TO: Honorable Chair and Members of the School Board  
Dr. Donald E. Fennoy, Superintendent  
Chair and Members of the Audit Committee

FROM: Lung Chiu, Inspector General

DATE: December 19, 2019

SUBJECT: OIG Final Investigative – William T. Dwyer Community High School; Report  
Case # 19-0011-1

Attached please find a copy of the Palm Beach County School District Office of Inspector General (OIG) Final Report of Investigation. On Thursday May 30, 2019, the Office of Inspector General (OIG) received two anonymous complaints alleging that

1. William T. Dwyer Community High School Guidance Counselor Sulimar DeJesus intentionally ordered excessive College Board/Advanced Placement (AP) Exams. The OIG investigation determined the allegation was unsubstantiated.

2. William T. Dwyer Community High School Guidance Counselor Sulimar DeJesus told students not to indicate the date the exam was taken. The OIG investigation determined the allegation was unfounded.

In accordance with School Board Policy 1.092 (8)(b)(iv), on October 22, 2019, this report as a draft was provided to Sulimar DeJesus for a response. On October 22, 2019, Ms. DeJesus provided a written response via email. In her response, she wrote, “I agree with this report and its findings.” The OIG would like to thank Ms. DeJesus and the staff at William T. Dwyer Community High School for their cooperation and for the courtesies extended to the OIG during this investigation.

The report is finalized and will be posted on the Inspector General’s website; https://www.palmbeachschools.org/about_us/reports_and_publications/inspector_general_reports
INTRODUCTION & SYNOPSIS

On Thursday, May 30, 2019, the Office of the Inspector General received an anonymous complaint. The complaint alleged that William T. Dwyer Community High School Guidance Counselor Sulimar DeJesus intentionally ordered excessive College Board/Advanced Placement (AP) Exams. In addition, Ms. DeJesus instructed the students not to indicate the date when the exams were taken.

1. William T. Dwyer Community High School Guidance Counselor Sulimar DeJesus intentionally ordered excessive College Board/Advanced Placement (AP) Exams.

2. William T. Dwyer Community High School Guidance Counselor Sulimar DeJesus told students not to indicate the date the exam was administered on the tests.

The OIG investigation determined that Allegation 1 was unsubstantiated and Allegation 2 was unfounded. The investigative conclusions as to each allegation will be discussed in detail later in this report.

OIG JURISDICTIONAL AUTHORITY

School Board Policy 1.092 provides for the Inspector General to receive and consider complaints, and conduct, supervise, or coordinate such inquiries, investigations, or reviews, as the Inspector General deems appropriate.

BACKGROUND: INDIVIDUALS & ENTITIES COVERED IN THIS REPORT

William T. Dwyer Community High School

William T. Dwyer Community High School is a District school located at 13601 North Military Trail, Palm Beach Gardens, FL 33418. The total school enrollment is 2,298, with a 17:1 Student-Teacher Ratio. The school serves high school students for grades 9-12.

College Board

The College Board is an American not-for-profit organization that connects students to college success and opportunity. More than 6,000 two-and four-year colleges, universities, secondary school and districts, higher education systems, and other nonprofit organizations compose the College Board. The College Board’s College Readiness and Success Contract #CB-0025017 with the School Board of Palm Beach County commenced on June 6, 2019 and will expire on June 30, 2020.

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1 Information obtained from the College Board website, District website and PeopleSoft records.
College Board/Advanced Placement (AP) Exams

The Palm Beach County School District adheres to the following regarding the administration of College Board/Advanced Placement Exams.

- Florida Statute 1007.27(5) Articulated Acceleration Mechanisms
- Florida Statute 1007.23(1) Statewide Articulation Agreement
- The 2018-19 Student Progression Plan K-12,
- The November 29, 2018, School District Bulletins #SP 19-156 DSCOS AP Potential Training; #P 20-024 DSCOS Statewide Test Administration Security Information; and #PD 18-062 DSCOS FY18 Assessment and Survey Schedule

The 2018-19 Advanced Placement Exams were conducted at William T. Dwyer on May 6-10, 2019, and May 13-17, 2019.

The District’s Student Progression Plan 2018-19, pages-64-65, Advanced Placement (AP) states the following:

“Eligible secondary students may enroll in courses offered by the Advanced Placement Program administered by the College Board. Post-secondary credit may be awarded to students who score a minimum of three on a five-point scale on the corresponding AP Exam. Students shall be exempt from any fees for administration of the examination, regardless of whether or not the student achieves a passing score on the examination [Florida Statutes 1007.27(5)].”

The OIG interviewed the following District Staff during the investigation:

Corey Brooks, Principal, William T. Dwyer Community High School

Mr. Brooks, Principal at William T. Dwyer Community High School since June 2018.

Sulimar DeJesus, Guidance Counselor, William T. Dwyer Community High School

Ms. DeJesus has been employed by the District for 14-years and assigned at William T. Dwyer Community High School since 2017 as the guidance counselor.

Maritza Bazemore, Spanish Teacher, William T. Dwyer Community High School

Ms. Bazemore has been employed by the District for two years and assigned at William T. Dwyer Community High School for one year.
Sarah Brescia, Social Science teacher, William T. Dwyer Community High School

Ms. Brescia has been employed by the District for four years and assigned at William T. Dwyer Community High School for the entire time.

Kelly English, Media Clerk II, William T. Dwyer Community High School

Ms. English has been employed by the District for 16-years and assigned at William T. Dwyer Community High School since 2014.

Shannon Farrell, Assistant Principal, William T. Dwyer Community High School

Ms. Farrell has been employed by the District for 21-years and assigned at William T. Dwyer Community High School since 1999. She was the Magnet Coordinator from 1999 to 2016. In 2016, she became the Assistant Principal.

Madelyn Hinkle, Bookkeeper, William T. Dwyer Community High School

Ms. Hinkle has been employed by the District for 24-years and assigned at William T. Dwyer Community High School since 2016.

Tawanda Little, Guidance Counselor, William T. Dwyer Community High School

Ms. Little has been employed by the District for 26-years and assigned at William T. Dwyer Community High School since 2017.

Sharon MacDonald, Media Specialist, William T. Dwyer Community High School

Ms. MacDonald has been employed by the District for seven years and assigned at William T. Dwyer Community High School for the entire time.

Donna Masterson, Guidance Counselor, William T. Dwyer Community High School

Ms. Masterson has been employed by the District for 31-years and assigned at William T. Dwyer Community High School since 1994.

Jennifer Smith-May, Math Teacher, William T. Dwyer Community High School

Ms. Smith-May has been employed by the District for 12-years and assigned at William T. Dwyer Community High School since 2007.
Jessica Naranjo, Spanish Teacher, William T. Dwyer Community High School

Ms. Naranjo has been employed by the District for 13-years and assigned at William T. Dwyer Community High School since 2016.

Fercella Panier, Guidance Counselor, William T. Dwyer Community High School

Ms. Panier has been employed by the District for 17-years and assigned at William T. Dwyer Community High School since 2006.

Maryfaith Saavedra, Lead Guidance Counselor, William T. Dwyer Community High School

Ms. Saavedra has been employed by the District for 29-years and assigned at William T. Dwyer Community High School since 1995.

Deanna Schneider, Guidance Counselor, William T. Dwyer Community High School

Ms. Schneider has been employed by the District for six years and assigned at William T. Dwyer Community High School since 2017.

Nancy Steele, Math Teacher, William T. Dwyer Community High School

Ms. Steele has been employed by the District for 35-years and assigned at William T. Dwyer Community High School since 2002.

