

Department of Education

DIGOS CITY DIVISION

Office of the Schools Division Superintendent

DIVISION MEMORANDUM

SGOD-2024- 79b

To : REYZEN O. MONSERATE

Senior Education Program Specialist - SMM&E

CECILE UY

Education Program Specialist - SMM&E

JANICE ALQUIZAR

Education Program Specialist - HRD

Subject:

CAPACITY BUILDING ON QUALITY ASSURANCE, MONITORING AND

EVALUATION (QAME) LEVELS 3 AND 4 TO SELECTED M&E

PERSONNEL

Date

December 2, 2024

In reference to Regional Memorandum QAD-2024-075 entitled "Capacity Building on Quality Assurance, Monitoring and Evaluation (QAME) Level 3 and Level 4 of the Kirk Patrick's Level of Evaluation to Selected M&E Personnel", the personnel mentioned above are hereby directed to attend the said activity at **The Ritz Hotel at Garden Oases, Brgy. 15-B Poblacion, Porras Street, Bo. Obrero, Davao City on December 4-6, 2024**.

The activity aims to:

- equip QAME Associates and DepEd key players with the necessary knowledge, skills and attitudes towards QAME Level 3 and Level 4;
- map the L&D programs conducted with QAME Levels 1&2 for the QAME Levels 3&4 field monitoring and evaluation;
- identify/profile the impact of the L&D programs through QAME;
- provide technical assistance; and
- address issues and concerns in the implementation of QAME.

Participants are required to confirm their attendance through tinyurl.com/CapBQAMEL3-4registration up to December 3, 2024 only.

A virtual planning conference with the learning facilitators and concerned TWG shall be conducted on November 30, 2024 and December 1, 2024. While a conference to be spearheaded by the QAD with the learning facilitators/Resource Persons, and members of the Technical Working Group (TWG) will be conducted via MS Teams on December 3, 2024, at 8:00 in the morning. Meeting link will be sent through the official DepEd email address of the concerned personnel.

A two (2) day Compensatory Time Off (CTO) shall be granted to the participants who will render on November 30 and December 1, 2024.

Address: Roxas cor. Lopez Jaena Street, Zone II, Digos City (8002)

Telephone Nos.: (082) 553-8375; (082) 553-8396



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DIGOS CITY DIVISION

Office of the Schools Division Superintendent

Travel expenses and other incidental expenses are chargeable against local funds while food, venue, and accommodation are chargeable against RO-QAD Funds subject to the usual accounting and auditing rules and regulations.

For information and compliance.

For and in the absence of the OIC-SDS:

MARIA GENEVIEVE T. FRANCISQUETE
Assistant Schools Division Superintendent
Officer-In-Charge

neoEd Schools Division of Digos City RECORDS SECTION

W M

131/.

Enclosed: As stated. SGOD/rom

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Department of Education

DAVAO REGION

November 28, 2024

REGIONAL MEMORANDUM QAD-2024-075

CAPACITY BUILDING ON QUALITY ASSURANCE, MONITORING AND EVALUATION (QAME) LEVELS 3 AND 4 TO SELECTED M and E PERSONNEL

To: Assistant Regional Director Schools Division Superintendents Chiefs of DepEd RO XI Functional Divisions All Others Concerned

- 1. This Regional Office through the Quality Assurance Division will conduct a Capacity Building on Quality Assurance, Monitoring and Evaluation (QAME) Level 3 & Level 4 of the Kirk Patrick's Level of Evaluation to Selected M&E Personnel at The Ritz Hotel at Garden Oases, Brgy. 15-B Poblacion, Porras Street, Bo. Obrero, Davao City on December 4-6, 2024.
- 2. This **activity** aims to:
 - equip QAME Associates and DepEd key players with the necessary knowledge, skills and attitudes towards QAME Level 3 and Level 4;
 - map the L&D programs conducted with QAME Levels 1&2 for the QAME Levels 3&4 field monitoring and evaluation;
 - identify/profile the impact of the L&D programs through QAME.;
 - provide technical assistance; and
 - · address issues and concerns in the implementation of QAME.
- 3. The activity matrix, list of participants, speakers/trainers/facilitators and members of the technical working group are in the herein enclosures;
- 4. Participants are required to confirm their attendance through **tinyurl.com/CapBQAMEL3-4registration** up to December 3, 2024 only.
- 5. A virtual planning conference with the learning facilitators and concerned TWG shall be conducted on November 30, 2024 and December 1, 2024. While a conference to be spearheaded by the QAD with the learning facilitators/Resource Persons, and members of the Technical Working Group (TWG) will be conducted via MS Teams on December 3, 2024, at 8:00 in the morning. Meeting link will be sent through the official DepEd email address of the concerned personnel.







