2011 school calendar year, there was only one instructor teaching the Photoshop certification course and that 17 out of the 19 students who were enrolled in this class passed the certification exam. For the next school year (2011-2012), Mr. Lee advised that he added the Dreamweaver course and increased the number of educators teaching these courses to five, thus increasing the number of students being trained and passing the certification exams.

Mr. Lee additionally attributed the increase in the number of students passing these exams to the fact that the school was also employing an Interventionist to tutor students to become skilled at taking the Photoshop certification exam. These students are selected from a group of students that either have taken technology classes in the past or have shown proficiency in computers. Mr. Lee added that he also made his technology staff more accountable for the performance of their students and that he mandated a 70% passing requirement.

Mr. Lee indicated that he has attended several testing sessions proctored by Mr. Fleurantin, all of which were carried out professionally and in accordance with the testing guidelines. Mr. Lee added that he has never placed any demands on Mr. Fleurantin, or any other assisting proctors, that would have compelled them to deviate from their rightful obligatory duties.

***Horane Allison***

Mr. Allison, the school's Interventionist, was interviewed. He stated that he was responsible for tutoring the Photoshop and Dreamweaver programs to those students

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<sup>17</sup> The Certiport Exam Skillset Detail printout indicates that this student took the exam at around 6:00 a.m. (time reported in Pacific Time Zone [PTZ]) whereas the other seven students interviewed either took their exams a little after 8:30 a.m. PTZ or around 10:00 a.m. PTZ.

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who had previously failed the exam, and prepared them to retake the exam. He also provided instruction to students with basic computer skills and prepared them, in a short period of time, to take the certification exams.

Mr. Allison had assisted Mr. Fleurantin in some of the testing sessions and affirmed that neither he nor Mr. Fleurantin had ever engaged in any improper behavior that would have violated the integrity of the testing process. Mr. Allison said that in only one occasion he saw a student take out a study guide, which he took away from him prior to the start of the exam.

***Charlotte Gerdes-Thebaud***

Ms. Gerdes-Thebaud, one of the Photoshop teachers, confirmed that students that had very limited computer skills were being lectured on how to take the Photoshop certification exam. She said that she did not participate in any of the testing sessions nor does she have any direct or indirect knowledge of any inappropriate actions taking place during the testing process.

***Brenda Muchnick***

Ms. Muchnick was interviewed and indicated that she is currently teaching the Dreamweaver courses. She corroborated the fact that students who are not proficient in the Photoshop or Dreamweaver programs are being trained on how to take and pass the certification exams.

Ms. Muchnick pointed out that she is not a designated proctor nor does she participate in any of the Dreamweaver or Photoshop testing sessions.<sup>18</sup> She said that she does not have any direct or indirect knowledge that there is or has ever been any cheating taking place during any of the Photoshop or Dreamweaver exams.

***Emmanuel Fleurantin***

Mr. Fleurantin has been teaching at Miami Norland since 2009. He is a math teacher who also teaches the Dreamweaver course. Mr. Fleurantin was chosen by then

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<sup>18</sup> Although Ms. Muchnick is not the designated proctor, she is a certified proctor and entered into a Proctor Agreement with Certiport. **EXHIBIT 4.**

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Assistant Principal Lee to oversee the technology program at the school. Although there are other technology teachers who are certified proctors, he was selected to be the only authorized individual to proctor the Photoshop and Dreamweaver exams.

Mr. Fleurantin stated that students are given 50 minutes to complete the industry certification exams but normally average approximately 25 minutes to complete them. There are between 39 to 41 questions in the test, which are computer generated at random. Between 40% and 50% of the exam questions are multiple-choice, the rest are questions that require students to demonstrate how to perform certain skills.

Mr. Fleurantin agrees that they are mostly teaching the students how to pass the exam, and only brush over the skills required for the exam before testing the students. He stated that three days of tutoring would unquestionably prepare a student to pass the exam but, in his opinion, only 40% to 50% of students who pass the certification exam have the ability to perform the skills proficiently.

Mr. Fleurantin denied ever assisting any students by providing them with the answers to the test or allowing them to use their study guides. When shown the “cheat sheet” found in the classroom where the students are tested, he explained that the document was not a “cheat sheet” but a study guide that could have been prepared by any other teacher or student. He stated that he had no idea why this document was in the classroom where students are tested.