RELEVANT GOVERNING AUTHORITIES

- Florida Statutes 1007.27(5), (Articulated Acceleration Mechanisms)
- Florida Statutes 1007.23(1), (Statewide Articulation Agreement)
- School Board Policy 2.61, (Fraud)
- School Board Policy 3.02, (Code of Ethics)
- School Board Policy 3.14 (Purchasing Department)
- 2018-19 Student Progression Plan K-12
- Bulletin # SP 19-156 DSCOS (AP Potential Training)
- Bulletin # P 20-024 DSCOS (Statewide Test Administration Security Information)
- Bulletin #PD 18-062 DSCOS FY18 (Assessment and Survey Schedule)
- College Board's College Readiness and Success Contract: #CB-00025017

DOCUMENTS REVIEWED

- The PeopleSoft employee records of individuals covered in this report
The 2017-19 Advanced Placement (AP) exam purchasing order records
- The College Board website
- Emails between Guidance Counselor Sulimar DeJesus, Assistant Principal Shannon Farrell, and the College Board representative Jessica Bruce
- College Board/Advanced Placement Bill for Services for September 2019

**CASE INITIATION & INVESTIGATIVE METHODOLOGY**

The investigation was based on an anonymous complaint alleging that William T. Dwyer Community High School Guidance Counselor Sulimar DeJesus intentionally ordered excessive College Board Advanced Placement (AP) Exams. Additionally, it was alleged that Ms. DeJesus instructed students not to show the date and time they took their exam(s).

During the investigation, the OIG interviewed William T. Dwyer Community High School Principal Corey Brooks; Assistant Principal Shannon Farrell; Lead Guidance Counselor Maryfaith Saavedra; Guidance Counselor Sulimar DeJesus; Bookkeeper Madelyn Hinkle; other school staff members; and the District’s Manager for College Readiness and Humanities, Dr. Becky Youngman.

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

**INVESTIGATIVE FINDINGS**

1. **William T. Dwyer Community High School Guidance Counselor Sulimar DeJesus intentionally ordered excessive College Board/Advanced Placement (AP) Exams. Allegation Unsubstantiated.**

The OIG investigation concluded that the allegation that Ms. DeJesus intentionally ordered excessive College Board exams was unsubstantiated.

**The following is a recap of the testimony provided by the witnesses.**

*Principal Brooks:* The Guidance Department is responsible for administering College Board/Advanced Placement (AP) exams to students. Guidance counselor Sulimar DeJesus is accountable for overseeing the exam’s completion. Mr. Brooks did not authorize Ms. DeJesus or any staff member to order excess College Board/AP exams. The Bookkeeper Madelyn Hinkle is aware of the cost to purchase the College Board/AP exams.

*Bookkeeper Hinkle:* Ms. Hinkle stated she does not know who is responsible for ordering the College Board/Advanced Placement (AP) exams. Guidance counselor Sulimar DeJesus has provided her (Ms. Hinkle) exam invoices from the College Board. The exams are ordered based on student enrollments; they cost $85 per exam, approximately $85,000 per school year. She

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2 The OIG findings were determined using the standards that appear on the final page of this report.
recalls that Ms. Farrell told her that excess exams were ordered and that the school would receive a credit for the excess exams.

*Assistant Principal Farrell:* Ms. DeJesus is responsible for ordering the College Board/AP exams. Ms. DeJesus told her in March 2019, that she inadvertently double ordered subject area exams. Ms. DeJesus contacted the College Board about the excess exams. The College Board Representative informed her that they would investigate the incident and the school would receive a credit for the excess if there were an error. The school did receive the credit from the College Board. Ms. Hinkle has the invoices showing transactions between the school and the College Board.

*Guidance Counselor Saavedra:* While she unpacked the College Board exams in May 2019, she observed that there were excess exams for the Human Geography area. She mentioned her observation to Ms. DeJesus. Ms. DeJesus told her, "do not worry about it." Ms. DeJesus also said to her that she double ordered subject area exams. Other excess exams were ordered, but she does not recall the subject areas.

*Guidance Counselor DeJesus:* Advanced Placement exams were ordered on April 18, 2019, and received by the school the end of April 2019. Ms. DeJesus admitted that she accidentally ordered 200-400 excess College Board/Advanced Placement (AP) exams. In May 2019, she contacted the College Board to inform them that she inadvertently ordered excess subject area exams. The College Board representative told her that they would adjust the invoice and the school would receive a credit for the excess exams if there were an error. The mistake was noted when she (Ms. DeJesus) reviewed the College Board website ordering status. At that moment, the status showed that the exams were pending and had not been shipped to the school. Because of the message pending, she believed that she could adjust the number of exams ordered. She did not anticipate that her changes would result in excess exams ordered. Ms. DeJesus stated she told assistant principal Shannon Farrell that she mistakenly ordered excess exams. She said she has an email to show that she told Ms. Farrell about the mistake and email exchanges with the College Board representatives. All excess exams were returned unopened, and they were returned to the College Board together with the used exams.

On August 5, 2019, Ms. DeJesus provided the OIG three emails. One email informs Ms. Farrell about the excess exams, the other emails are her correspondence with College Board representative Jessica Bruce about the excess exams (*Exhibits 1, 2, and 3 respectively*).

The District’s Advanced Placement (AP) Coordinator’s Manual 2018-19, page-19, shows the timelines that AP-Coordinators must order the Advanced Placement exams for student testing. The timeline confirms that Ms. DeJesus ordered the AP exams prior to the final deadline established by the College Board (*See Table 1*).
Ms. DeJesus inadvertently ordered 536 excess exams for three subject areas: 156 for American Government, 190 for United States History, and 190 for Human Geography Advanced Placement exams.

The OIG reviewed the College Board Advanced Placement Exam Ordering Split Shipment Week-1 and the College Board Advanced Placement Exam Ordering Split Shipment Week-2. The review confirmed that the 536 excess Advanced Placement Exams were returned to the College Board (Exhibit 4).

School District Accounts Payable Manager Bob Rucinski provided the OIG a College Board Invoice for Services record that verifies that the District received a credit for the unused exams that were inadvertently over ordered (Exhibit 5).

CONCLUSION

The allegation that William T. Dwyer Community High School Guidance Counselor Sulimar DeJesus intentionally ordered excessive College Board/Advanced Placement (AP) exams was unsubstantiated. The investigation determined that Ms. DeJesus inadvertently ordered excess AP Exams. Ms. DeJesus initially ordered (AP) exams on April 18, 2019, which was consistent with the 2018-19 Advanced Placement Coordinator Manual required timeline, (See Table 1). The excess unused exams ordered by Ms. DeJesus were returned to the College Board. Advanced Placement exams are administered to students in May. A review of May 15 and May 30, 2019, emails between Ms. DeJesus and the College Board representative Jessica Bruce, shows that Ms. DeJesus inadvertently over-ordered 536 excess exams. The emails corroborate that Ms. DeJesus showed a good-faith effort to adjust the number of excess exams that she mistakenly over-ordered.