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Department of Education

DAVAO REGION

- 6. As an offshoot of the CapB, a division roll-out shall be conducted by the Schools Division Offices up to the school level **starting January 2025 up to March 2025** strictly following the training matrix provided by the Quality Assurance Division and the SDO Action Plan produced during the aforementioned activity.
- 7. Schedules of the CapB SDO rollout shall be coordinated with the QAD. As program owner, the Quality Assurance Division and in coordination with the concerned SDO, is mandated to monitor the roll-out and provide the necessary technical assistance to the SDOs.
- 8. A two (2) day Compensatory Time Off (CTO) shall be granted to the participants who will render on November 30 and December 1, 2024.
- 9. Completion report regarding this activity shall be submitted to this Regional Office through Quality Assurance Division, **Attention**; **Brenda S. Belonio**, **RXI QAME Focal Person**, **on or before March 29**, **2025**. Templates and guide of the completion report are attached (Reference: DM 44, s. 2023).
- 10. Travel expenses, board, lodging and other incidental expenses are chargeable against local funds, while, food, venue and accommodation are chargeable against RO-QAD Funds subject to the usual accounting and auditing rules and regulations.

11. Immediate dissemination and strict compliance of this Memorandum is earnestly enjoined.

REBONFAMIL R. BAGUIO

Director III

Officer-In-Charge

Office of the Regional Director

ROQ4/bsb





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Enclosure to Regional Memorandum No. QAD-2024-075

Enclosure A: Planning Activities

| Enclosure A: P | lanning Activities | | 20 2 554 |
|------------------|---|---|----------------------|
| Date/s | Activity/Details | Persons Involved | Modality |
| | Learning Facilitators and Selected TWGs' Planning Conference | Learning Facilitators: Brenda S. Belonio, EdD RXI QAME Focal Person Liezel C. Padua PSDS, Mati City | Virtual -MS Teams |
| | | Technical Working Committe: | |
| | | Arlene Lubrano-SEPS, IGACOS Reyzen Monserate-SEPS, Digos City Ryan Millan-EPS2, Davao Occidental Lea Jane M. Isleta-EPS2, Panabo City Joselito Edong-EPS2, Davao Oriental Danilo Lumayno-EPS2, Davao Del Norte Cecile Uy – EPS2, Digos City | |
| December 3, 2024 | Conference of all Learning Facilitators and TWGs/ Committees | Brenda S. Belonio, EdD RXI QAME Focal Person Liezel C. Padua PSDS, Mati City | Virtual -MS Teams |
| | | All committees for the CapB | |

Enclosure B: CapB on Quality Assurance, Monitoring and Evaluation (QAME) Level 3 & Level 4 of the Kirk Patrick's Level of Evaluation to Selected M&E Personnel Venue: The Ritz Hotel of Garden Oases

Dates: December 4-6, 2024

What to bring:

| Di tity. | |
|----------|--|
| • | Laptop |
| • | |
| | -available Accomplished QAME Form 3 in FY 2020, 2021, 2022, 2023 |
| | -QAME Level 2/Pretest and Posttest results |
| • | Samples of an approved WAP as outputs of the L&D programs being |
| | conducted in 2020-2023 |
| | Examples: HOTS-PLPs, ABC+, etc. |

| Participants: | | | |
|-----------------|-------------------------|--------------------------------|--|
| Office | Name of Participants | Designation | |
| Regional Office | Allan G. Farnazo | Regional Director | |
| | Rebonfamil R. Baguio | Asst. Regional Director | |
| | Jenielito S. Atillo | CES, QAD | |
| | Brenda S. Belonio | EPS, QAD/QAME RXI Focal Person | |
| | Alfeo B. Ingay | EPS, QAD | |
| | Darly D. Lamentac | EPS, QAD | |
| | Ma.Cristina B. Dionisio | EPS, QAD | |
| | Rubilyn Dee R. Ampong | EPS, QAD | |
| | Puriflor M. Limjuco | Staff, QAD | |
| | Aaron Cubelo | Staff, QAD | |