***M-DCPS Division of Career Technical Education (CTE)***

In a meeting with CTE staff,<sup>19</sup> the OIG was informed that schools earn a higher grade and may earn monetary incentives to implement or improve programs when their students attain a passing grade on the industry certification exams, coupled with graduation from school. Miami Norland has benefited in the form of attaining a higher school grade and may have received financial compensation or other benefit resulting from its high pass rate on the industry certification exams. According to the CTE staff, Certiport is a third-party assessment agency for online testing that provides practice and certification exams. Exams are regulated by Certiport but administered by local school certified proctors. Proctors are required to sign a Proctor Agreement with Certiport,

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<sup>19</sup> Those present at the meeting were Dr. Rose Lawson Martin, Mr. Tom Cummings, Mr. Henri Cepero, Ms. Sonia Samaroo and Ms. Gloria Humes.

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which holds them accountable for any violations of the agreement provisions. Certiport holds the right to terminate a proctor's agreement and impose punitive sanctions against a proctor if the proctor is in violation of the agreement.

CTE staff indicated that although tutoring and testing of students who are not enrolled in either the Photoshop or Dreamweaver industry certification courses is not encouraged, it is not a prohibited practice.

***Certiport: Exam Durations and Average Passing Test Scores***

During a conference call with Certiport,<sup>20</sup> the following information was obtained:

- The national average exam duration and passing score on record for the Photoshop CS4 is 43.28 minutes and 544 points respectively.
- The national average exam duration and passing score on record for the Photoshop CS5 is 43.23 minutes and 622 points respectively.
- The national average exam duration and passing score on record for the Dreamweaver CS4 is 27.98 minutes and 573 points respectively.

The OIG conducted an analysis of the data provided by Certiport. It indicated that the average test duration for the Miami Norland students who passed the Photoshop CS4 exams administered on January 25, 2012 was 28.12 minutes (15.14 minutes below the national average). The average passing test score was 785 points (241 points above the national average score).

An analysis of the data provided by Certiport for the Photoshop CS4 exam administered on January 30, 2012 revealed that the average test duration for the Miami Norland students who passed the exam was 34.4 minutes (8.88 minutes below the national average). The average passing test score was 737 (193 points above the national average).

An analysis of the data provided by Certiport for the Photoshop CS4 exam revealed that the average test duration for the Miami Norland students who passed the exams administered on April 3, 2012 was 21.24 minutes (22.04 minutes below the national

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<sup>20</sup> Present during the conference call were Mike Maddock, Neill Hopkins and Kris Morris.

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average). The average passing test score was 752 points (208 points above the national average).

The analysis of the data for the Photoshop CS5 exam revealed that the average test duration for the Miami Norland students who passed the exams administered on April 3, 2012 was 27.5 minutes (15.73 minutes below the national average). The average passing test score was 797 points (175 points above the national average).

A comparison of the national average test scores to the test results of Student 1 and 2 who disclosed that they used some form of a cheat sheet to complete the exam, revealed the following:

- Student 1 - Completed his/her Photoshop test in 43.1 minutes, which was within the national average time. His/her test score was 769 points, which was 225 points above the 544 national average.
- Student 2 - Completed the Photoshop test in 20.63 minutes, which was 22.62 minutes faster than the 43.25 national average. Her passing test score was 769 points, which was 225 points above the 544 national average.

An analysis of the data provided by Certiport indicated that the average test duration for the Miami Norland students who passed the Dreamweaver CS4 exams administered on January 25, 2012 was 37.1 minutes (9.12 minutes above the 27.98 national average). The average passing test score was 860 points (287 points above the 573 national average).

Accordingly, this data analysis reveals that the average test scores of these students were significantly higher than the national average and the completion time for these tests, for the most part, were significantly less than the national average, thus supporting the OIG's substantiation of the allegation of cheating.

***The Found Cheat Sheet***

The cheat sheet recovered from the computer lab consists of four pages. It includes 14 multiple questions, some with A through D answers and some with A through E answers. Not surprisingly, the correct answer was highlighted. The pages also include 31 performance-based questions with highlighted step-by-step instructions. Certiport



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confirmed to the OIG that the questions and answers (Q&A), and step-by-step instructions are genuine Certiport proprietary test materials. These Q&As are the same Q&As found in its actual certification exam forms. The only difference is that the cheat sheet appears to be a typed/printed reproduction of what would have been displayed on a computer screen, as evidenced by typographical errors found on the typed/printed document. Certiport exams are computer-generated repeatable exam forms with randomized questions. Certiport proctors, as well as test takers, are prohibited from copying or sharing any of the exam contents. When taking the Certiport certification examinations all test takers agree to non-disclosure as follows:

The content of Certiport certification examinations is confidential and is protected by trade secret law and other applicable law. It is made available to you, the Examinee, solely for the purpose of skill measurement in the category referenced in the title of the examination. Examinee is expressly prohibited from disclosing, publishing, reproducing, summarizing, paraphrasing, or transmitting any Certiport certification examination, in whole or in part, in any form or by any means, verbal or written, electronic or mechanical, for any purpose, without the prior express written permission of Certiport, Inc.

