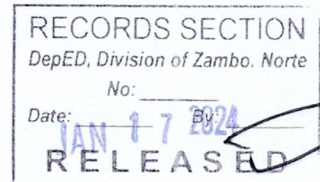




Republic of the Philippines  
**Department of Education**

REGION IX  
SCHOOLS DIVISION OF ZAMBOANGA DEL NORTE



**Office of the Schools Division Superintendent**

January 16, 2024

Division Memorandum

No. 45, s. 2024

**PARTICIPATION TO THE YEAR-END ASSESSMENT AND TRAINING WORKSHOP ON  
ENHANCED INFORMATION DELIVERY AND CLIENT SATISFACTION**

To: Division Information Officer and Alternate  
Identified District Public Assistance Coordinators

1. Per Regional Memorandum No. 009, s. 2024 titled, *Communication Amplified: Year-End Assessment and Training Workshop on Enhanced Information Delivery and Client Satisfaction*, this office enjoins the identified personnel to participate on the said activity on January 24-26, 2024 at DepEd NEAP R-IX, Tiguma, Pagadian City. Please see attached list for reference.
2. In this connection, participants are expected to be at the venue in the afternoon of January 24, 2024 and dinner will be served. The last meal will be lunch and snack on January 26.
3. Accommodation, food and other related expenses are chargeable against regional funds while travel and other incidental expenses of the participants shall be charged against respective division/ school MOOE and other local funds, subject to the usual auditing and accounting rules and regulations.
4. For any clarification, please contact the HRD through 09176335061 or 09685211332.
5. For information, compliance and dissemination.

**ROY C. TUBALLA EMD, JD, CESO V**  
Schools Division Superintendent

HRD/nret/Comm. Amplified  
DM 01-2024/01162024



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Email: [zn.division@deped.gov.ph](mailto:zn.division@deped.gov.ph) Website: [www.depedzn.net](http://www.depedzn.net)  
FB: DepEd Tayo- Schools Division of Zamboanga del Norte



Republic of the Philippines  
**Department of Education**

REGION IX  
SCHOOLS DIVISION OF ZAMBOANGA DEL NORTE

Enclosure to Division Memorandum No. \_\_\_\_\_. S. 2024

**Communication Amplified: Year-End Assessment and Training Workshop on  
Enhanced Information Delivery and Client Satisfaction**

**LIST OF PARTICIPANTS**

No.	Name	Position and Office/ School	District
1.	Nicollette Ria E. Tangon	EPS II, HRD	SDO
2.	Hazel J. Ranjith	Registrar I, P & R	SDO
3.	Harvey Pingkian	HT-I, Mapang ES II	Rizal
4.	Marissa Amamangpang	T-III, La Libertad NHS	La Libertad
5.	Mae Jane A. Macatual	HT-I, Gopek ES	Sindangan Central
6.	Archie Rusiana	HT-I, Gonayen ES	Siayan
7.	Kimberly Paul Solito	T-III, Bacungan CS	Bacungan
8.	Beachie Pearl C. Tromata	T-III, Batayan ES	Kalawit



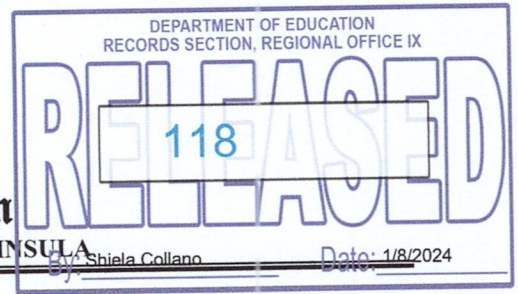
Address: Capitol Drive, Estaka, Dipolog City 7100 Tel. No.: (065) 212- 5843  
Email: [zn.division@deped.gov.ph](mailto:zn.division@deped.gov.ph) Website: [www.depedzn.net](http://www.depedzn.net)  
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Republic of the Philippines  
**Department of Education**

REGIONAL OFFICE IX, ZAMBOANGA PENINSULA



Office of the Regional Director

January 4, 2024

**REGIONAL MEMORANDUM**

No. 009, s. 2024

**COMMUNICATION AMPLIFIED: YEAR-END ASSESSMENT AND TRAINING  
 WORKSHOP ON ENHANCED INFORMATION DELIVERY  
 AND CLIENT SATISFACTION**

**To: All Schools Division Superintendents**  
 This Region

**Attn.: Division Information Officers / Division Public Assistance  
 Coordinators**

1. The Public Affairs Unit (PAU) of the region will conduct a training titled the **“Communication Amplified: Year-End Assessment and Training Workshop on Enhanced Information Delivery and Client Satisfaction”** on January 24-26, 2024, at DepEd NEAP R-IX, Tiguma, Pagadian City.