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| HRDD | Nelma Lyn R. Barnija | CES, HRDD | |
|-----------------|-------------------------|---|--|
| | Glen Villonez | L&D Focal Person/EPS, HRDD | |
| | Ava Marie Acuna | Scholarship Program Focal Person | |
| PPRD | Jomar Boy Cuyos | Research Program Focal Person | |
| TTRE | Or representative | | |
| FTAD | Aida P. Placencia | EPS, FTAD | |
| ESSD | Stephen Mark Castres | LRP/Mental Health Focal Person/Nurse 2, | |
| EOOD | Or representative | ESSD | |
| | Reissa Silda | SBFP Focal Person/ Nutritionist, ESSD | |
| | Or representative | | |
| CLMD | Jaime Carlom, EdD | EPS ALS, Panabo City | |
| Representatives | Susan Obenza, EdD | PSDS Madrasah Education, Davao Del Sur | |
| | Ronnie Publico, EdD | PSDS IPEd, Davao Del Norte | |
| | Andy Cabodoc, EdD | EPS SNEd, Davao De Oro | |
| | Elven Caraballe, EdD | EPS Multigrade, Davao Del Sur | |
| SDOs: | Liezel C. Padua | Learning Facilitator/PSDS, Mati City | |
| | Jaycel P. Labrador, EdD | SEPS, HRD Unit | |
| Mati City | Leo Siarot | SEPS, SMME Unit | |
| 3 | Mercy Paglinawan | EPS2, SMME Unit | |
| Davao | Jesus Lascuna | CES, SGOD | |
| Occidental | or representative | | |
| | Hazel Disabelle | SEPS, SMME Unit | |
| | Ryan Millan | EPS2, SMME Unit | |
| Digos City | Sollie B. Oliver | CES, SGOD | |
| 2.800 0.00 | or representative | | |
| | Reyzen Monserate | SEPS, SMME Unit | |
| | Cecile Uy | EPS2, SMME Unit | |
| Davao Del Sur | Elyn L. Suprente | SEPS, HRD | |
| | Patrick John Peresores | EPS2, SMME Unit | |
| | Kirk Sonny Heruela | SEPS, P&R | |
| IGACOS | Jay C. Nang | CES, SGOD | |
| | or representative | | |
| | Arlene C. Lubrano | SEPS, SMME Unit | |
| Davao City | Jasmine Camilotes | SEPS, HRD Unit | |
| | Flora Arcenal | SEPS, SMME Unit | |
| | Leah Saavedra | EPS2, SMME Unit | |
| Panabo City | Ailene C. Anonuevo | CES, SGOD | |
| | or representative | | |
| | Ronmar Jayoma | SEPS, SMME Unit | |
| | Lea Jane M. Isleta | EPS2, SMME Unit | |
| Davao Del Norte | Janette G. Veloso | ASDS/Concurrent SGOD Chief | |
| | or representative | | |
| | Arnel Labasan | SEPS, SMME Unit | |
| | Danilo Lumayno | EPS2, SMME Unit | |
| Tagum City | Josefina Palaca | CES, SGOD | |
| | or representative | | |
| | Rollan Inis | SEPS, SMME Unit | |
| | Febbie Kirstin Ibita | EPS2, SMME Unit | |
| Davao De Oro | Ruben Reponte | CES, SGOD | |
| | or representative | | |
| | Marnely Jane A. Bernal | SEPS, SMME Unit | |







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Department of Education DAVAO REGION

| | Joseph Corpuz | EPS2, SMME Unit | |
|----------------|--------------------------------------|-----------------|--|
| Davao Oriental | Ernesto Cabanes or representative | CES, SGOD | |
| | Alan Limbadan | SEPS, SMME Unit | |
| | Joselito Edong | EPS2, SMME Unit | |