Both Mr. Fleurantin and Ms. Muchnick signed a Proctor Agreement.<sup>21</sup> Moreover, Mr. Fleurantin took the Photoshop certification exam on February 24, 2012, and Ms. Muchnick took the Dreamweaver certification exam on the same day. Reginald Lee proctored their exams. Both were well aware of the non-disclosure agreement in the Proctor Agreement and in the certification examination.

**RESPONSES TO THE DRAFT REPORT & OIG COMMENTS**

This report, as a draft, was provided to Emmanuel Fleurantin, Brenda Muchnick, and Certiport for their discretionary written responses. It was also provided to the Superintendent and to the Principal of Miami Norland, for informational purposes. The OIG received a response from Mr. Fleurantin and Ms. Muchnick. The two responses

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<sup>21</sup> See **EXHIBIT 2** and **3** attached to this report.

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are incorporated herein as Appendix A and B, and are summarized below. OIG comments to each response also follows.

***Response from Emmanuel Fleurantin (Appendix A)***

Mr. Fleurantin submitted a two-page response where he denies allowing any students to use study guides or a cheat sheet during the certification exams. Mr. Fleurantin infers that Mr. Gant is retaliating against him because Mr. Gant told him on many occasions that he was better than Mr. Fleurantin was in technology and should have been the lead teacher. Mr. Fleurantin states in his response that Mr. Gant's "behaviors and actions were affecting his performance, and being part of my team, I had to address it with an email." He claims that ever since then Mr. Gant "focused all his anger and frustrations" on him. In addition, Mr. Fleurantin suggests, but it is not clear, that Mr. Gant is also retaliating against him because of issues with Mr. Gant's wife, who taught at Miami Norland back in 2010.

Mr. Fleurantin also states in his response that the Education Transformation Office (ETO) conducted an investigation based on allegations about the basketball players cheating on the Photoshop and Dreamweaver certification exam in December of the 2011-2012 school year. According to him, ETO obtained written statements from all of the players and found no evidence of cheating.

Mr. Fleurantin acknowledges that he and Ms. Muchnick took the Dreamweaver CS5 version of the certification exam, and not the Photoshop exam. He claims in his response that the CS5 version is completely different from the CS4 version that the students take.

***OIG Comments***

Mr. Fleurantin's assertions, that Mr. Gant is focusing all his anger and frustrations on him, appear to be an attempt to discredit Mr. Gant by making irrelevant and false inferences of retaliation. Mr. Fleurantin ignores the fact that Mr. Gant only reported what the students said, which the students and Mr. Halligan corroborated in their statements. As to the comments about Mr. Gant's wife, the OIG is at a loss as to the relevance to the issues addressed in this report.

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Mr. Fleurantin's response also focuses on the students that stated they were not allowed to cheat, but does not address or discuss why the other students stated they were allowed to use their study guide and/or cheat sheet. Interestingly, he mentions that he has no knowledge of Ms. Muchnick giving out study guides during the test, implying that she was present during an exam.

Mr. Fleurantin also seems to be denying that he took the Photoshop exam, but admitting that he took the Dreamweaver CS5 exam; however, Certiport records indicate that Mr. Fleurantin took the Dreamweaver and the Photoshop exam. He also claims that the CS5 version of the exam is completely different from the CS4 version the students were taking, which is contrary to a statement he made earlier to the OIG Special Agents that the difference between the CS5 and the CS4 exam was minimal. Nevertheless, the OIG only mentioned that Mr. Fleurantin and Ms. Muchnick took the exam to show that both were well aware of the non-disclosure agreement in the certification examination.

***Response from Brenda Muchnick (Appendix B)***

Ms. Muchnick submitted a response along with an affidavit of Principal Reginald Lee. The main focus of her response and the affidavit she attached, is that she was never a proctor for the Adobe Photoshop or Dreamweaver exam; she was never a designated assistant to a proctor, and; she never assisted a proctor during certification exams. She also claims to have no knowledge of signing a Proctor Agreement and accuses the OIG of being "blatantly irresponsible for attaching what purports to be a "Proctor Agreement" which is not signed by her, acknowledged, or dated.

Ms. Muchnick further alleges in her response that the "study guide" (i.e., the cheat sheet found in the computer lab) is from Certiprep, which is a Certiport computer program designed to simulate the types of questions student will encounter on the exam, and not a replica of the Certiport exam or any actual exam question.