<table>
<thead>
<tr>
<th>Table 1</th>
<th>2019 AP-Exam Ordering Deadlines</th>
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</thead>
<tbody>
<tr>
<td><strong>Priority Deadline:</strong></td>
<td>Submit orders by this date to ensure timely processing and delivery.</td>
</tr>
<tr>
<td><strong>Deadline for Ordering Pre-administration Materials:</strong></td>
<td>Can be placed only with initial exam order. Orders placed by March 13, 2019, will be delivered by April 5, 2019. Orders placed between March 14, 2019, and April 3, 2019, will be delivered by April 15, 2019.</td>
</tr>
<tr>
<td><strong>Extension Deadline:</strong></td>
<td>Each order received after this date incurs a $55 late fee (excluding alternate exam orders).</td>
</tr>
<tr>
<td><strong>Final Deadline:</strong></td>
<td>April 19, 2019 Orders placed by April 19, 2019, will be delivered by April 29, 2019</td>
</tr>
<tr>
<td><strong>Deadline for Ordering Alternate Exams for Late Testing:</strong></td>
<td>Coordinators should call AP Services for Educators if an emergency occurs after these dates.</td>
</tr>
</tbody>
</table>
College Board representative Jessica Bruce made the adjustments on May 30, 2019. Ms. DeJesus’ error did not cause any financial loss to the school or the District.

2. **William T. Dwyer Community High School Guidance Counselor Sulimar DeJesus told students not to indicate the date the exam was administered on the tests.**

   **Allegation Unfounded.**

The anonymous complainant also alleged that Ms. DeJesus told students not to indicate the date the exam was administered on the tests. The OIG investigation determined that the allegation that Ms. DeJesus ordered students not to indicate the date the exam was administered was unfounded.

The following is a recap of the testimony provided by the witnesses.

*Assistant Principal Farrell:* Students were not instructed by the testing proctors or administrators not to indicate the dates they took their College Board/Advanced Placement Exam(s). The College Board predates the exams. After completion of an AP exam, they are collected, secured, and shipped to the College Board for review. The school does not retain copies of any AP exams taken by students.

*Guidance Counselor DeJesus:* Ms. DeJesus stated she did proctor AP exams for the 2018-19 school year. She did not instruct students not to indicate the date when the exam was taken. The College Board predates the AP exams.

*Guidance Counselor Saavedra:* Ms. DeJesus oversees the College Board/Advanced Placement (AP) testing at the school, assisted by Guidance Counselor Donna Masterson. Testing proctors and administrators are selected based on availability of staff members or parents. Ms. DeJesus chooses the administrators and proctors to administer or monitor the AP testing process. Ms. Saavedra did not know if Ms. DeJesus told the students not to indicate the date was administered on the tests.

*William T. Dwyer Community High School Staff:* The OIG interviewed eleven staff members (staff member are listed in the Individuals Covered section of this report) that proctored or administered the Advanced Placement exam during the 2018-19 school year. All staff members stated they did not instruct students not to indicate the date the exams were administered.

The used answer sheets and the used AP exams are returned to the College Board for review, no used answer sheets or AP exams are retained at the school. The OIG did not obtain any evidence to support the allegation that students were told not to indicate the date on the test(s) when they took their AP exam(s).

**CONCLUSION**

The allegation that William T. Dwyer Community High School Guidance Counselor Sulimar DeJesus told students not to indicate the date the exam was administered on the tests was **unfounded.** The testimony of all staff members interviewed was consistent and revealed that Ms. DeJesus did not direct the testing proctors or the administrators to tell students not to show the date the exam was taken.
RECOMMENDATION

➢ No action is recommended.

Affected Party Notice

In accordance with School Board Policy 1.092 (8)(b)(iv), on October 22, 2019, Ms. Sulimar DeJesus was notified of the investigative conclusions and provided with an opportunity to submit a written response to these conclusions. On October 22, 2019, Ms. Sulimar responded via email. Her response is attached to this report as (Exhibit 7). In her response, Ms. DeJesus wrote, “I agree with this report and its findings.”

Distribution

Palm Beach County School Board Members
Donald E. Fennoy II, Superintendent
Audit Committee Members
OIG File
The evidentiary standard used by the School District of Palm Beach County OIG in determining whether the facts and claims asserted in the complaint were proven or disproven is based upon the preponderance of the evidence. Preponderance of the evidence is contrasted with "beyond a reasonable doubt," which is the more severe test required to convict a criminal and "clear and convincing evidence," a standard describing proof of a matter established to be substantially more likely than not to be true. OIG investigative findings classified as "substantiated" means there was sufficient evidence to justify a reasonable conclusion that the actions occurred and there was a violation of law, policy, rule, or contract to support the allegation. Investigative findings classified as "unfounded" means sufficient evidence to justify a reasonable conclusion that the actions did not occur and there was no violation of law, policy, rule, or contract to substantiate the allegation. Investigative findings classified as "unsubstantiated" means there was insufficient evidence to justify a reasonable conclusion that the actions did or did not occur and a violation of law, policy, rule, or contract to support the allegation could not be proven or disproven.
Exhibit #1
May 8, 2019, Email between
Guidance Counselor
Sulimar DeJesus
&
Assistant Principal Shannon Farrell
Good Evening,

I wanted to make you aware of an error with the ordering of AP Govt. AP US History, and AP Human Geo. exams. When I placed the initial order, the number of exams was correct. Upon changing the amount of exams due to less students testing, rather than subtracting those exams, it added the additional amounts therefore, doubling the order for those exams. I did not notice anything out of the ordinary until I received the packages. I printed the invoice, noticed the numbers were doubled and contacted Collegeboard. I spoke with two different representatives who made note on the account. The directions were to note the discrepancy when I return the extra exams and they would adjust the invoice accordingly.

I will alert you of any changes.

Thank you

Mrs. Sulimar DeJesus, M.S.
School Counselor
Last names MU-SE
William T. Dwyer High School
Exhibit #2
May 15, 2019, Email between
Guidance Counselor
Sulimar DeJesus
&
College Board Representative
Jessica Bruce
The adjusted amount resulted in the extra exams.
These are all extras:

**156 AP Govt. exams.**
**190 AP Human**
**190 AP US history extra.**

This is my second year as AP coordinator and I am learning as I go. When I received the packages I panicked. I now know where my error was.

I sincerely hope it can be remedied. However I also understand if it cannot. The Assistant Principal is aware who oversees AP and AICE exams. I appreciate you contacting me with this discrepancy and my concern.

I have been absolutely sick about it! I think I called twice to ensure it was on record.

Should you need additional information please let me know. I am also a full time school counselor so I am beyond overwhelmed!

Thank you

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On Wed, **May 15, 2019 at 12:35 PM** Jessica Bruce <jbruce@collegeboard.org> wrote:

Good Afternoon,

I have received your issue regarding additional exam materials that you received for Human Geography and Government and Politics. Could you please confirm how many exams you intended to order in each subject? Once I have those numbers, I will review if an exception can be made for unused exam fees.

Best Regards,

Jessica Bruce *Lead Customer Care Specialist*

*Customer Care Services*

The College Board

T 571.485.3246 F 216.916.4365

jbruce@collegeboard.org

https://mail.google.com/mail/u/0?ik=da49277278&view=pt&search=all&permthid=thread-f%3A1633616538302067395%7Cmsg-f%3A1633620880008...
Good Afternoon,

The error was that I accidentally adjusted the order, thinking because it allowed me to do so, the exams hadn't been processed yet. Not realizing I doubled the order. I subtracted a few exams due to IB conflicts.

It should have been:

**AP US Govt. and Politics US - 157**

**AP US History: 213**

**AP Human Geo - 207**

The adjusted amount resulted in the extra exams.

These are all extras:

**156 AP Govt. exams.**

**190 AP Human**

**190 AP US history extra.**

This is my second year as AP coordinator and I am learning as I go. When I received the packages I panicked. I now know where my error was.

I sincerely hope it can be remedied. However I also understand if it cannot. The Assistant Principal is aware who oversees AP and AICE exams. I appreciate you contacting me with this discrepancy and my concern.