2. This activity aims to enhance the communication strategies of the intended participants; evaluate the current efforts of the office amidst evolving communication landscapes and changing client expectations; and to strengthen client relationships for an increased satisfaction and organizational resonance.

3. As such, the following are hereby directed to attend the activity:

- o Division Information Officers (DIOs) and Alternates (16)
- o Division Public Assistance Coordinators (3)
- o Select Schools Public Assistance Coordinators from the following divisions

- Dapitan City (5)
- Dipolog City (5)
- Isabela City (5)
- Pagadian City (5)
- Zamboanga City (6)
- Zambonaga del Norte (6)
- Zamboanga del Sur (6)
- Zamboanga Sibugay (6)

- o Regional Office - 7



4. All participants are expected to be at the venue in the afternoon of January 23, 2024. Dinner will be served on that date, and the last meal to be served will be lunch and snacks on January 26.



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REGIONAL OFFICE IX, ZAMBOANGA PENINSULA

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5. Expenses incurred in the training like food, accommodation and other related expenses are chargeable against regional funds while the travel and incidental expenses of the participants are charged against their respective division/school MOOE and other local funds, subject to the usual government accounting and auditing rules and regulations.
6. For your reference and guidance, attached is the activity matrix of the activity.
7. For queries, you may contact PAU on these numbers: 0948-207-6710 or 0915-247-5207.
8. Immediate dissemination of and compliance with this Memorandum are desired.

  
**DR. RUTH L. FUENTES, CESO IV**  
Regional Director 

PAU/DAP/ifdc/RM  
001/January 04, 2024







Republic of the Philippines  
**Department of Education**

REGIONAL OFFICE IX- ZAMBOANGA PENINSULA

Program Matrix	Activity	Persons In-Charge
<b>DAY 0</b> ARRIVAL	DINNER	PAU/PMT
<b>DAY 1</b> 6:00 AM – 8:00 AM 8:00 AM – 9:30 AM 9:30 AM – 10:30 AM  10:30 AM – 12:00 PM 12:00 PM – 1:00 PM 1:00 PM – 1:15 PM 1:15 PM – 2:30 PM 2:30 PM – 4:00 PM 4:00 PM – 5:00 PM	Breakfast – Registration Opening Program Updates from DIO's/DPACs/SDO Best Practices Isabela City                      Dipolog City Zamboanga City                  Zamboanga Del Sur Zamboanga Sibugay              Pagadian City Dapitan City                        Regional Office IX Zamboanga Del Norte Proper Handling of Cases/Complaints Lunch Icebreaker/Zumba Strengthening Freedom of Information in Education Implementation of RA 11032 or Ease of Doing Business and Efficient Govt. Service Delivery Act of 2018 Question & Answer	Atty. Jill C. Alpeche  Atty. Henry S. Cariño Atty. Trixie Marcel Penales
<b>Day 2</b> 8:00 AM – 8:15 AM 8:15 AM – 12:00 PM  12:00 PM – 1:00 PM 1:00 PM – 1:15 PM 1:15 PM – 3:00 PM 3:00 PM – 5:00 PM	RECAP of Previous Activities Strategic Communications Workshop: a.) Press Release/ Office Statement/ Incident Report b.) Social Media Handling c.) Press Conference/ Media Interview d.) Essence of Public Affairs  Lunch Break Icebreaker/Zumba Building Relevant and Responsive Organizational Communication Strategic Competence and Its Application to the Workplace	Mr. Jerome Calayag Ms. Cleo Dela Cruz Ms. Ericka Camille Antonio Mr. Jason Mercene SAO, OIC-PAS Director  Dr. Gregorio Cyrus R. Elejorde, CESO V Dr. Rodolf John T. Rodriguez



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REGIONAL OFFICE IX- ZAMBOANGA PENINSULA

<b>Day 3</b> 8:00 AM – 8:15 AM 8:15 AM – 9:30 AM	RECAP of Previous Activities Empowering Advocacy: 8888 Citizens Complaint Hotline and preparation of Resolution of Complaints Report/Citizen's Charter/ Client Satisfaction Measurement	Iris Faye Ceniza
9:30 AM – 11:00 AM	Unmasking the Web of Deceit: A Critical Discussion on Fake News and Its Impact	Harvey E. Bangayan PIA-Information Officer
11:00 AM –	Crafting Organizational Communication: Navigating the DepEd Manual of Style	Dahlia A. Paragas
12:00 PM – 1:00 PM 1:00 PM – 1:15 PM	Lunch Icebreaker/Zumba	
2:00 PM – 3:00 PM	Continue Workshop on DMOS Other Matters-Transformation of the Regional Newsletter Landscape-Meeting with DIOs	Dahlia A. Paragas
3:00 PM – 5:00 PM	Closing and Awarding Ceremony	



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