TRAINING MATRIX

| TIME | TOPIC | In-charge/ RESOURCE SPEAKER | |
|------------------|---|--|--|
| December 4, 2024 | | QAD and HRDD | |
| 9:30AM- 11:00 | Arrival & Registration of the Participants | | |
| 11:00- 12:00 | *National Anthem *Prayer – Aaron G. Cubelo *Regional Hymn *DepEd Quality Policy *Checking of Attendance – HRDD *Message – RD Allan G. Farnazo, Director IV | | |
| | Training House Rules | -Nelma Lyn R. Barnija, EdD CES, HRDD | |
| | Rationale and Training Mechanics | Jenielito S. Atillo -CES, QAD | |
| 12:00-1:00 | Lunch | | |
| 1:00-1:15 | QAME Level 2-Pretest | Reyzen Monserate QAME Associate, Digos City | |
| 1:15-2:30 | Session 1A: QAME Process on the Kirkpatrick's Levels of Evaluation for PD/L&D Programs | Brenda S. Belonio, EdD EPS,QAD/RXI QAME Focal Persor | |
| 2:30-2:40 | Health Break | | |
| 2:40-4:30 | Session 1B: Inventory of L&D Programs with QAME Level 1, Level 2 and approved WAP across governance levels | Brenda S. Belonio, EdD EPS,QAD/RXI QAME Focal Persor | |
| 4:30- 6:30PM | Session 2: QAME Level 3 and its Application to L&D Programs -Competencies and Indicators -QAME Tools | Brenda S. Belonio, EdD EPS,QAD/RXI QAME Focal Persor Liezel C. Padua PSDS, Mati City/QAME Associate | |
| 6:30PM | Online QAME | Reyzen Monserate QAME Associate, Digos City | |
| 7:00PM | Dinner | | |
| December | 5, 2024 | | |
| 7:30 AM | MOL | Participants | |
| 8:00-9:30 | Workshop: QAME Level 3 and its Application to L&D Programs | Brenda S. Belonio, EdD EPS,QAD/RXI QAME Focal Person | |
| 9:30-9:40 | Health Break | | |
| 9:40-12:00 | Session 3: QAME Level 4, its Application to L&D Programs and Impact to policies, Strategic Objectives and Organizational goals/Objectives (SO/OO) | Liezel C. Padua QAME Associate/PSDS, Mati City | |
| 12:00-1:00 | Lunch Break | | |
| 1:00-2:30 | Workshop: QAME Level 4, its Application to L&D Programs and Impact to policies, Strategic Objectives and Organizational goals/Objectives | Brenda S. Belonio, EdD EPS,QAD/RXI QAME Focal Persor | |







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| | -Competencies and Indicators | |
|-------------|--|---|
| | -QAME Tools | |
| 2:30-2:40 | Health Break | |
| 2:40-4:40 | Session 4: Kirk Patrick's Model M&E Plan | Brenda S. Belonio, EdD |
| 4:40-6:00 | Workshop: | EPS,QAD/RXI QAME Focal Person |
| | Crafting M&E Plan using Kirk Patrick's Model | Liezel C. Padua |
| | | QAME Associate/PSDS, Mati City |
| 6:00-6:40 | Session 5: Work Application Plan | Glen D. Villones |
| 0.00 0.10 | | EPS, HRDD/RXI L&D Program In- |
| | | charge |
| 6:40-7:00 | Online QAME | Reyzen Monserate |
| PM | | QAME Associate, Digos City |
| 7:00 | Dinner | |
| December 6 | 5, 2024 | |
| TIME | TOPIC | In-charge/RESOURCE SPEAKER |
| 7:45-8:00 | MOL | Participants |
| 8:00-9:00 | Making of the Work Application Plan for QAME | Liezel C. Padua |
| | Level 3 and Level 4 of the L&D Programs | QAME Associate/PSDS, Mati City |
| | QAME Tools to be used for the field validation | Brenda S. Belonio, EdD EPS,QAD/RXI QAME Focal Person |
| 9:00-9:20 | Clearing of Issues and Concerns | Jenielito S. Atillo |
| | -Agreements for the Field Monitoring of QAME | CES, QAD |
| | Level 3 and Level 4 for the L&D programs | |
| 9:20-9:30 | Health Break | |
| 9:30-10:00 | QAME Level 2 – Posttest | Reyzen Monserate |
| | Online QAME Level 1 | QAME Associate, Digos City |
| 10:00-10:30 | Closing Program | |
| 10:30 | HOME SWEET HOME | |

