



Republic of the Philippines
Department of Education
Region VIII
SCHOOLS DIVISION OF CALBAYOG CITY

November 14, 2025

DIVISION MEMORANDUM
DIO-2025-J76

**TRAINING ON THE FEEDBACK MECHANISM AND UTILIZATION OF
THE DIVISION DASHBOARD FOR THE SUMMARY OF CLIENT
SATISFACTION MEASUREMENT (CSM) SURVEY RESULTS**

To : Assistant Schools Division Superintendent
SGOD and CID Chiefs
Education Program Supervisors
Public School District Supervisors
Unit/Section Heads
All Others Concerned

1. Pursuant to Republic Act No. 11032, or the Ease of Doing Business and Efficient Government Service Delivery Act of 2018, and in compliance with Anti-Red Tape Authority (ARTA) standards to further strengthen transparency, accountability, and quality service delivery, this Office, through the Division Information Coordinator/Division Public Assistance Coordinator, will conduct a **Training on the Feedback Mechanism and Utilization of the Division Dashboard for the Summary of Client Satisfaction Measurement (CSM) Survey Results** for Schools Division Office (SDO) personnel on **December 5, 2025**, at the SDO Conference Hall.

2. This training aims to:

- a. understand the policies, guidelines, and standards on feedback mechanisms and public assistance in the department of education;
- b. apply skills in handling public inquiries, complaints, and requests across different platforms
- c. orient the participants on the division dashboard for the CSM survey results;
- d. utilize the dashboard in analyzing and interpreting customer feedback data; and
- e. formulate an action plan to enhance the feedback mechanism, public assistance delivery, and customer satisfaction processes in the division.

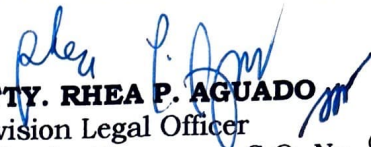
3. As such, the list of participants for this activity is hereby attached as Enclosure No. 1.

4. Expenses for food (two snacks) and supplies shall be charged against the local funds of the Schools Division Office, subject to the usual accounting and auditing rules and regulations.

5. Immediate dissemination of and compliance with this Memorandum are requested.

MARGARITO A. CADAYONA JR. PhD, CESO VI
Schools Division Superintendent

For the Schools Division Superintendent:


ATTY. RHEA P. AGUADO

Division Legal Officer

Office-in-Charge per S.O. No. 85 s. 2025

Enclosure: As stated

Reference: As stated

To be indicated in the Perpetual Index under the following subjects:

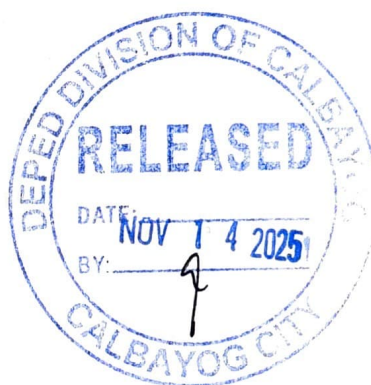
TRAINING

CLIENT SATISFACTION MEASUREMENT

FEEDBACK MECHANISM

CSM DASHBOARD

SGOD-PRS-GVP



Enclosure No. 1 to Division Memorandum No. PRS-2025- _____

No.	Name	Position
Office of the Schools Division Superintendent (OSDS)		
1	Dr. Margarito A. Cadayon Jr., CESO VI	School Division Superintendent
2	Dr. Jun-Nilou D. Dulfo	OIC-Assistant SDS
3	Grade S. Pagunsan	Administrative Officer V
4	Sheryll Ann Marie G. Lacaba, CPA	Accountant III
5	Sunshine Marjorie E. Ventures	Budget Officer III
6	Gary H. Ballon	ITO I
7	Jennifer C. Alvarez	AO IV - HR
8	Atty. Rhea Prudenciado-Aguado	TIII/Legal Officer Designate
9	Suzette Candaza	Cashier
10	Gennerson T. Nabual	AO IV - Supply
11	Maria Angela B. Antonio	AO IV - Records
School Governance and Operations Division (SGOD)		
12	Dr. Avelina P. Tupa	EPS/OIC-Chief ES, SGOD
13	Oscar D. Billate, Jr.	SEPS/OIC-EPS-SGOD
14	Dr. Arlene C. Catalan	Medical Officer III
15	Carren Meryl A. Cabadsan	SEPS-SMN
16	Robert F. Ygrubay	MT II/OIC-SEPS-SMME
17	Marita P. Senolos	SEPS-HRD
18	Jordan B. De Veyra	Engineer III
19	Galina V. Panela	SEPS-P&R
20	Ma. Marlie M. Mendoza	Planning Officer III
Curriculum Implementation Division (CID)		
21	Dr. Renato S. Cagomoc	Chief ES, CID
22	Arnold M. Jaraba	EPS-EPP/TLE
23	Mercedita S. Garcia	EPS -MAPEH
24	Ricky S. Cano	EPS -ALS
25	Joshua Sherwin T. Lim	EPS -Mathematics
26	Dr. Lourdes L. Matan	EPS -Filipino
27	Dr. Joy B. Saldaña	EPS -Science
28	Noel E. Sagayap	EPS -LRMDS
29	Dr. Neslon R. Bello	EPS -Values/Guidance
30	Dr. Erwin L. Purcia	EPS -English
31	Josephine L. Gallardo	ADM Focal Person
32	Rina M. Aboganda	EPS II-ALS/PMIS Focal Person
33	Beverly C. Longcop	Librarian
34	Nora G. Capetillo	PSDS, Calbayog I
35	Alma R. Caber	PSDS, Calbayog II
36	Anabelle O. Yangzon	PSDS, Calbayog III
37	Jose O. Abon	PSDS, Calbayog IV
38	Reynaldo T. Bernales	PSDS, Calbayog V
39	Teresa D. Villa	PSDS, Calbayog VI
40	Noemi S. Castante	DIC, Oquendo I

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41	Benedicto M. Merales	PSDS, Oquendo II
42	Dr. Geraldine P. Sumbise	DIC, Oquendo III
43	Ma. Teresa S. Simon	PSDS, Tinambacan I
44	Elbert G. Ongcal	PSDS, Tinambacan II
45	Ester A. Siozon	PSDS, Tinambacan III