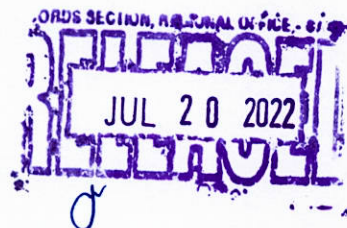




Republic of the Philippines
Department of Education
CARAGA REGION



July 19, 2022

REGIONAL MEMORANDUM

No. 0633, s. 2022

To: SCHOOLS DIVISION SUPERINTENDENTS
ASSISTANT SCHOOLS DIVISION SUPERINTENDENTS
CHIEFS, CID and SGOD
This Region

MONITORING AND EVALUATION RESULTS IN THE SECOND MOCK
EXAMINATION FOR 2021 NATIONAL QUALIFYING EXAMINATION
FOR SCHOOL HEADS (NQESH)

1. The Regional Office through the Quality Assurance Division (QAD) presents the monitoring and evaluation results in the survey conducted for the Second Mock Examination in the 2021 NQESH last July 17, 2022.
2. The Schools Division Technical Working Group (SDTWG) headed by the Chief SGOD as NQESH Coordinator is encouraged to disseminate the monitoring and evaluation results in their debriefing activity or orientation with the qualified examinees in preparation for the actual examination on July 31, 2022.
3. Attached is the monitoring and evaluation results of the survey conducted in the Second Mock Examination is found in Enclosure No. 1.
4. Immediate and wide dissemination of this memorandum to all concerned is highly desired.


MA. GEMMA MERCADO LEDESMA
Regional Director

Encls.: As stated
Reference: None

To be indicated in the Perpetual Index under the following subjects:
EXAMINATION PRINCIPALS TEST

QAD/edm
07/19/2022



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No. of Respondents Participated in the Survey for 2nd Mock Examination in 2021 NQESH

SDOs	Qualified Examinees	No. of SH Responded in the Survey	% of Participation in the Survey
Agusan del Norte	22	21	95.45
Agusan del Sur	43	33	76.74
Bayugan City	11	6	54.55
Bislig City	16	16	100.00
Butuan City	25	25	100.00
Cabadbaran City	15	10	66.67
Dinagat Islands	35	31	88.57
Siargao	34	27	79.41
Surigao City	19	17	89.47
Surigao del Norte	26	20	76.92
Surigao del Sur	45	43	95.56
Tandag City	4	2	50.00
TOTAL	295	251	85.08

Using a Scale of 1 to 5, rate your own preparation, in terms of ensuring that:											
Indicators	1		2		3		4		5		TOTAL
	Freq.	%	Freq.	%	Freq.	%	Freq.	%	Freq.	%	
1. Your laptop is on top condition	0	0.00	0	0.00	6	2.39	44	17.53	201	80.08	251
2. Your laptop is properly installed with the appropriate version of Safe Exam Browser (SEB)	0	0.00	0	0.00	0	0.00	8	3.19	243	96.81	251
3. Your laptop microphone is going to work during the Second Mock NQESH.	1	0.40	0	0.00	4	1.59	20	7.97	226	90.04	251
4. Your laptop camera is going to work during the Second Mock NQESH	1	0.40	0	0.00	2	0.80	32	12.75	216	86.06	251
5. Your chosen venue (room) is noise-proof.	10	3.98	9	3.59	57	22.71	121	48.21	54	21.51	251
6. Your internet is fast and reliable	0	0.00	16	6.37	40	15.94	113	45.02	82	32.67	251

7. You are updated with all the latest information regarding the Second Mock NQESH from division and regional memos?	0	0.00	0	0.00	0	0.00	33	13.15	218	86.85	251
8. You know how to communicate with your live proctor when you are off the HR Avatar platform because of challenges?	0	0.00	5	1.99	19	7.57	71	28.29	156	62.15	251
9. You know the Division Helpdesk Personnel whom you will have to call for help if you have technical issues?	0	0.00	2	0.80	6	2.39	54	21.51	189	75.30	251
10. You read, take note, and comply with the guidelines sent to you by the Central Office through emails?	0	0.00	0	0.00	0	0.00	41	16.33	210	83.67	251
11. You ID Card for identity verification is compliant with HR Avatar Requirement?	0	0.00	0	0.00	2	0.80	26	10.36	223	88.84	251
12. Your Certificate of Eligibility is ready and complete with require details?	1	0.40	0	0.00	0	0.00	7	2.79	243	96.81	251

