



Republic of the Philippines  
**Department of Education**  
REGION VII – CENTRAL VISAYAS  
Schools Division Office of Negros Oriental

JUN 24 2022

**Office of the Schools Division  
Superintendent**

DIVISION MEMORANDUM

No. 504 , s. 2022

**ORGANIZATION OF HELPDESK FOR THE MOCK AND ACTUAL ONLINE  
NATIONAL QUALIFYING EXAMINATION FOR SCHOOL HEADS (NQESH) FOR SY 2021**

To: Assistant Schools Division Superintendent  
Chief, CID and SGOD  
Education Program Supervisors/Division Coordinators  
Public Schools District Supervisors/ District In-Charge  
Elementary & Secondary School Heads  
All Others Concerned

1. Attached is Regional Memorandum No. 0533, s. 2022, titled **Organization of Helpdesk Personnel for the Mock and Actual Online National Qualifying Examination for School Heads (NQESH) for FY 2021**.
2. During the mock tests (**June 26, 2022 and July 17, 2022**) and actual NQESH (**July 31, 2022**) the Helpdesk personnel are to entertain messages and calls of examinees whenever they are OFF the platform and are to address issues and concerns such but not limited to power outage or internet connectivity problems, and will further escalate issues to higher command center. Moreover, they are also tasks to document the issues raised through the NQESH Ticketing System.
3. Members of the NQESH-Schools Division Technical Working Group (please see enclosure), shall be granted Overtime pay or Compensatory Overtime Credit (COC) whichever is applicable and available for the days/time rendered upon submission of a duly accomplished Daily Time Record (DTR).
4. For assistance, you may contact Ms. Iryll through (035) 225-6180.
5. For the information and guidance of all concerned.

For the Schools Division Superintendent:

**MARCELO K. PALISPIS EdD**  
OIC- Assistant Schools Division Superintendent  
Office In-Charge 6/24/22



SPP/JMA-MKP-NLR/SGOD/RBP/imsm  
June 23, 2022

Address:Kagawasan Avenue, Capitol Area, Daro, Dumaguete City  
Telephone Nos.:(035)225-2838 / 225-0667 / 422-7644  
Email Address:negros.oriental@deped.gov.ph

**NATIONAL QUALIFYING EXAMINATION FOR SCHOOL HEADS – SCHOOLS DIVISION  
TECHNICAL WORKING GROUP (NQESH-SDTWG)**

**MOCK TESTS- JUNE 26, 2022**

**JULY 17, 2022**

**FINAL NQESH- JULY 31, 2022**

<b>CHAIRMAN</b>	<b>MR. SENEN PRISCILLO P. PAULIN, CESO V</b>
<b>VICE-CHAIRMAN</b>	<b>DR. JOELYZA M. ARCILLA</b>
<b>CO-CHAIRMAN</b>	<b>DR. MARCELO K. PALISPIS</b>
	<b>DR. NILITA L. RAGAY</b>
<b>FOCAL PERSON</b>	<b>DR. RACHEL B. PICARDAL</b>
<b>VALIDATORS</b>	<b>DR. CARMELITA A. ALCALA</b>
	<b>MS. IRYLL MAE S. MACAHIG</b>
	<b>DR. KARL T. CREDO</b>
<b>TECHINICAL WORKING GROUP</b>	<b>REMYLIN V. GAOGAO</b>
	<b>NINONITO D. DIVINO</b>
	<b>ALFREDO TICON JR.</b>
	<b>MARIELLE V. TIMONAN</b>
	<b>SHEENA LEE B. TORRES</b>
	<b>ROY M. CADINAS</b>
<b>REGIONAL LIVE PROCTOR</b>	<b>MS. IRYLL MAE S. MACAHIG</b>



Republic of the Philippines  
**Department of Education**  
REGION VII - CENTRAL VISAYAS

Office of the Regional Director  
REGIONAL MEMORANDUM  
No. \_\_\_\_\_ s. 2022

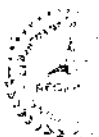
**ORGANIZATION OF HELPDESK PERSONNEL FOR THE MOCK AND ACTUAL  
ONLINE NATIONAL QUALIFYING EXAMINATION FOR SCHOOL HEADS  
(NQESH) FOR FY 2021"**

TO : Schools Division Superintendents  
All Others Concerned

1. DepEd Central Office (CO) conducted a meeting with NQESH Regional Project Managers and Regional NQESH Coordinators in the morning of June 22, 2022. The meeting focused on the discussion of the NQESH Command Center and Helpdesk. In this connection, the NQESH-Regional Technical Working Group (TWG) enjoins the NQESH-SDTWGs to organize NQESH Helpdesk Personnel in their own divisions.
2. During mock and actual NQESH, Helpdesk Personnel entertain the messages and calls of examinees whenever they are OFF the platform due to issues such as but not limited to power outage or internet connectivity problem. They will provide immediate technical assistance (TA) for Level 1 Issues. They will escalate issues to the higher command center if they cannot address them at their level. They also document the issues raised in the NQESH Ticketing System. Hence, members of NQESH Helpdesk Personnel must be a Division ITO, School ICT Coordinator, or any ICT-skilled SDO personnel.
3. DepEd CO recommends at least one (1) helpdesk personnel per 30 examinees. However, NQESH-RTWGs encourages NQESH-SDTWGs to provide more helpdesk personnel so that specific examinees shall have specific helpdesk personnel to contact, in case they have issues. Relative to this, NQESH-SDTWGs are enjoined to identify their NQESH Helpdesk Personnel and write their names as well as their contact numbers on this link: [bit.ly/HelpdeskNQESHro7](https://bit.ly/HelpdeskNQESHro7), as soon as possible.
4. A virtual conference with NQESH-SDTWG, especially Vice Chair (ASDS) and Division NQESH Coordinator (SGOD Chief), as well as identified NQESH Helpdesk Personnel will be conducted on June 23, 2022 (9:00 A.M.) via this link: [bit.ly/confab2NQESH-SDTWG](https://bit.ly/confab2NQESH-SDTWG).
5. Immediate and wide dissemination of and compliance with this Memorandum to all concerned is directed.

**SALUSTIANO T. JIMENEZ JD, EdD, CESO V**  
Director IV  
Regional Director

STJ/CAE/MBE/QAD/mc022



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