***OIG Comments***

Interestingly, since the OIG never showed Ms. Muchnick the cheat sheet nor was it attached to the draft report as an exhibit, we are puzzled at her conclusion that it is a study guide or a test from Certiprep. Nevertheless, Certiport has confirmed to the OIG

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(based on Ms. Muchnick's response to the draft report) that the cheat sheet was in fact a certification exam copied word for word except for a few typographical errors.

As to Ms. Muchnick's claim that she was never a designated proctor, or a designated assistant to a proctor during the certification exams, the OIG is not alleging that she was; it merely reported what her students said to the OIG Special Agents during the investigation. The OIG agrees with Ms. Muchnick's assertion that she was not a designated proctor or a designated assistant to a proctor. However, six of her students stated that both Mr. Fleurantin and Ms. Muchnick proctored their exam. It appears that her presence and actions during her students' certification exam lead them to believe that she was one of the proctors.

Although Ms. Muchnick was not a designated Proctor, which Mr. Lee affirms in the affidavit that he signed under oath on her behalf, she had accepted Certiport's Proctor Agreement and digitally signed it through the Certiport Website. (EXHIBIT 4)<sup>22</sup> In fact, Mr. Lee provided the OIG with the Proctor Agreement<sup>23</sup> that Ms. Muchnick so adamantly disputes in her response. Accordingly, both her outrage over the fact that we attached the unsigned, undated Proctor Agreement, and Mr. Lee's Affidavit are disingenuous at best.

## **CONCLUSION**

The OIG found that numerous students were provided with a cheat sheet or were allowed to use their study guides in order to pass the Photoshop and/or Dreamweaver certification exams. Although Mr. Fleurantin and Ms. Muchnick both deny any wrongdoing, the OIG believes that the students that came forward and admitted to using a cheat sheet or their study guide were honest and forthcoming in their statements. These students placed themselves in jeopardy when they came forward and made these admissions. Moreover, the existence of an actual exam with the correct answers highlighted—albeit reproduced as evidenced by typographical errors—and found in the

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<sup>22</sup> The OIG has confirmed with Certiport that Ms. Muchnick did indeed accept the Proctor Agreement, and has attached a screen shot of Certiport's Active Proctor List for Miami Norland. This list shows all Miami Norland organization administrators and organization members that have accepted the Proctor Agreement and those that have not. Both Ms. Muchnick and Mr. Fleurantin have accepted the Proctor Agreement.

<sup>23</sup> See EXHIBIT 3 attached to this report.

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computer lab where the tests were being administered, corroborates the students' admissions that they were allowed to cheat.

The Florida Legislature passed CAPE in order to create a statewide partnership between business and education communities to attract, expand, and retain high-value industry, by providing a well-educated workforce and at the same time providing state residents with access to high-wage and high-demand careers. Allowing the students to cheat on the industry certification exams undermines the integrity of this partnership and jeopardizes the economic future of the State of Florida. More disturbing, the students who were provided with this cheat sheet or were allowed to use their study guides, were taught a lesson that cheating is okay.

This report is being provided to the M-DCPS administration and the School Board for whatever action is deemed appropriate.

# **Miami-Dade County Public Schools Office of the Inspector General**

## **Exhibit 1**

**Written Statement of Student 1 (Redacted)**  
(1 pages)

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4/3/12

Mr. F gave me the answers  
to the CertiPort test and let  
me cheat. I didn't ask for the  
packet he gave it to me. I told  
Mr. Gant and Mr. Halligan about  
what happened.

X



# **Miami-Dade County Public Schools Office of the Inspector General**

## **Exhibit 2**

**Proctor Agreement of Emmanuel Fleurantin**  
(2 pages)

**Final Report**  
**SB1112-1016**



## **PROCTOR AGREEMENT**

**PROCTOR AGREEMENT** , by and between Certiport, Inc., a corporation organized under the laws of the State of Delaware, United States of America ("Certiport"), and Emmanuel Fleurantin, (the "Proctor").

Name: Emmanuel Fleurantin

**WHEREAS** , Certiport is an independent provider of educational, assessment, examination and certification programs.

**WHEREAS** , Certiport wishes to use the Proctor to administer exams on behalf of Certiport authorized testing centers, herein referred to as "Certiport Authorized Testing Centers", and designated end users, and to perform other duties as set forth herein. The integrity and validity of Certiport Certification and testing programs is fundamental to the mission of Certiport and the reliability of examination and certification practices. To ensure the integrity of this process, we carefully review the credentials of prospective proctors. Once an individual is approved as a proctor, he/she represents Certiport and is responsible for the examination process and is responsible for the items below.