Note: 1 is the lowest and 5 is the highest

NQESH - Schools Division TWG (SDTWG) and Division Helpdesk Personnel											
How satisfied are you with the support you received from your...											
Indicators	1		2		3		4		5		TOTAL
	Freq.	%	Freq.	%	Freq.	%	Freq.	%	Freq.	%	
1. NQESH-SDTWG before the conduct of the Second Mock NQESH?	0	0.00	0	0.00	5	1.99	22	8.76	224	89.24	251
2. NQESH-SDTWG during the conduct of the Second Mock NQESH?	0	0.00	0	0.00	5	1.99	18	7.17	228	90.84	251
3. SDO-Based Helpdesk Personnel before the conduct of the Second Mock NQESH?	0	0.00	0	0.00	1	0.40	25	9.96	225	89.64	251
4. SDO-Based Helpdesk Personnel during the conduct of the Second Mock NQESH?	0	0.00	0	0.00	4	1.59	22	8.76	225	89.64	251

Note: 1 is not satisfied at all and 5 is very satisfied

Live Proctor**How satisfied are you with ...**

Indicators	1		2		3		4		5		TOTAL
	Freq.	%	Freq.	%	Freq.	%	Freq.	%	Freq.	%	
1. the measures the live proctor took to establish rapport between his/her examinees prior to the conduct of the Second Mock NQESH?	0	0.00	1	0.40	8	3.19	20	7.97	222	88.45	251
2. the way the live proctor conducted the pre-check-out activities?	0	0.00	1	0.40	5	1.99	19	7.57	226	90.04	251
3. the cheerfulness, frienliness, and professionalism of the live proctor through the whole administration of the Second Mock NQESH?	0	0.00	0	0.00	5	1.99	16	6.37	230	91.63	251
4. the overall service the live proctor delivered during the conduct of the Second Mock NQESH?	0	0.00	1	0.40	8	3.19	20	7.97	222	88.45	251

Note: 1 is not satisfied at all and 5 is very satisfied

Using the scale of 1 to 5, rate your Second Mock NQESH experience in terms of the following:

Indicators	1		2		3		4		5		TOTAL
	Freq.	%	Freq.	%	Freq.	%	Freq.	%	Freq.	%	
1. Performance of your laptop, including its camera and microphone	2	0.80	0	0.00	10	3.98	51	20.32	188	74.90	251
2. Internet connectivity	3	1.20	12	4.78	40	15.94	103	41.04	93	37.05	251
3. Electrical power source (main and alternative)	0	0.00	0	0.00	9	3.59	47	18.73	195	77.69	251
4. HR Avatar: Identity Verification	1	0.40	4	1.59	15	5.98	60	23.90	171	68.13	251
5. Live Proctor: Pre-checkout activity/ies	0	0.00	1	0.40	8	3.19	26	10.36	216	86.06	251
6. HR Avatar: while taking the test	2	0.80	6	2.39	27	10.76	72	28.69	144	57.37	251
7. HR Avatar: Validity of Test Link	2	0.80	1	0.40	9	3.59	63	25.10	176	70.12	251
8. Duration of the test in relation to the number of test items	3	1.20	0	0.00	18	7.17	75	29.88	155	61.75	251

9. Technical Assistance from Live Proctor	0	0.00	1	0.40	8	3.19	26	10.36	216	86.06	251
10. Technical Assistance from Head Proctor	0	0.00	3	1.20	9	3.59	47	18.73	192	76.49	251
11. Technical Assistance from Division Helpdesk	0	0.00	0	0.00	6	2.39	22	8.76	223	88.84	251
12. Technical Assistance from NQESH Schools Division TWG	0	0.00	0	0.00	4	1.59	20	7.97	227	90.44	251
13. Technical Assistance from NQESH Regional TWG	1	0.40	0	0.00	11	4.38	46	18.33	193	76.89	251

Note: 1 is Poor and 5 is Excellent

Which of the following you have the most serious issue?