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Jessica Bruce Lead Customer Care Specialist
Customer Care Services

The College Board
T 571.485.3246 F216.916.4365
jbruce@collegeboard.org
Clearing a path for all students to own their future

Mrs. Sulimar DeJesus, M.S.
School Counselor
Last names MU-SE
William T. Dwyer High School

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https://mail.google.com/mail/u/0?ik=da49277278&view=pt&search=all&permthid=thread-f%3A1633816538302067395%7Cmsg-f%3A163498401552...
Good Afternoon,

The error was that I accidentally adjusted the order, thinking because it allowed me to do so, the exams hadn’t been processed yet. Not realizing I doubled the order. I subtracted a few exams due to IB conflicts.

It should have been:

**AP US Govt. and Politics US - 157**

**AP US History: 213**

**AP Human Geo - 207**

https://mail.google.com/mail/u/0?ik=da49277278&view=pt&search=all&permthid=thread-f%3A1633616538302067395%7Cmsg-f%3A1633620880000...
Clearing a path for all students to own their future

Mrs. Sulimar DeJesús, M.S.
School Counselor
Last names MU-SE
William T. Dwyer High School

Disclaimer: Under Florida law, e-mail addresses are public records. If you do not want your e-mail address released in response to a public records request, do not send electronic mail to this entity. Instead, contact this office by phone or in writing.
Exhibit #3
May 30, 2019, Email between
Guidance Counselor
Sulimar DeJesus
&
College Board Representative
Jessica Bruce
Good Afternoon,

I just want to verify my overall invoice has been adjusted before I start the process. Can you let me know, please?

Thank you

On Wed, May 15, 2019 at 1:44 PM Bruce, Jessica <jbruce@collegeboard.org> wrote:

Good Afternoon,

Hopefully this email will alleviate some stress. We will be waiving the unused exams fees in these three exam areas as a one time courtesy. Note this this exception is only for overage and not for any students who decide not to test at the last second. If you receive your invoice and see any issues, please feel free to reach out to me directly.

Best Regards,

Jessica Bruce Lead Customer Care Specialist

Customer Care Services

The College Board
T 571.485.3246 F 216.916.4365
jbruce@collegeboard.org

Clearing a path for all students to own their future
On Thu, May 30, 2019 at 1:45 PM Bruce, Jessica <jbruce@collegeboard.org> wrote:

I would contact the district and explain the situations and ask them the best way to proceed if you are not able to generate the invoice without the fee. They may need confirmation attached to the invoice that we have agreed to waive the unused exam fees.

Jessica Bruce Lead Customer Care Specialist
Customer Care Services

The College Board
T 571.485.3246 F 216.916.4365
jbruce@collegeboard.org

Clearing a path for all students to own their future

From: Sulimar DeJesus <sulimar.dejesus@palmbeachschools.org>
Sent: Thursday, May 30, 2019 1:40 PM
To: Bruce, Jessica <jbruce@collegeboard.org>
Subject: Re: [EXTERNAL] Re: Extra Exam Materials Received (Case 04850376) [ ref: _00DF05YBT_5002A1XnFC3:ref ]

Thank you for responding so quickly.

Since this is going to the school district as Palm Beach County pays for all exams, what is the easiest way for her to do that since the district submit the payment.

I just print the invoice and give it to the secretary.

On Thu, May 30, 2019 at 1:37 PM Bruce, Jessica <jbruce@collegeboard.org> wrote:

When going through the process, you may be to use the AP Services Approved reason for waiving the unused exam fees. If it does not allow you to do so, the fees will be waived on our end so you subtract that amount when submitting payment.

Jessica Bruce Lead Customer Care Specialist
Customer Care Services

The College Board
T 571.485.3246 F 216.916.4365
The College Board
T 571.485.3246 F 216.916.4365
jbruce@collegeboard.org

Clearing a path for all students to own their future

From: Sulimar DeJesus <sulimar.dejesus@palmbeachschools.org>
Sent: Thursday, May 30, 2019 1:58 PM
To: Bruce, Jessica <jbruce@collegeboard.org>
Subject: Re: [EXTERNAL] Re: Extra Exam Materials Received (Case 04850376) [ ref: _00DF05YBt._5002A1XnFC3:ref ]

This is what it's showing. I'm new to this so I don't know how I would subtract my overages and what you all approved.

Submit Your Invoice

WILLIAM T DWYER HIGH SCHOOL
101338

Please submit your invoice electronically by clicking the "Submit Invoice" button below. Please review your invoice carefully before submitting. If you need to make any edits to your invoice, you can do so by clicking the "Edit Invoice" button. Any differences between the information provided in this invoice and the actual materials received may result in an adjustment to the amount your school owes the AP Program.

NOTE: After submitting your invoice, you must also print and mail the "Program Copy" of your completed invoice with payment to the AP Program. The postmark deadline for returning your invoice with payment is June 15th. If you generate your invoice or mail it to the AP Program after June 15th, a $225 late fee charge will be assessed.

Please note: Some states require schools claiming state fee reductions to send them a copy of this invoice. For states that require a copy of the invoice, a "State Copy" will automatically print out with the state contact information included. You should mail, email, or fax the "State Copy" of the invoice to the state contact provided. Check the State AP Exam Fee Assistance page for more information on state-specific fee reduction requirements.

Postmark deadline: June 15th

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<tr>
<td>A. Used exams</td>
<td>960</td>
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<td>$81,600.00</td>
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<tr>
<td>B. Unused exams</td>
<td>688</td>
<td>$15.00</td>
<td>$10,320.00</td>
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### C. Late Testing Exam surcharge
- Quantity: 32
- Credit per Item: $45.00
- Total: $1,440.00

### D. Exam Orders placed after the Extension Deadline
- Quantity: 1
- Credit per Item: $55.00
- Total: $55.00

### E. Score Labels
- Quantity: 0
- Credit per Item: $100.00
- Total: $0.00

### F. Late payment fee
- Quantity: 0
- Credit per Item: $225.00
- Total: $0.00

### Total Fees
- Total: $93,415.00

### Credits

<table>
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<tr>
<th>Items</th>
<th>Quantity</th>
<th>Credits per Item</th>
<th>Total</th>
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<td>I. Credit for exams replaced by alternates</td>
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<td>$930.00</td>
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<td>K. College Board fee reductions</td>
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</tbody>
</table>

**AMOUNT YOUR INSTITUTION OWES THE AP PROGRAM**

$92,485.00
My bad! Yes, I just did

On Thu, May 30, 2019 at 2:39 PM Bruce, Jessica <jbruce@collegeboard.org> wrote:

If you are currently in the AP Ordering tool, could you log out? It keeps asking me for your password so I think that may be the problem.

Jessica Bruce Lead Customer Care Specialist
Customer Care Services

The College Board
T 571.485.3246 F 216.916.4365
jbruce@collegeboard.org

Clearing a path for all students to own their future

Ok, thank you

On Thu, May 30, 2019 at 2:26 PM Bruce, Jessica <jbruce@collegeboard.org> wrote:

I am going to log into your account and see if I am able to correct. I will circle back with you shortly.

Thanks,

Jessica Bruce Lead Customer Care Specialist
Customer Care Services
RE: [EXTERNAL] Re: Extra Exam Materials Received (Case 04850376) [ref:_00DF05YBt._5002A1XnFC3:ref ]

I think I fixed it. Please take a look and let me know if you have any other questions or issues.

