Republic of the Philippines
Department of Education
REGION VI – WESTERN VISAYAS
SCHOOLS DIVISION OF AKLAN

October 14, 2026

DIVISION MEMORANDUM
No. 611, s. 2026

DISSEMINATION OF PILOT TESTING ON AUTOMATED CLIENT SATISFACTION MEASUREMENT (CSM) SYSTEM

To: Assistant Schools Division Superintendent
Chief Education Supervisors
Public Schools District Supervisors
Principals/Head Teacher In-Charge of the District
School Heads of Public Elementary, Secondary,
and Integrated Schools
School CSM Focal Persons/ ICT School Coordinators
All Others Concerned

1. Attached herein is ***Memorandum PAS-OD-39*** dated September 11, 2026, issued by Jan Kevin M. Rivera, Director IV with subject: *Conduct of Hands-on Training and Pilot Testing on Automated Client Satisfaction Measurement (CSM) System for Visayas Cluster.*

2. This is hereby disseminated to provide information to all schools on the Automated CSM System and its application in the implementation of Client Satisfaction Measurement (CSM).

3. Attached are the CSM User Guide Manual and CSM Portal Demo Video for your reference. These may also be accessed through this link. **https://tinyurl.com/CSMPortalDrive**.

4. Temporary CSM account credentials, login info and other details will be sent to and can be accessed through your respective School Accounts.

5. The immediate dissemination and strict compliance with this Memorandum are directed.

Dr. FELICIANO C. BUENAFE, JR., CESO V
Schools Division Superintendent

Enclosure: as stated
Reference: Memorandum PAS-OD-39
To be indicated in the Perpetual Index
Under the following subjects:

SURVEY
FEEDBACK
CLIENT SATISFACTION MEASUREMENT

/fpj

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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 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.