Indicators	Frequency	%
Laptop and its accessories	11	4.38
Internet Connectivity	110	43.82
Venue	41	16.33
Live Proctor	12	4.78
HR Avatar	77	30.68
TOTAL	251	100.00

LIVE PROCTOR ISSUES
State your issue and how it was (tried to be) resolved.

Thankful for the live proctor since he double checks all the needed don'ts and dos
No serious problem as to live proctor because she was very responsive. Truly a big help.
More than a half hour before can accommodate.
It took more than 30. mins to connect with the live proctor
I don't have issue to my live proctor she gave support all the way from pre checkout until finish of mu examination
Our live proctor was very good in terms of accommodating us, very faster
Our live proctors are accommodating and active in times whenever problem comes.
Hope that the live proctor accepts the takers to answer the test items after giving pre instruction to the takers
None so far. My live proctor is friendly. Thanks to her!
So far until the 2nd mock test, live proctors are prompt in assisting examinees during the pre-check out repeatedly
Helpful. No issue
Need to conduct pre checkout not to wait more than 30 minutes

Approachable and easily to contact
I waited for almost 35 minutes before I was, I was accepted. I called immediately the assigned team for TA.
Longer time to be admitted. The waiting time of 30mins prior to admission is too long. Our concentration in the exam is slightly bothered.
The live proctor was very responsive
Always get in touch with the live proctor
Sometimes they make the exam more pressure every time they say how many times you were suspended
None- Excellent performance
Responsive
Friendly and discuss properly the process
Live Proctor was understanding and caring.
None because our live proctor is friendly and very professional
Too late to informed me nor added in the gc that makes me feel panicked.
None, because my live proctor did her best to reconnect me even of several times disconnected.
I was pre checked a little late, the live proctor gives me some tips just to i was wave my hands when i wi be suspend and pre checked again and it was a good tip from her.
Our assigned proctor was doing well. She must respond immediately when the need arises.
In my second mock test I have no issue in my live proctor she's so accommodating and always give an encouragement every time we meet
There was time when proctor cannot immediately do the tasks every time I was disconnected.
No issue about our Live Proctor but at first, we are waiting for almost 1hr. but when we start he is very okey.
I was connected with the live proctor at 9:42am but It took me 33 minutes waiting for my turn to be entertained. Our 1 hour for the pre checkout was almost consumed waiting only to be entertained. Good that when I started the exam, I did not have problem or warnings or even out from the system and answered the mock test all the way... If ever, I only have 27 minutes to be back in the test...
Live proctors help the examinee
None in the 2nd mock test. But during the first mock test, the live proctor was heard only when I am answering more more than half of the test
Friendly in her manner of given clear direction
Our live proctor also experiencing some technicalities for the nationwide internet problems may arises and sometimes the delaying responses to continue especially when the time I'm disconnected.
But our live proctor was to alert to connect set aside of some irregularities which are not controlled.
Disconnected but the live proctor was very attentive connects immediately
LP are very nice and soft spoken.
Live proctors are really of great help but when you are out, and you are to go through the process again plus the long waiting is quite no helpful for the takers especially those with cordon.
It takes how many minutes be4 I am accepted in the online platform...message in the gc the live proctor for his/her awareness
In accepting the pre check out it takes time before I am accepted by the live proctor
Live proctor was very responsive.
Our live proctor is very kind to us and approachable.
I have no issue with my LP, he's accommodating
I was disconnected 5 times...d first was 25 minutes before I was accepted
There is no problem about the live proctor because he is kind and approachable. He will answer directly of some queries happened.