Best regards,

Jessica Bruce Lead Customer Care Specialist
Customer Care Services

The College Board

571.485.3246 216.916.4365
jbruce@collegeboard.org

Clearing a path for all students to own their future

From: Sulimar DeJesus <sulimar.dejesus@palmbeachschools.org>
Sent: Thursday, May 30, 2019 2:45 PM
To: Bruce, Jessica <jbruce@collegeboard.org>
Subject: Re: [EXTERNAL] Re: Extra Exam Materials Received (Case 04850376) [ref:_00DF05YBt._5002A1XnFC3:ref ]

Of course
dejesus79
Orange22@

On Thu, May 30, 2019 at 2:43 PM Bruce, Jessica <jbruce@collegeboard.org> wrote:

It's still asking me for your password. Would you be willing to share it with me so I can investigate? You can change it afterward. I have tried every way to get around it that I can think of.

Jessica Bruce Lead Customer Care Specialist
Customer Care Services

The College Board
Exhibit #4
College Board, AP Exam Ordering Split
Shipment Weeks 1 & 2
William T. Dwyer Community High School
SPLIT SHIPMENT WEEK 1 PACKING LIST

WILLIAM T DWYER HIGH SCHOOL

School Code: 101338
Coordinator's Name: MARY FAITH SAAVEDRA
Phone Number: (561) 625-7823
8/26/2019 08:51 a.m.

Note: this form must be completed electronically, not by hand.

Print two copies of each Packing List you submit. One must be returned with your exam shipment. Use the second copy for your reference when generating your invoice online. The values you enter on this page will NOT appear automatically on the invoice you must generate online.

Are you returning an incident report in this shipment? Yes
Are you returning exams administered to student(s) who tested with non-standard accommodations in this shipment? Yes
Please enter the number of cartons you are returning with your shipment: 11

<table>
<thead>
<tr>
<th>Exam Code</th>
<th>Exam Title</th>
<th>Ordered</th>
<th>Shipped</th>
<th>Answer Sheets</th>
<th>Free-Response Booklets</th>
<th>Multiple-Choice Booklets</th>
<th>Short-Answer Response Booklets (History exams)</th>
<th>Orange Booklets</th>
<th>Unused Exams</th>
<th>Returned CDs/Online Submissions</th>
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<tbody>
<tr>
<td>57</td>
<td>Government &amp; Politics: United States</td>
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<td>313</td>
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<td></td>
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<tr>
<td></td>
<td>Master Persuasive Essay/Speaking 2-disc CD</td>
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<td></td>
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<tr>
<td>83</td>
<td>Physics 1: Algebra-Based</td>
<td>28</td>
<td>28</td>
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<td>37</td>
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<td>133</td>
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<td>148</td>
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<td>148</td>
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<td>255</td>
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## Discrepant Quantities

<table>
<thead>
<tr>
<th>Exam Code/Title</th>
<th>Quantity</th>
<th>Reason for Discrepancy</th>
</tr>
</thead>
<tbody>
<tr>
<td>United States History</td>
<td>190</td>
<td>Shipping Overage</td>
</tr>
<tr>
<td>Government &amp; Politics: United States</td>
<td>156</td>
<td>Shipping Overage</td>
</tr>
</tbody>
</table>

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**Split Shipment Week 2 Packing List**

**WILLIAM T DWYER HIGH SCHOOL**  
**School Code: 101338**  
Coordinator's Name: MARY FAITH SAAVEDRA  
Phone Number: (561) 625-7823  
8/26/2019 11:50 a.m.

Note: this form must be completed electronically, not by hand.

Print two copies of each Packing List you submit. One must be returned with your exam shipment. Use the second copy for your reference when generating your invoice online. The values you enter on this page will NOT appear automatically on the invoice you must generate online.

Are you returning an incident report in this shipment? **No**

Are you returning exams administered to student(s) who tested with non-standard accommodations in this shipment? **Yes**

Please enter the number of cartons you are returning with your shipment: **6**

### Split Shipment Week 2 Shipment

<table>
<thead>
<tr>
<th>Exam Code</th>
<th>Exam Title</th>
<th>Ordered</th>
<th>Shipped</th>
<th>Used Materials</th>
</tr>
</thead>
<tbody>
<tr>
<td>20</td>
<td>Biology</td>
<td>5</td>
<td>5</td>
<td><strong>Answer Sheets</strong> 5 5 5 5 0</td>
</tr>
<tr>
<td>66</td>
<td>Calculus AB</td>
<td>38</td>
<td>38</td>
<td><strong>Free-Response Booklets</strong> 35 35 35 3</td>
</tr>
<tr>
<td>68</td>
<td>Calculus BC</td>
<td>8</td>
<td>8</td>
<td><strong>Multiple-Choice Booklets</strong> 5 5 5 5 3</td>
</tr>
<tr>
<td>53</td>
<td>Human Geography</td>
<td>397</td>
<td>397</td>
<td><strong>Orange Booklets</strong> 168 168 168 168 229</td>
</tr>
<tr>
<td>36</td>
<td>English Language and Composition</td>
<td>146</td>
<td>146</td>
<td>137 137 137 137 9</td>
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<td>35</td>
<td>Macroeconomics</td>
<td>3</td>
<td>3</td>
<td>3 3 3 3 0</td>
</tr>
<tr>
<td>90</td>
<td>Statistics</td>
<td>5</td>
<td>5</td>
<td>4 4 4 4 1</td>
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<tr>
<td>34</td>
<td>Microeconomics</td>
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<td>3</td>
<td>3 3 3 3 0</td>
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<tr>
<td>31</td>
<td>Computer Science A</td>
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<td><strong>Total</strong></td>
<td></td>
<td>607</td>
<td>607</td>
<td>362 362 362 362 137 245 0</td>
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### Discrepant Quantities

<table>
<thead>
<tr>
<th>Exam Code/Title</th>
<th>Quantity</th>
<th>Reason for Discrepancy</th>
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</thead>
<tbody>
<tr>
<td>53 Human Geography</td>
<td>190</td>
<td>Shipping Overage</td>
</tr>
</tbody>
</table>

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Late Testing Exam Packing List

WILLIAM T DWYER HIGH SCHOOL
**School Code:** 101338
Coordinator's Name: MARY FAITH SAAVEDRA
Phone Number: (561) 625-7823
8/28/2019 12:00 p.m.

Note: this form must be completed electronically, not by hand.

Print two copies of each Packing List you submit. One must be returned with your exam shipment. Use the second copy for your reference when generating your invoice online. The values you enter on this page will NOT appear automatically on the invoice you must generate online.

Are you returning an incident report in this shipment? **No**

Are you returning exams administered to student(s) who tested with non-standard accommodations in this shipment? **Yes**

Please enter the number of cartons you are returning with your shipment: **1**

**Late-Testing Exam Shipment**

<table>
<thead>
<tr>
<th>Exam Code</th>
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</thead>
<tbody>
<tr>
<td>57</td>
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</tr>
<tr>
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<tr>
<td>57</td>
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<tr>
<td>7</td>
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<td>1</td>
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<tr>
<td>68</td>
<td>Calculus BC</td>
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</tr>
<tr>
<td></td>
<td>2</td>
<td>2</td>
</tr>
<tr>
<td>53</td>
<td>Human Geography</td>
<td></td>
</tr>
<tr>
<td>36</td>
<td>English Language and Composition</td>
<td></td>
</tr>
<tr>
<td>90</td>
<td>Statistics</td>
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<tr>
<td><strong>Total</strong></td>
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</table>
Review the summary below to make sure it accurately reflects your order. If an item is missing, please contact AP Services for Educators. Please note: Schools will be charged an unused exam fee for each exam that is not used.

