



Republic of the Philippines
Department of Education
NEGROS ISLAND REGION

SEP 29 2026

REGIONAL MEMORANDUM

No. 1084, s. 2026

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

To: Assistant Regional Director
Schools Division Superintendents
All Others Concerned

1. Attached is the Memorandum from Jan Kevin M. Rivera, Director IV, Public Affairs Service, titled Conduct of Hands-on Training and Pilot Testing on Automated Client Satisfaction Measurement (CSM) System for Visayas Cluster, which is self-explanatory.
2. Immediate dissemination of and compliance with this Memorandum are directed.

RAMIR B. UYTICO EdD, CESO III
Regional Director

Encl.: As Stated
Reference: As Stated
To be indicated in the Perpetual Index
under the following subjects:

**MEETINGS
SERVICE**

ACVD/PAU – RM-ConductofHandsOnTrainingandPilotTestingonCSM
DepEdNIR-PAU-Com-2026-010/ September 29, 2026



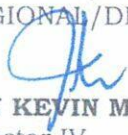
Republic of the Philippines
Department of Education
PUBLIC AFFAIRS SERVICE

MEMORANDUM

PAS-OD- 39

FOR : **REGIONAL DIRECTORS
SCHOOLS DIVISION SUPERINTENDENTS
(REGIONS VI, VII, VIII & NIR)**

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 VISAYAS 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 29, 2026, at 1:30 p.m. via <https://tinyurl.com/HOTCSMPVisayas>.**

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 October 1 to 15, 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 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.

Participants are expected to orient and render technical assistance to public schools assistance coordinator. For any concerns, clarifications and technical support, please use the CSM Helpdesk: <https://tinyurl.com/CSMHelpdesk>.

Thank you.

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