The live proctor not response immediately it takes more than 30 minutes before i can proceed in taking the exam
No issue with the live proctor since she does her part well
Our Live Proctors from the first Mock test up to the second mock test were very expert and quick response and easy to give the instructions quickly following the guidelines.
Very understanding no problem
Live proctor was in an emergency. He needed to go. I contacted one of the proctors
I have no issue with my live proctor
None so far because the live proctor we had is very active to do her obligation in acknowledging me
Commendable because they really support answering our queries. They boost our confidence in answering the test questions
Very responsive and accommodating.
No issue. My live proctor was friendly, she can be trusted. She made sure that all the challenges met by her examinees will be resolved the earliest possible time. She was a kin observer of what I was doing and immediately rescue me if I need help.
My live proctor is very alert and attentive every time we are disconnected.
None, my proctor is very responsive, and she really guides me what to do.
From my 2 mock test my proctors were very kind I do not have problems with them
It takes 20-30 minutes that our Live Proctor could entertain us.
I have no issue with the live proctor
We felt no worries if ever we lost in our room, because before the start, our live proctor told me that be patience while waiting.
Like proctor was proactive enough of his/her function in facilitating during pre-check out activity. So far there will be no issue at all to be resolved at our end.
I was suspended several times because of my eye movement when reading those questions, I am thankful to my live proctor because he is patiently willing to allow me to re connect to the test.
So far so good. They are always there to help us specially when we sometimes disconnected
The issue that I have in the live proctor I waited for a long time imagine more than 30 minutes before he recognizes me, I am in stress moment because I started the test was too late Plus when I disconnected, I rushed to click the exit for now I order to restart but still waiting for how many minutes for the live proctor.
Live proctor is just okay, she is very kind and considerate.
Live proctor also experiences technical problem, thus making the examinees waited for a long time to reconnect with.
A little delay on acceptance. Maybe due a lot of participants to cater
It takes too long to attend me.
very excellent the way the live proctor conducted the whole administration of the mock test
very accommodating and very kind, nothing to comment
I called my live proctor to help me proceed or to finish the mock test because there is a question that no submit answer that's why I was not able to finish my mock test. For the 5th times I called up my live proctor, but he is already out already.
Not cleared voice due to sounds congested
No problem encountered to my Live proctor
Very responsive and accommodated and easy to access us takers and they quickly response our concern during examinations
Due to internet connectivity for both the live proctor and takers communication may distracted

Love proctor must adhere responsibility of his examinees. Sees to it all her examinees are finished and give technical assistance to the examinee if they need some help.... examinees must leave first from the online platform before the live proctor left
Live proctor cannot attend immediately to the needs of examinee if there are problems arise because of its ratio. 2. It takes 15 to 20 minutes us to wait and it is a waste of time already, if that 20 minutes will be devoted to take the test we can finish earlier
Long time in waiting for re-admission, I think miss communication.
Live proctor is friendly & approachable
it takes almost an hour before he talks
Difficult to reach when exam is ongoing due to the fact that cellular phone is not allowed and there was no chat box in the platform...
Friendly and easy to communicate
The live proctor should communicate to his examinees. constant communication is highly recommended just like the other proctors.
Waited for 52mins.before I accommodated for pre-checkout and procedure with LP and starting the test, due to his internet connections. Waiting for internet connectivity is being fixed.
Satisfactorily good in communication and approach
none because our proctor has an exemplary attitude very patient and always at hand to help and assist.Thank you sir Chris
I don't have issue with our live proctor. she is knowledgeable, sensitive to the examinee's concern, she knew very well her job with efficiency
our Live Proctor mam Jen Jovita has a very excellent performance in dealing with us.
Waiting more than 30 mins for the live proctor to connect me thus I call help to our SDO ITO
He is very approachable and accommodating, I really like my live proctor how he assisted us.
I started at exactly 9:40 waiting my live proctor untill 10:44 he begins to check me but suddenly when he say to me show me your working area. Nawawala siya at biglang may nag display sa screen na your live proctor seen you pls wait so nag hintay ako ng nag hintay saka niya na ako binalikan. Nagsimula ako sa test 10:57 am siguro yon? Basta matagal.
Nice and approachable live proctor.
Our live proctor was very accomodating , approachable ,friendly ,understanding he doing his job well.
Must have 100 Mbps speed
I have no issue encountered for the live protor, they are all alert to the needs of the examinee
waiting for 30 mins to be accepted again
My live proctor is kind and supportive
I still hear the sound of the proctor while i started the test
Live proctor is very kind..Very accommodating
Our live proctor made us calm and confident in continuing the test.
waiting time of the proctor to attend to examinee is quite long
No problem with the live proctor
Spend more time waiting for the live proctor to attend us.
Waiting time to be accepted is too long, maybe it's on the live proctor's internet issue
Very friendly live proctors.
The time spent in waiting the live proctor to Pre check out
At first the location of the live proctor is very noisy, and I can hardly hear her instructions, but I've tried to listen and understand it.