Schedule of Meals and Accommodation

| Date | Accommodation | Meals | | | | |
|------------------|-------------------|-----------|-------------|-------|----------|---------|
| | | Breakfast | AM Snack | Lunch | PM Snack | Dinner |
| December 4, 2024 | Check-in: 3:00 PM | | | 12:00 | 2:00 | 6:30 PM |
| December 5, 2024 | Full-board | 6:00 AM | 9:15 | 12:00 | 2:00 | 6:30 PM |
| December 6, 2024 | Check-out:12:00PM | 6:00 AM | 9:30 | | | |

Enclosure C: RESOURCE SPEAKERS/LEARNING FACILITATORS

| Brenda S. Belonio, EdD | Liezel C. Padua |
|---------------------------|----------------------------|
| EPS, QAD/M&E Focal Person | SEPS M&E/MEA-PIR Developer |
| Region XI | Mati City, Region XI |

Enclosure D: Executive Committee & Technical Working Group (TWG)

| Executive Committee: | | |
|----------------------|------------------------------|--|
| Chair: | Allan G. Farnazo Director IV | |







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| Co-chair: | Rebonfamil R. Baguio Asst. Regional Director |
|-------------------|---|
| Program Managers: | Jenielito S. Atillo CES, QAD |
| | Nelma Lyn R. Barnija CES, HRDD |
| | Brenda S. Belonio EPS, QAD/QAME Focal Person, Region XI |
| | Glen Villonez EPS, HRDD/L&D Focal Person |

| | Technical Working Group (TWG) | | | | |
|------------------------------|---|---|--|--|--|
| Committee | Name of M&E Personnel | Terms of Reference: | | | |
| IT Management Committee: | Chair: Elvis Ryan Millan EPS2, SMME Unit, DavOcc Co-chair: Danilo Lumayno EPS2 M&E, Davao Del Norte | *Provides the direction of the program; *spearhead the tech-run activity; *prepare the electronic | | | |
| | Joselito Edong EPS2 SMME, Davao Oriental Member: Ronmar Jayoma EPS2 M&E, Panabo City | Program Flow of the activity particularly in the opening and closing programs, and in the launching activity; | | | |
| Program and Invitation: | Brenda S. Belonio, EdD Darly D. Lamentac EPSs, QAD | *Prepares and design the program and invitation for the activity. *Communicate the invitations to the concerned personnel in the region. | | | |
| Attendance and Registration: | Elvis Ryan J. Millan EPS2 M&E, Davao Occidental Hazel Disabelle Arlene Lubrano SEPSs SMME DavOcc & IGACOS | Ensures 100% of attendance and registration of participants | | | |
| | Puriflor M. Limjuco - Staff,QAD Aaron G. Cubelo - Staff, QAD | | | | |
| Assessment Committee | Liezel C. Padua SEPS M&E, Mati City Lea Jane M. Isleta EPS2, Panabo City | Prepares and conduct the pre and post assessments of the participants and presents results and analysis at the end of the activity. | | | |
| Training Manager: | Brenda S. Belonio, EdD EPS, QAD | Ensures that the implementation of the program/capacity building is implemented as planned. | | | |







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| Production Committee | Brenda S. Belonio, EdD Darly D. Lamentac Ma.Cristina B. Dionisio, PhD Rubilyn Dee R. Ampong EPSs, QAD Puriflor M. Limjuco - Staff,QAD Aaron G. Cubelo - Staff, QAD Elvis Ryan Millan EPS2, SMME Unit DavOcc | *Prepare all training materials, print and sort all hand-outs/ learning materials, including the printing of certificates of participation, certificate of appearance, certificate of recognition for the speakers **Haul the training materials, hand-outs, certificates, and ICT equipment to the training venue at Day 0 of the activity. |
|--|---|--|
| Stage Decorations | Darly D. Lamentac-EPS, QAD Puriflor M. Limjuco - Staff,QAD Aaron G. Cubelo - Staff, QAD Mercy Paglinawan EPS2 M&E, Mati City Hazel Disabelle SEPS, SMME Unit Cecile C. Uy EPS2, Digos City | Ensures the readiness of the stage and venue for the activity. It is well decorated, both for the launching activity, all IT equipment, and other materials needed for the activity are already available. |
| Monitoring of Outputs and Dashboard: | Resource Speakers/Learning Facilitators | Ensures that all participants have produced and submitted outputs. All outputs should be checked and processed for deeper and better understanding of the topics. |
| QAME In-Charge: | Reyzen Monserate QAME Focal Person, Digos City | *Conducts QAME for the activity, process and analyze results. *Submits daily QAME results to the PMT and presents the overall results at the end of the activity. |
| Emcees: | Darly D. Lamentac Rubilyn Dee R. Ampong EPSs, QAD | *Sets the tone of the activity. *Provide context and clarity on the flow of the program, and ensure smooth transitions between different segments/part of the program so that it flows smoothly. |