**NOW, THEREFORE** , the Proctor agree(s) as follows:

- 1 To ensure the Security of the examination environment and session during a candidates exam session.
- 2 To the provision and supervision of a quiet, well-lighted area free from noise and distraction and within supervisory distance of the proctor.
- 3 To proctoring of Certiport programs and examinations only at a Certiport Authorized Testing Center.
- 4 To verification of time limits and use of only approved materials (if stipulated) permitted during the examination process.
- 5 To termination of the examination, confiscation of exam materials, and immediate notification of Certiport, at 888-222-7890, if there is improper conduct on the part of the candidate or any evidence that the examination process has been violated.
- 6 To supervision of the student during examination sessions, including overseeing that no copy of the test or notes that contain the content of the test questions or answers are used by the student during the examination.
- 7 Proctor has been approved by Certiport as a Certiport Approved Proctor and has met the criteria set forth to act as a proctor on behalf of Certiport and Certiport certification and examination partners.

- 8 Proctor will treat examination materials as confidential and keep them secure.
- 9 Proctor must remain with or within a reasonable distance of the student(s) throughout each exam.
- 10 Proctor further agrees that the candidates for which he/she will proctor Certiport programs and examinations are not related to the proctor, are not directly employed by proctor (nor is the proctor directly employed by candidate).
- 11 Proctor understands that if found to be in violation of this agreement and aforementioned Guidelines, this will constitute termination of this proctor agreement and will risk proctors ability to instruct Certiport approved programs in the future and legal action may be taken against the proctor.
- 12 As the Proctor, I understand and agree to carry out the responsibilities of an examination proctor in accordance with the requirements stated above.
- 13 Term: This contract shall remain in effect for a term to be determined by Certiport and communicated to the Proctor in writing or via electronic communication.

Certiport reserves the right to verify a proctor's identity, require additional proof of eligibility, or require the selection of a different proctor. This Proctor Agreement may be terminated at will by Certiport, or the proctor at any time through notification in writing or electronic communication to all parties involved.

# **Miami-Dade County Public Schools Office of the Inspector General**

## **Exhibit 3**

**Proctor Agreement of Brenda Muchnick  
(2 pages)**

**Final Report  
SB1112-1016**

## **PROCTOR AGREEMENT**

**PROCTOR AGREEMENT** , by and between Certiport, Inc., a corporation organized under the laws of the State of Delaware, United States of America ("Certiport"), and Sonia Samaroo, (the "Proctor").

Name: Sonia Samaroo

**WHEREAS** , Certiport is an independent provider of educational, assessment, examination and certification programs.

**WHEREAS** , Certiport wishes to use the Proctor to administer exams on behalf of Certiport authorized testing centers, herein referred to as "Certiport Authorized Testing Centers", and designated end users, and to perform other duties as set forth herein. The integrity and validity of Certiport Certification and testing programs is fundamental to the mission of Certiport and the reliability of examination and certification practices. To ensure the integrity of this process, we carefully review the credentials of prospective proctors. Once an individual is approved as a proctor, he/she represents Certiport and is responsible for the examination process and is responsible for the items below.

**NOW, THEREFORE** , the Proctor agree(s) as follows:

- 1 To ensure the Security of the examination environment and session during a candidates exam session.
- 2 To the provision and supervision of a quiet, well-lighted area free from noise and distraction and within supervisory distance of the proctor.
- 3 To proctoring of Certiport programs and examinations only at a Certiport Authorized Testing Center.
- 4 To verification of time limits and use of only approved materials (if stipulated) permitted during the examination process.
- 5 To termination of the examination, confiscation of exam materials, and immediate notification of Certiport, at 888-222-7890, if there is improper conduct on the part of the candidate or any evidence that the examination process has been violated.
- 6 To supervision of the student during examination sessions, including overseeing that no copy of the test or notes that contain the content of the test questions or answers are used by the student during the examination.
- 7 Proctor has been approved by Certiport as a Certiport Approved Proctor and has met the criteria set forth to act as a proctor on behalf of Certiport and Certiport certification and examination partners.

- 8 Proctor will treat examination materials as confidential and keep them secure.
- 9 Proctor must remain with or within a reasonable distance of the student(s) throughout each exam.
- 10 Proctor further agrees that the candidates for which he/she will proctor Certiport programs and examinations are not related to the proctor, are not directly employed by proctor (nor is the proctor directly employed by candidate).
- 11 Proctor understands that if found to be in violation of this agreement and aforementioned Guidelines, this will constitute termination of this proctor agreement and will risk proctors ability to instruct Certiport approved programs in the future and legal action may be taken against the proctor.
- 12 As the Proctor, I understand and agree to carry out the responsibilities of an examination proctor in accordance with the requirements stated above.
- 13 Term: This contract shall remain in effect for a term to be determined by Certiport and communicated to the Proctor in writing or via electronic communication.