Technical problem issued on internet connectivity, and it was interrupted to the live proctor that's why I waited for 10 mins to be in the platform exam browser.
It was resolved more than 30 minutes of waiting.
The live proctor is fine except that there was issue in the connectivity, and she took like 25 minutes to check on me.
My live proctor is very calm, friendly, and facilitative. He can easily connect back every time when I was disconnected. Much appreciated!
My live proctor is very nice, friend ly and approachable
After waiting for 35 minutes the live proctor entertained me and conducted pre-check-up activities.
After nearly an hour of waiting, she still contacted us to let us know what was going on, which helped to reduce our anxiety.
She is responsive and friendly
Excellent instructed to me and got it
Internet connectivity-sometimes fluctuating or not stable so i guess need back up also.
The live proctor is very good and approachable she always ready to give assistance and answers our call asking for the pre check out activities.
It takes times be entertained but I was notified by bybthe admin to wait...
My live proctor is amazing & ready to assist specially during the time that I am disconnected.
I had no issue with my live proctor because he was so accommodating to me especially when I committed same errors for more than 10 times. He was there assisting and comforting me.
At first, I started on time but when the time i am almost done with the first part activity the internet connection of my live proctor was cut off, she lost her internet connection. I thought at first I am the one lost my net connection but my live proctor informed me she was the one who lost her connections yes I can't deny I felt little bit panic but until I decided to out or exit and re started again. And when I was done the process, I waited her for more than 30 minutes of my live proctor. Until the time my live proctor back to me again due process and done it again. So, I started answered my test questions followed the guidelines. Until I finished it successfully.
Live proctor is good, and I am so thankful to him that reduces my stress because he is doing his best to facilitate for us to finish the exam encouraging us to continue even, we keep out in the platform due to 601 issues
Great job to our live proctor
Time waiting of the response after stop assessment.
Active and he is doing his task
During our second mock exam, my live proctor accepted me late for 45 minutes for according to him, because of my internet connection is slow and not stable.
Live proctor was too long on accepting if i will restart because of some problems like poor internet and noise.
MY LIVE PROCTOR IS ACTIVELY ADMIT ME.
Because of poor internet connectivity there is a problem to contact.
She's doing her best to reconnect me because I was kick out for several times due to face recognition.
The voice is too slow i could hardly hear.
proctor is so accomodating and service oriented
It takes several minutes before the live proctor entertained me. I don't know if I am already connected to him or not because internet connection really matters. Besides we are ten in the room so it is expected that he can't entertain us right away. What I did is to wait.
Nothing to my Live proctor.
Our live proctor is awake all the time support to our needs thanks you
Versatile, helpful, and alert proctor.

I felt so uneasy upon waiting of the live proctor for almost an hour already when I was disconnected from the test. Thus, I stood up, get my cp from my bag and chat to our live proctor on the GC he created a day prior to the mock test. Fortunately few minutes after he called me in my phone and said he did not see me in the camera.

He advised me to change my internet connection though it was strong but still I follow his instructions but still it was failed because according to him I was already inactive. So again, I connect back to the first device I used finally, I was able to restart the test and finally completely done with it.

Thanks God!

Thanks also to my live proctor who helped me a lot in order to back in.

I don't have any problems with my live proctor because she is very understanding, has a high patience for the technical issues that I encountered, and I know that she is willing to guide and extend her assistance with the problems.

There was no problem with our live proctor because she was very accommodating and very patience to the examinees.

Delayed in few minutes (6 re-start) in allowing the examinee to restart again.

My Live Proctor is really active and accommodating ...in my end, I was really guided with what to do...esp. when times that I got disconnected, she quickly answered me for approval to continue the test....