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DAVAO REGION

Enclosure E: Activity Completion Report Template and Guide

Reference: DM 44, s. 2023

Activity Documentation Report

Contents

Part 1 Background Information

- A. Rationale of the Program/Activity
- B. Objectives of the Activity
- C. Expected Outcome and Results
- D. Summary Profile of Participants

Part II Highlights of the Activity

- A. Preliminary Activities
- B. Key Learning (per session)
- C. QAME Results and Analysis: Level 1 and Level 2 of the Kirk Patrick's Level of Evaluation
- D. Issues and Recommendations
- E. Synthesis
- F. Closing Activities

Part III Annexes

- A. Activity Evaluation Result
- B. Photo Documentation

| Prepare | d by: | | |
|---------|-----------------------|-------|--|
| | QAME Focal Person | | |
| Noted: | Chief, SGOD | | |
| | Recommending Approval | : | |
| | | ASDS, | |
| | Approved: | SDS | |







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(Guide)

Background Information

- A. Rationale of the Program/Activity
 - (1 or more paragraphs containing the brief description, background and basis or reason behind the conduct of the activity, including legal bases and Institutional Framework, if any).
- B. Objectives of the Activity
 (Enumerate what the activity aims to do, what the participants will be acquiring, and the output to be delivered. Learning objectives must be using SMART approach: specific, measurable, attainable, relevant, and time-bound)
- C. Expected Outcome and Results
 (Define the expected end-result or impact of the activity (i.e. what should be achieved, what changes must be observed after the activity)
- D. Summary Profile of Participants
 (Provide description of the participants such as Offices of origin, positions or category of positions (administrative, technical, middle managers, management/executives), sex disaggregation, total no. of pax, batches, etc.)

Highlights of the Activity

- A. Preliminary Activities
 (Provide brief narration of preliminary activities prior session proper)
- B. Key Learning and Output (per module/session)
 (Provide description and synthesized proceedings of each session/module with specific facilitators and key output)
- C. Monitoring and Evaluation (M&E) Results and Analysis
 - 1. Level 1 of Evaluation: QAME results per competency
 - 2. Level 2 of Evaluation: Pretest and Posttest Results
 - 3. Level 3 of Evaluation: Behavior/Application to PAPs, districts and

schools

D. Issues and Recommendations

(In a tabular form, list down all issues captured and the recommendations including the responsible person/office)

| Issue/Concern | Recommendations/ Agreements | Responsible Person/Office |
|---------------|--------------------------------|------------------------------|
| | | |
| | | |

E. Synthesis and Closing

(Provide brief narration of closing activities and synthesis of all sessions)

Annexes

- A. Kirk Patrick's Level 1: QAME Results
 - Daily Evaluation
 - End of the Program Evaluation
 - QAME Form 2







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B. Kirk Patrick's Level of Evaluation 2

Pretest and Posttest Results

- Graphical presentation of the pretest and posttest results with analysis
- C. Kirk Patrick's Level of Evaluation 3

*Behavior/Application to PAPs in the division, districts and schools

ACTION PLAN IMPLEMENTATION

| M&E | Number | No. of | Status | on the | | Remarks |
|----------------|----------------|----------------|---|-----------|--------|---------|
| Personnel | of programs | action plan | implementation of the IMPLAN and M&E Plan | | | |
| | and | submitted | on- | completed | For | |
| | projects | | going | | action | |
| SDO Program | | | | | | |
| owners in CID | | | | | | |
| SDO Program | | | | | | |
| owners in SGOD | | | | | | |
| PSDS/District | | | | | | |
| SH/School | | | | | | |

- D. Photo Documentation
 - · select photos of the highlights of the activity
 - · including outputs
- E. List of Participants
 - Attendance
- F. Monitors
 - RO and SDO Monitoring Teams

Prepared by:

BRENDA'S, BELONIO, EdD EPS, QAD/Training Manager

Noted:

JENIELITO S. ATILLO Chief Education Supervisor Quality Assurance Division







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