- **Preadministration material orders placed by March 13 will be delivered by April 5.**
- **Preadministration material orders placed by April 3 will be delivered by April 15.**

### Split Shipment Participant

<table>
<thead>
<tr>
<th>Exam Admin Date / Time</th>
<th>Exams</th>
<th>Ordered</th>
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<tbody>
<tr>
<td>May 13 / 8:00 AM</td>
<td>Biology</td>
<td>5</td>
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<tr>
<td>May 14 / 8:00 AM</td>
<td>Calculus AB</td>
<td>38</td>
<td>38</td>
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<tr>
<td>May 09 / 8:00 AM</td>
<td>Chemistry</td>
<td>5</td>
<td>5</td>
</tr>
<tr>
<td>May 17 / 12:00 PM</td>
<td>Computer Science A</td>
<td>2</td>
<td>2</td>
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<tr>
<td>May 15 / 8:00 AM</td>
<td>English Language and Composition</td>
<td>146</td>
<td>146</td>
</tr>
<tr>
<td>May 08 / 8:00 AM</td>
<td>English Literature and Composition</td>
<td>133</td>
<td>133</td>
</tr>
<tr>
<td>May 09 / 12:00 PM</td>
<td>Environmental Science</td>
<td>63</td>
<td>63</td>
</tr>
<tr>
<td>May 06 / 8:00 AM</td>
<td>Government &amp; Politics: United States</td>
<td>313</td>
<td>313</td>
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<td>May 14 / 12:00 PM</td>
<td>Human Geography</td>
<td>397</td>
<td>397</td>
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<tr>
<td>May 15 / 12:00 PM</td>
<td>Macroeconomics</td>
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<td>3</td>
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<tr>
<td>May 17 / 8:00 AM</td>
<td>Microeconomics</td>
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<td>3</td>
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<tr>
<td>May 07 / 12:00 PM</td>
<td>Physics 1: Algebra-Based</td>
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<tr>
<td>May 09 / 12:00 PM</td>
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<td>1</td>
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<tr>
<td>May 07 / 8:00 AM</td>
<td>Spanish Language and Culture</td>
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<td>Online Submission</td>
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<td>Master Listening CD</td>
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<td>Master Persuasive Essay/Speaking 2-disc CD</td>
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<td>----------------------------------------------</td>
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<tr>
<td>May 10 / 8:00 AM</td>
<td>Studio Art: 2D Design</td>
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<tr>
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<td>May 10 / 8:00 AM</td>
<td>Studio Art: Drawing</td>
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<tr>
<td>May 10 / 8:00 AM</td>
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<td>May 22 / 8:00 AM</td>
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<tr>
<td>May 24 / 8:00 AM</td>
<td>Government &amp; Politics: United States</td>
<td>6</td>
<td>6</td>
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<tr>
<td>May 24 / 8:00 AM</td>
<td>Human Geography</td>
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<td>29</td>
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<tr>
<td>May 22 / 8:00 AM</td>
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<td>May 23 / 8:00 AM</td>
<td>United States History</td>
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<td>1</td>
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<tr>
<td>May 24 / 8:00 AM</td>
<td>Human Geography (14-point Large-Type)</td>
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<td>May 29 - May 31</td>
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<tr>
<td>May 29 - May 31</td>
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### Ancillary Materials

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<td>Student Pack 10PK</td>
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</table>
Shipped orders should arrive at least 5 days (for domestic schools) or 10 days (for non US addresses) before your first administration date. Because orders that are being processed cannot be altered, they also appear in the shipped column.

**Total Number of Students:** 656  **Total Number of Exams:** 1651

**Total Number of Exams Qualifying for AP Exam Fee Reductions:** 0
Exhibit #5
College Board/Advanced Placement
Bill for Services
<table>
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<td>10</td>
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<td>1</td>
<td>LATE ORDER SHIPPING CHARGE</td>
<td>55.00</td>
<td>55.00</td>
</tr>
</tbody>
</table>

TOTAL FEE: $86730.00  AMOUNT PAID: $84445.00  AMOUNT DUE: $2285.00

For billing inquiries call 212-632-1781 or toll free: 877-274-6474

## Robert Sheppard
<robert.sheppard@palmbeachschools.org>

To: Bob Rucinski <bob.rucinski@palmbeachschools.org>

Thank you sir!!!
Good morning Rob,

This is Robert Sheppard with the I.G.'s office, if possible, could you please provide my office information in regards to the District payment(s) to the College Board (Advanced Placement (AP) Exams) for the 2018-19 school year at Dwyer Community High School...

specifically:

- Do we (District) receive the deliverable's before payment, or deliverable's after payment?
- How much did we pay (2018-19) Dwyer H.S.?
- Did we incur any penalties for late payments (2018-19) Dwyer H.S.?

Robert L. Sheppard, Jr.
Auditor/Investigator SRI
Office of Inspector General
3138 Forest Hill Blvd., Suite C-306
West Palm Bch, FL 33406
Phone: (561) 649-6877
PX# 46877
Email: Robert.Sheppard@palmbeacheschools.org

Bob Rucinski <bob.rucinski@palmbeacheschools.org>
To: Robert Sheppard <robert.sheppard@palmbeacheschools.org>

Two invoices below were paid to College Board on behalf of William T Dwyer. The first invoice is the initial payment for the exams $84445.00. The second invoice is after the face once all exams were taken or returned
AP Exam Invoice: Program Copy

5/26/2019 14:54

Make check payable to AP Exams and mail this invoice with payment by June 15th, 2019 to:
College Entrance Examination Board
P.O. Box 21535
New York, NY 10087-1535

101338 Japan
WILLIAM T DUYVER HIGH SCHOOL
13601 NORTH MILITARY TRAIL
PALM BEACH GARDENS, FL 33418

This invoice cannot be processed if the following information is not provided. Please sign all copies.
I warrants that all the information submitted is accurate to the best of my knowledge.

Signature: 

Print/Name: Sulmar DeJesus

<table>
<thead>
<tr>
<th>Fees</th>
<th>Quantity</th>
<th>Fee per Item</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>A. Used exams</td>
<td>966</td>
<td>$95.00</td>
<td>$91,000.00</td>
</tr>
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<td>B. Unused exams</td>
<td>152</td>
<td>$15.00</td>
<td>$2,280.00</td>
</tr>
<tr>
<td>C. Late Testing Exam surcharge</td>
<td>32</td>
<td>$45.00</td>
<td>$1,440.00</td>
</tr>
<tr>
<td>D. Exam Orders placed after the Extension Deadline</td>
<td>1</td>
<td>$55.00</td>
<td>$55.00</td>
</tr>
<tr>
<td>E. Score Labels</td>
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<td>$100.00</td>
<td>$0.00</td>
</tr>
<tr>
<td>F. Late payment fee</td>
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<td>$0.00</td>
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<tr>
<td>Total Fees</td>
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<th>Total</th>
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</thead>
<tbody>
<tr>
<td>G. Payments</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>H. Unused Exams Used as Reader Copies</td>
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<td>$15.00</td>
<td>$0.00</td>
</tr>
<tr>
<td>I. Credit for exams replaced by alternates</td>
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<td>$930.00</td>
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</tr>
<tr>
<td>K. College Board fee reductions</td>
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<td>$0.00</td>
</tr>
<tr>
<td>L. Contractor credit</td>
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<td>$0.00</td>
<td>$0.00</td>
</tr>
<tr>
<td>M. Option 1 Florida Fee Reduction</td>
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<tr>
<td>N. Option 2 Florida Fee Reduction</td>
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</tr>
<tr>
<td>Total Credits</td>
<td></td>
<td></td>
<td>$910.00</td>
</tr>
</tbody>
</table>

AMOUNT YOUR INSTITUTION OWES THE AP PROGRAM:

$84,460.00

PO # 2019010441

Receipt # 879045
Exhibit #6

Advanced Placement (AP)

Coordinator’s Manual 2018-19
Returning Exam Materials

When to Return Exam Materials

Schools that ordered 150 or more regularly scheduled AP Exams and who are administering exams over both weeks of the AP Exam administration are automatically enrolled in and required to use the split shipment program. With the split shipment program, schools return the first week's AP Exam materials at the beginning of the second week of testing, and return the second week's AP Exam materials by the close of the next business day after the school’s last AP Exam in the regularly scheduled exam administration.

