Republic of the Philippines

2611-1826

Department of Education

REGION I

SCHOOLS DIVISION OF VIGAN CITY

Office of the Schools Division Superintendent

13 NOV 2026

DIVISION MEMORANDUM
No. 1006, s. 2026

ORIENTATION ON THE USE OF THE AUTOMATED CLIENT SATISFACTION MEASUREMENT (CSM) SYSTEM

To: Assistant Schools Division Superintendent
Chief Education Supervisor, CID
Chief Education Supervisor, SGOD
Section Heads/Unit Heads
Public Elementary and Secondary School Heads
All Teaching and Non-Teaching Personnel
All Others Concerned

1. Pursuant to Memorandum PAS-OD-38, and in line with the preparation of for the pilot testing and full deployment of the CSM Portal, this office, shall conduct an **orientation on the Automated CSM System on November 23, 2026, at 1:00PM in the SDO Conference Hall.**

2. The orientation aims to familiarize participants with the use of the Automated CSM System to ensure efficient collection, monitoring, and reporting of client's feedback and to support continuous improvement in the delivery of service.

3. The following personnel shall attend the orientation:
   a. School Public Assistance Coordinators/School Heads;
   b. School ICT Coordinators; and
   c. Concerned personnel from SDO sections/units providing services listed in the DepEd Citizen's Charter.

4. All Participants are requested to bring a laptop and ensure access to their school/section/unit official DepEd email accounts for the hands-on activities.

5. This memorandum shall serve as locator slip of participant.

6. Immediate dissemination of and compliance with this Memorandum are directed.

SCHOOLS DIVISION OFFICE
DEPED VIGAN CITY
13 NOV 2026
RELEASED

for: **VILMA D. EDA, CESO V**
Schools Division Superintendent

OSDS/Admin/daa

Mena Crisologo St. corner Rivero St., Brgy. IX, Vigan City, Ilocos Sur
(077) 604-49-44 / (077) 632-05-33
vigan.city@deped.gov.ph
www.depedvigancity.com

Republic of the Philippines
Department of Education
PUBLIC AFFAIRS SERVICE

MEMORANDUM
PAS-OD-38

FOR : **REGIONAL DIRECTORS**
SCHOOLS DIVISION SUPERINTENDENTS
(REGIONS I, II, III, IV-A, MIMAROPA, V, CAR & NCR)

ATTENTION : **REGIONAL/DIVISION PUBLIC ASSISTANCE COORDINATORS**
REGIONAL/DIVISION INFORMATION TECHNOLOGY OFFICERS

FROM : **JAN KEVIN M. RIVERA**
Director IV
Public Affairs Service

SUBJECT : **CONDUCT OF HANDS-ON TRAINING AND PILOT TESTING ON AUTOMATED CLIENT SATISFACTION MEASUREMENT (CSM) SYSTEM FOR LUZON CLUSTER**

DATE : September 11, 2026

In support of the Department's commitment to continuous improvement in public service delivery and to promoting the efficiency and accuracy of feedback reporting in compliance with government service standards, the Public Affairs Service (PAS), in coordination with the Information and Communications Technology Service (ICTS), shall conduct a **Hands-on Training on the Automated CSM System** on **September 15, 2026, at 1:30 p.m. via** https://tinyurl.com/HOTCSMPLuzon.

The activity aims to gather feedback, comments, and recommendations from end-users to enhance the system's functionality and usability and ensure that it is responsive to the needs and requirements of field offices in preparation for its nationwide deployment within the year. The **pilot testing will be conducted from September 16 to 30, 2026**. Participants in the Hands-on Training shall be the **Regional and Division Public Assistance Coordinators and Regional and Division Information Technology Officers**. They are expected to orient and provide technical assistance to the **School Public Assistance Coordinators and School ICT Coordinators** in the use of the Automated CSM System in preparation for the pilot testing and full deployment of the portal.

A **User's Guide and Demo Video** will be provided to support the participants during the training and subsequent implementation of the system.

Your cooperation is highly requested to ensure the successful implementation of the automated CSM system. For any concerns, clarifications and technical support, please use the CSM Helpdesk: https://tinyurl.com/CSMHelpdesk.

Thank you.