Certiport reserves the right to verify a proctor's identity, require additional proof of eligibility, or require the selection of a different proctor. This Proctor Agreement may be terminated at will by Certiport, or the proctor at any time through notification in writing or electronic communication to all parties involved.

# **Miami-Dade County Public Schools Office of the Inspector General**

## **Exhibit 4**

**Computer Screen Shot of Certiport's Active Proctor List for Miami Norland**  
(1 page)

**Final Report  
SB1112-1016**

## McDonald, Laudelina (OIG)

**From:** David Hansen <dhansen@certiport.com>  
**Sent:** Friday, August 02, 2013 12:34 PM  
**To:** McDonald, Laudelina (OIG)  
**Subject:** Active Proctor List for Miami Norland HS

Here you go, Laudelina.

As you can see, any teacher who has not accepted the Proctor agreement will have a note next to the Proctor checkbox indicating such.

The screenshot shows the Certiport web application interface. At the top, there is a navigation bar with the Certiport logo and a welcome message for 'Dave!'. Below the navigation bar, there are tabs for 'ORG PROFILE', 'ORDERS', '[ORDERS]', '[CSS ISSUES]', 'TOOLS', and 'REPORTS'. A search bar for 'Organization' is set to '90001373 - Miami Norland Senior High - Miami'. The main content area is titled 'MANAGE ASSOCIATIONS' and contains a table with columns for 'Name', 'User Role', 'Teacher', and 'Proctor'. The table lists 13 users, with some having a note next to their Proctor checkbox indicating they have not accepted the proctor agreement.

Name	User Role	Teacher	Proctor	
X Benjamin Lorenzo	Organization Member	<input checked="" type="checkbox"/>	<input type="checkbox"/>	User has not accepted the proctor agreement.
X Brenda Muchnick	Organization Member	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
X charlotte thebaud	Organization Member	<input checked="" type="checkbox"/>	<input type="checkbox"/>	User has not accepted the proctor agreement.
X CHARLOTTE THEBAUD	Organization Member	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
X David Ladd	Organization Administrator	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
X Emmanuel Fleurantin	Organization Administrator	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
X Key Rosendahl	Organization Administrator	<input type="checkbox"/>	<input type="checkbox"/>	
X Michael Groscoast	Organization Administrator	<input type="checkbox"/>	<input type="checkbox"/>	
X pearlie Berryhill	Organization Administrator	<input type="checkbox"/>	<input type="checkbox"/>	User has not accepted the proctor agreement.
X Robert Quinn	Organization Administrator	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
X Sonia Samaroo	Organization Administrator	<input type="checkbox"/>	<input type="checkbox"/>	
X Tammy Southwood-Smith	Organization Administrator	<input type="checkbox"/>	<input type="checkbox"/>	

Below the table, there is a 'FIND USERS' section with a search bar and a 'Submit' button. The search bar contains the text 'Enter a first name, last name, login, or email address. Wildcard searches are not supported.' and there is a checkbox for 'Employees'.

### Dave Hansen

Certiport, Inc.

Toll Free: 888.999.9830 x167

Fax: 801.492.4160

Email: [dhansen@certiport.com](mailto:dhansen@certiport.com)

Connect on Skype: **Certidave**

Follow me on Twitter: **@Certidave**

[www.certiport.com](http://www.certiport.com) • [www.certiport.org](http://www.certiport.org)



# **Miami-Dade County Public Schools Office of the Inspector General**

## **Appendix A**

**Emmanuel Fleurantin's Response to Draft Report**  
(2 page response)

**Final Report**  
**SB1112-1016**



Emmanuel Fleurantin, Mathematics and Technology teacher  
Miami Norland Senior High School  
Emp. # 296117  
Re: OIGSB Draft Report, SB-1112-1016

WRITTEN RESPONSE TO DRAFT REPORT RE: VIOLATIONS OF INDUSTRY  
CERTIFICATION EXAM PROTOCOLS FOR ADOBE PHOTOSHOP AND  
DREAMWEAVER

This letter is not intended to be a comprehensive defense or rebuttal but is to focus only on the salient points therein. I reserve the right to provide further evidence in any administrative proceedings that may result from the investigation.