Schools that ordered fewer than 150 regularly scheduled AP Exams (or any number of alternate exams for late testing) need to ship their exam materials before the close of the business day following the school’s last scheduled exam of a particular AP Exam administration period (i.e., regular or late). For example, a school that administers its last regularly scheduled exam on a Friday, must return its exams by the end of the day on Monday. If you have any issues with the pickup of your return shipment, please call AP Services for Educators for assistance.

Log in to the DAS portal to upload and submit all student audio response files for AP French, German, Italian, and Spanish Language and Culture and AP Music Theory Exams. Files must be uploaded and submitted before the close of the next business day after the school's last scheduled exam of a particular AP Exam administration period. Submitting files after this point could result in score delay.

Exam materials must be repacked in the special carton(s) in which they were received. Using other cartons may delay receipt or result in a damaged shipment. If your cartons have been discarded or damaged, contact AP Services for Educators. AP coordinators should keep proof of shipping information.

Schools should return shipments as follows:

Returning Regularly Scheduled Exams Administered May 6-10 or May 13-17

- Schools that ordered fewer than 150 exams: Return exams in one shipment by the close of the next business day after the school’s last AP Exam in the regularly scheduled exam administration. Follow the instructions for creating a packing list, and the packing and shipping instructions on pages 76-79.
- Schools that ordered 150 or more exams: Exams must be returned following the split shipment instructions sent to the AP coordinator. Schools return the first week’s AP Exam materials at the beginning of the second week of testing, and return the second week’s AP Exam materials by the close of the next business day after the school’s last AP Exam in the regularly scheduled exam administration. See page 75.
- Braille and large-type exam materials administered on the regularly scheduled exam dates are shipped to schools separately from the regular exam materials and should be returned separately. See pages 75-76.

- ATC, multiple-day testing, and greater than 20-point exam materials are shipped to schools separately from the regular exam materials and should be returned separately. See pages 75-76.
- The Selected Works (Quality) sections of the Studio Art 2-D Design and Drawing portfolios should be returned as a separate shipment from the exams, with its own completed packing list.

Returning Alternate Exams for Late Testing Administered May 22-24

- Exams administered on the late-testing dates should be returned in one shipment. (There is no split shipment option for late-testing.)
- Braille and large-type exam materials administered on the late-testing dates are shipped to schools separately from the regular exam materials and should be returned separately.
- ATC, multiple-day testing, and greater than 20-point exam materials are shipped to schools separately from the regular exam materials and should be returned separately. See pages 75-76.

Saturday, June 1, is the deadline for AP Services to receive all exam materials. Schools are billed twice the fee for each exam in shipments received after this date.

Preparing Materials for Return

Create a Packing List

To return exam shipments, you must go to collegeboard.org/apordering, sign in to the AP Exam Ordering website, and create a packing list by entering the necessary information. You may also edit and save packing lists.

For each shipment (whether one carton or more), you must submit your packing list electronically. Please make sure that you enter your package counts correctly, and that you hit SUBMIT before printing your packing list. Print copies of your packing list:
1. one for inclusion in your exam shipment,
2. one for your reference when generating an invoice online,
3. and, if applicable, one for your Studio Art shipment.

Place packing list #1 on top of all materials in the carton you have identified as carton 1 of X cartons you are returning to the AP Program (see instructions for labeling your shipment on page 79). Each returned exam shipment or Studio Art portfolio shipment must include a completed copy of the packing list.

Do NOT Return

Please do not return these items to the AP Program:
- 2018-19 AP Exam Instructions books
- Used and unused Student Packs
- Exam booklet seals
- Unused return envelopes
- Unused Incident Report forms
Returning Exam Materials

Returning Exams Using Split Shipment
For schools with orders of 150 or more regularly scheduled exams:

1. After exam orders are placed, the AP Program will mail
   coordinators detailed instructions for returning exam
   materials using the split shipment program. (Schools
   outside the United States will also receive an international
   return kit.) Return materials following the instructions you
   receive to avoid potential score delays.

2. Coordinators will need to sign into collegeboard.org/
   ordering to complete a packing list for each week's
   shipment.

3. You'll get courier return labels for each exam shipment
   carton sent to your school.

4. Pack cartons following the instructions on page 76. For
   each week (week 1 and week 2), put the packing list for
   that week on top of the exam materials in the first carton
   being returned to the AP Program (carton 1 of x).

5. Any materials affected by testing incidents and/or regular-
   format exams administered with extended time, and any
   Nonstandard Administration Reports (NARs) must be
   returned with the corresponding week's materials.

6. Ship week 1 exam materials no later than Monday,
   May 13. Label all four sides of every week 1 carton you’re
   returning with the supplied Week 1 labels.

   Studio Art portfolios and braille or large-type exams
   are shipped separately with their own shipping notice.
   Coordinators need to create and submit packing lists for
   these exams separately from their split shipment week 1
   and week 2 packing lists.

   ATC-format exams, multiple-day testing exams, and exams
   with greater than 20-point font are also shipped separately
   with their own shipping notice. This shipping notice is used
   as a packing list when these exam materials are returned in
   the same envelope or carton they were shipped in.

Returning Exams for Students with
Disabilities

Regular-format exams ordered online:

1. The exam proctor completes the Nonstandard
   Administration Report (provided by the SSD coordinator).

2. The AP coordinator checks the number of exams being
   returned against the AP Shipping Notice, and generates
   a packing list. (When generating the invoice online, AP
   coordinators will be asked to explain any discrepancies,
   e.g., reader copies.)

3. The AP coordinator prepares materials for return to
   AP Services and returns completed NARs, attaching (with
   paper clips) corresponding scannable answer sheets used
   for nonstandard exam administrations, and regular-format
   exam booklets. For students approved to type their free-
   response essays and short-answer responses, securely
   staple typed free-response essays to the first page inside
   free-response booklets and typed short-answer responses
   to the first page inside short-answer response booklets.
   Failure to do so may lead to the loss of responses.

4. The items listed above should be placed in the NAR return
   envelope in the first carton returned to AP Services. If all
   regular-format exams, answer sheets, and NARs don’t fit
   in the envelope, wrap the envelope around the materials
   and secure them with a rubber band. A best practice is to
   make a copy of the NAR before submitting.

5. If there’s an incident with an SSD administration, place
   the NAR, exam materials, and the Incident Report in the
   IR envelope.

6. Indicate any reader copies used with a nonstandard
   administration directly on the reader copy and follow
   directions noted on page 86.

7. Put your packing list in carton 1 of x of the
   return shipment.

8. Place blue and white SSD labels on all four outer sides of
   the first carton returning to AP Services. SSD labels are
   included in the AP Coordinator’s Packet.


Braille, large-type, and ATC exams ordered
online, but shipped separately:

Braille, large-type, and ATC exams must be returned in the
cartons in which they were shipped to you (separate from
your regular exams).

1. The exam proctor completes the NAR (provided
   by the SSD coordinator).

2. The AP and SSD coordinators check the number of
   braille and large-type exams being returned against
   the shipping notice sent with those exams. They also check
   the number of ATC exams being returned against the
   shipping notice sent with those exams.

3. The AP coordinator generates a packing list for all the
   braille and large-type exams. When returning these
   exams, select the option to print a packing list for
   these items. For ATC, multiple-day testing, and greater
   than 20-point exams the shipping notice serves as the
   packing list; the coordinator doesn’t generate a packing
   list for ATC, multiple-day testing exams, and exams with
   greater than 20-point font.

4. The AP coordinator and SSD coordinator prepare the
   following materials for return to AP Services:

   - Completed NARs with corresponding answer sheets
     (large-block answer sheets, or scannable answer
     sheets when used with braille and large-type or ATC
     exams) attached with paper clips and inserted in the
     NAR return envelope. Include only the NARs and
     answer sheets in the envelope.

   - Braille, large-type, or ATC-format exams and master
     CDs.
Sheet.

Top left of the answer pack in the box at the top.
Your 2019 Student Label (sticker) from the label area.

Place an AP number next to the correct answer.
Complete this area. Editing not allowed.

Answer Sheet 2019 AP Number (from Student Pack)
<table>
<thead>
<tr>
<th>Item B</th>
<th>Print your Legal Name</th>
</tr>
</thead>
</table>

Legal First Name – Given name
Legal Last Name – Family name

LEGAL NAME must be name printed on valid photo ID. No nicknames!

Corresponding circles.
Middle initial (and all in the (last name, first name, and

Answer Sheet
Page 1 of the
Item C (Online Provider Code): Leave to find this information and Form Code). Listen to your proctor.
Number) and H (Exam Name, Form).
Item F (Multiple Choice Booker Serial in the circle for 9 A.M.
9:05 A.M. when you start your exam. Fill for example, it will be around approximate start time of the exam.
Item E (Exam Start Time): Put the time you are taking the exam.
Item D (Exam Date): Put the date you
Answer Sheet
Page 1 of the
Examples:
- See next slide for school.
- State, and country of your center admission ticket.
- Then print the name, city.
- Printed on your test and fill in the circles. (Also front of your student pack code you printed on the school.)
- Attend, print the school.

Information Area

Page 1: Student
**Sample for a Student Attending a School with a School Code**

- **Sample in Bengali:**
  - School code
  - a school without a school code
  - Sample for a student attending

<table>
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<td>2</td>
</tr>
<tr>
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<td>4</td>
<td>3</td>
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<tr>
<td></td>
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<td>1</td>
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<td>8</td>
<td>4</td>
</tr>
<tr>
<td></td>
<td>9</td>
<td>5</td>
</tr>
</tbody>
</table>

**Examples**

- Page Item J
- Answer Sheet
Complete Item K (Date of Birth). Complete Information Area.
Complete Item M (Current Grade)

Exams score by June 15, 2019. Unless you withhold or cancel an exam, every AP exam you have ever taken, colleges will include scores for the score report you send to order score reports online for a fee. If you receive these scores later, you can send your AP scores later. You can complete college/university for free. Complete college/university for free. To complete college/university for free, complete Item L (College Code) during your school year. School code is in your Student Packet.
See example on next slide.

Fill address does not fit in Item A.

Complete Item B only if you are outside the United States and your State ("Other")

Be sure to fill in a circle for

Fill in the circles.

(260)

Print the INDIA country code.

or postal code.

In Item C, print your complete mailing address, including the ZIP Information Identification Student
Example Address:

Balalawas Village, Gurugram, Harayana, INDIA 122003

Fill in State: "Other"

If your Street address does not fit in the spaces provided in Item 6, write as much as you can in Street Address, City.
scores online. number to access your AP be able to use your this number in Item 5. You will number in your school and you enter that number issued by your school.

If you have a student ID leave this blank. have a school ID number? (If you do not have a Student ID Information: Student Information)

Page 4: Student
<table>
<thead>
<tr>
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<th>No</th>
</tr>
</thead>
<tbody>
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<td></td>
</tr>
<tr>
<td>900</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Identification Information**

**Page 4: Student**
Your father or male guardian, this is your mother or female guardian or
parent/guardian, indicate whether appropriate column for each
education for each parent/guardian. In the
education of your parent/guardian.

In Item X, indicate the highest level of
education.

Item W blank.

Union under the age of 16, please leave

If you are a resident of the European

Complete Item W (mark all that apply)

Complete Items U and V.

Information
Identification

Page 4: Student
Best of luck to you on your AP Exam!

- You may not leave early.
- You must stay until the end of the entire exam. You will not be excused unless otherwise instructed by your proctor.
- Remember to take your AP number card with you during the exam, or use your mobile/social media at the break.
- The exam is a scheduled break in between Section 1 and Section 2. Do not discuss the exam, study for the exam.

---

**Skip Ahead**

- Each section. Do not open until told. Do not hand out exam packets and will time on page 1.
- Check that you placed an AP number label in the box.
- Check that all of the information provided is correct.

**Starting Your Exam...**
May 2019 exams, use only your 2019 AP Number. For all exams in 2018, do not use your 2018 AP Number. If you took a new Student Pack/AP Number every year, it is my AP Number the same every year? No, you get a new AP Number every year.

Test center supervisor: Test center supervisor.

What if I lose my Student Pack or AP Number? If you lose your Student Pack or if you run out of sticker, you can write your AP Number on your answer sheets and test center will accept a new Student Pack/AP Number from the second number.

Another AP exam, bring your Student Pack and/or AP Number from the Delhi Test center and then go to Mumbai for your test at a Delhi test center and then go to Mumbai for the same 2019 AP Number at all test centers. For example, it is not valid to test at more than one test center. Use the same 2019 AP Number.
Exhibit #7
October 22, 2019, Email response from Guidance Counselor Sulimar DeJesus
I.G.#19-0011-1 William T. Dwyer Community High School
2 messages

Robert Sheppard <robert.sheppard@palmbeachschools.org>       Tue, Oct 22, 2019 at 11:57 AM
To: Sulimar DeJesus <sulimar.dejesus@palmbeachschools.org>

Ms. DeJesus,

Attached is a copy of the Inspector General case #19-0011-1 investigative report, please note that you have 20-work days to respond. The 20-workday ends November 20, 2019.

If further information is needed please do not hesitate to contact me via email or at (561) 649-6877/PX#46877

Robert L. Sheppard, Jr.
Auditor/Investigator SRI
Office of Inspector General
3138 Forest Hill Blvd., Suite C-306
West Palm Bch, FL 33406
Phone: (561) 648-6877
PX# 46877
Email: Robert.Sheppard@palmbeachschools.org

I.G.#19-0011-1 William T. Dwyer Community High School.pdf
1298K

Sulimar DeJesus <sulimar.dejesus@palmbeachschools.org>       Tue, Oct 22, 2019 at 12:22 PM
To: Robert Sheppard <robert.sheppard@palmbeachschools.org>

Good Afternoon,

I agree with this report and its findings.

Thank you,

Sulimar DeJesus
[Quoted text hidden]

--
Mrs. Sulimar DeJesús, M.S.
School Counselor
Last names MU-SE
William T. Dwyer High School