**1. Mr. Gant:**

Mr. Gant's wife started teaching at Miami Norland Senior High School in 2010, the same school year he was hired. Mr. Gant's wife was moved out of her classroom three times before being moved out of the school when the new principal arrived in October of 2010. The next school year (2011-2012) Mr. Gant classes were split between mathematics and technology towards the middle of the academic year. He has been sharing classrooms for both his mathematics and technology courses. Mr. Gant was part of my team for the Academy of Information Technology and, personally told me in November of 2011 that he would not assist me with the Academy as far as helping with organizing basic events and other required activities. He mentioned to me that he would simply stick to his basic duties as a CTE (Career and Technical Education) teacher. Mr. Gant was also not happy with administration.

Mr. Gant told me on many occasions that he was better than me in technology and that he should have been the lead teacher instead. His behaviors and actions were affecting his performance, and being part of my team, I had to address it with an email. He replied by copying the District of Miami-Dade County Public Schools and the United Teacher of Dade (union) about how out of place I was. Ever since then he focused all his anger and frustrations on me. At one instance, I wrote a letter to my academy students to welcome them for the new school year. Mr. Gant wrote an email, copied the school district and administration highlighting all the minor mistakes that I made and stating how was it possible that a high school teacher could write such a letter. He always met with Mr. Halligan who was not pleased with administration as well.

**2. Dreamweaver and Photoshop tests:**

The ETO (Education Transformation Office) conducted an investigation based on allegations that were made about the basketball players that took the test in December of the 2011-2012 school year. They had written statements from all of the players and found no evidence of cheating.

Students 1 and 2 were being coached and were influenced to believe that they could not pass the test on their own despite several attempts for which I also proctored. I would not allow any students to use a study guide or cheat sheet during the test. There were several students in the room at different times. Some of the times that the students were tested overlapped. Why would I allow one student to use their study guides and not the others? I did no such thing. I do not

have any knowledge of Mrs. Muchnick giving out study guides during the test. In addition, when Mrs. Muchnick and I took the industry certification test in February of 2012, it was for the Dreamweaver CS5 (Creative Suite 5) version which is completely different from the CS4 (Creative Suite 4) version that the students tested in. The test was also being proctored, and no materials were allowed in the testing room.

Students that were taking the Photoshop and Dreamweaver tests took the test at the same time and in the same room. Students were tested with 20 or more other students. The Photoshop and Dreamweaver students interviewed on January 25, 2012 were tested in the same room and some of them tested at approximately the same time. Most of the Photoshop students from that date stated that I did not allow them to cheat and they tested with Dreamweaver students in the room. Both Photoshop and Dreamweaver test takers from the two dates interviewed also stated that I did not allow them to cheat nor use their study guides. Student 3 mentioned that he did not recall me telling the students that they could use their study guides during the test.

### **3. Results from the 2012-2013 school year:**

For the 2012-2013 school year, we had 434 students to pass both the Dreamweaver and Photoshop tests. The average test duration and average passing test score for both Dreamweaver and Photoshop tests were similar to those from the previous year (2011-2012).

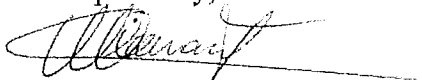
The average test scores for Dreamweaver CS4 for the 2012-2013 school year was 697 compared to the test scores for the national average of 573 in the report. Students tested on average for about 25 to 30 minutes. The report mentioned that student 3 scored 863 for the test. For the 2012-2013 school year, we also had students that scored 854, 829, 878 and others close to the same range as well.

The average test scores for Photoshop CS4 for the 2012-2013 school year was 671 compared to the national average of 544 in the report. The average test score mentioned in the report for one day of testing was 785 (January 25, 2012). If we look at the time period from March 1 to March 31, 2013 and focused on a large number of students that took the test during the same time period for a particular exam group, we notice that the average test scores were 717. If you pick one day from that period, you would notice that for at least one day, students averaged close to the amount of the report. Students tested on average from about 27 to 35 minutes in Photoshop CS4 for the 2012-2013 academic year.

### **Conclusion:**

We had most of the same instructors teaching the same classes for the 2012-2013 school year and there were no issues. No study guides were allowed in the test room and no one gave anyone any answers. In addition, it would not be fair to discuss this situation with all 452 students when only a few students were interviewed. I also proctored the year before (2010-2011) when we had 17 students and there were no issues. I have followed the M-DCPS board rules and FLDOE maintenance and test security rules. I have also abided by my Proctor agreement with Certiport in all the years that I proctored for Industry Certification Exams (ICE) at Miami Norland Senior High School.

Respectfully,



Emmanuel T. Fleurantin

# **Miami-Dade County Public Schools Office of the Inspector General**

## **Appendix B**

**Brenda Muchnick's Response to Draft Report**  
(3 page response)

**Final Report**  
**SB1112-1016**

July 18, 2013

MDC-OFFICE OF THE  
INSPECTOR GENERAL  
2013 JUL 23 PM 3: 32

Office of the Inspector General  
19 West Flagler St, Suite 220  
Miami, FL 33130

Re: Response to OIGSB Draft Report, SB-1112-1016 – Miami Norland Sr. High School  
Adobe Photoshop and Dreamweaver Industry Certification Exam Integrity Issues

On July 17, I was served with a report from the Office of the Inspector General which is fraught with incorrect statements of fact. Therefore, I want to make the facts abundantly clear.

At no time was I EVER a test proctor for the Adobe Photoshop/Dreamweaver exams at Miami Norland Senior High School. The test proctor is assigned a number from Adobe Certiport which they must enter prior to each student accessing the exam. A student can NOT test without the proctor entering a number which verifies that he is proctoring the exam. The ONLY teacher, to my knowledge, at Miami Norland that had a proctor number was Mr. Fleurantin. The Office of the Inspector General should be able to verify through Certiport that I was NEVER a proctor for any exam at Miami Norland Senior High School.

As stated on Page 1 of the report, I was NEVER an assisting teacher to Mr. Fleurantin. In fact, Mr. Allison was hired specifically to assist Mr. Fleurantin in preparing and testing students in Adobe Photoshop and Dreamweaver. He was the assisting teacher. Mr. Reginald Lee, current principal at Miami Norland Senior High was the Assistant Principal overseeing the Adobe Photoshop/Dreamweaver testing at the time. Mr. Lee can verify that Mr. Fleurantin was the only test proctor at Miami Norland Senior High School. Mr. Fleurantin, the test proctor, to my knowledge, was the only one in the room during testing. In fact, Mr. Fleurantin was only required to teach two classes so that he could be available to proctor student testing throughout the school day. There were three other teachers and myself operating in the capacity of instructing students in order to prepare them for the exam.

In reference to Exhibit 3, I have no knowledge of signing a proctor agreement. As stated, I was NEVER a proctor. It is blatantly irresponsible to attach Exhibit three (3) which purports to be a "Proctor Agreement" which is neither signed by me or acknowledged nor dated.

Miami Norland Senior High School holds a site license for CertiPrep, a computer program designed to simulate the types of questions students will encounter on the Certiport exam. The study guide in question on page 7 of the investigation is from CertiPrep. It is not a replica of the Certiport exam or any actual exam questions. Students in my class were required to create their own study guides using CertiPrep. Students were NOT sent to the testing site with study guides or told they could use them on the Certiport exam. Again, I was NOT the proctor.

Furthermore, I am extremely upset by these false allegations that question my integrity and professionalism. I have been a teacher at Miami Norland Senior High School for 26 years and have always been held in high esteem by my administrators, colleagues, and students. It is of utmost importance to me that this matter be resolved without delay!

Very truly yours,

A handwritten signature in blue ink that reads "Brenda Muchnick". The signature is written in a cursive style with a distinct loop at the end of the name.

Brenda Muchnick

In addition, I am attaching an affidavit from Principal Reginald Lee in support of my response.

**AFFIDAVIT OF PRINCIPAL REGINALD LEE**

Personally appeared before me the undersigned authority, Reginald Lee, who being duly sworn upon oath – deposes and says as follows:

1. That affiant is presently the duly appointed principal of Miami Norland Senior High School.

2. That affiant knows of his own personal knowledge and belief that:

(a) Brenda Muchnick is a teacher at Miami Norland Senior High School instructing in Computer Technology.

(b) Brenda Muchnick has never been a proctor at any examination site for the Photoshop or Dreamweaver examinations.

(c) Brenda Muchnick was never a designated assistant nor did she assist any proctor during the Photoshop or Dreamweaver examinations.

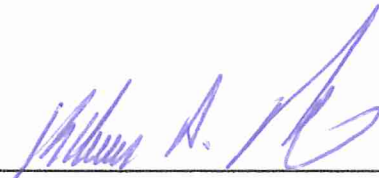
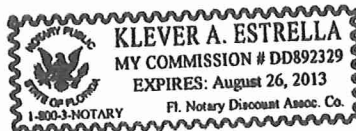
I feel fortunate to have Brenda Muchnick as an integral part of my teaching staff at Miami Norland Senior High School resulting from her many years of service, integrity and diligence.



Reginald Lee

State of Florida  
County of Dade

Sworn to and Subscribed  
Before me this 19<sup>th</sup> day of  
July, 2013



Notary Public State of FL