

EVERY SCHOOL HAS HEROES: MANY WEARS OFFICE IDS INSTEAD OF CHALK DUST

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Recognizing the Everyday Dedication of DepEd Non-Teaching Personnel. The first faces many learners see when they arrive at school are not always their teachers.

It could be the security guard wishing them a good morning. It could be the utility worker cleaning the school before dawn. It could be the clerk attending to the needs of parents at the school office or the administrative personnel already at their desks receiving concerns even before classes start.

These are just some of the many people whose seemingly insignificant stories greatly contribute to a very significant chapter in the history of education.

In every DepEd school, non-teaching personnel play a very significant role in making sure that learning processes are maximized. Although they do not have the blackboards and lesson plans in their desks, what these people do greatly contribute in providing quality education to DepEd learners.

To many, the work of these people may seem to revolve around a big stack of papers. They receive and process different requests from various school personnel. They prepare reports and update records. They monitor supply inventories. They check emails and organize files. In a lot of ways, their work may seem monotonous.

However, if one looks beyond the big stack of papers these people handle, one will surely discover greater meaning in what these people do.

They bring out the change that every learner, teacher, parent, and the whole school community needs and wants.

For every request processed, there is a learner who gains more opportunities.

For every record updated, there is a family that receives more assistance from the school.

For every report prepared, there are school programs that are sustained.

For every complaint addressed, there are individuals that gain more knowledge and receive the support they need from their teachers and schoolmates.

Behind every paper is a person.

If one asks these wonderful people about their work, one will not likely hear the word 'routine' or 'easy'. These people handle a lot of responsibilities which, at times, may seem overwhelming. One minute, they prepare necessary reports that need to be submitted by the end of the day. The next minute, they attend to a parent's concern which requires an immediate response.

Sometimes, they communicate with the Schools Division Office to address a big concern in their respective schools. Other times, they receive calls from teachers needing their assistance or visitors asking for directions. On the contrary, there are also days when everything seems to go smoothly with no problems and concerns needing immediate attention. Regardless of these circumstances, they show up and do what they do best – serve.

Even without the recognition of the general public, they continue to deliver. They do this not for accolades and rewards but for the sheer fact that their service brings about positive change in their environment.

Maybe that is what makes them superheroes.

They achieve greatness one task at a time and in ways that are not always seen by most people. Indeed, their efforts are seldom recognized. No one seems to cheer for them when they update school records or make sure that all reports are submitted on time. No one seems to notice when they are able to address a concern or when they are able to handle a lot of tasks in a day. No one seems to appreciate whenever the school office becomes a place where concerned teachers, learners, and parents feel heard and supported in addressing various concerns.

However, these people continue to do their jobs with utmost sincerity and sense of responsibility because their work speaks louder than rewards and recognition.

They may not have the fame a lot of people desire but these school heroes have something greater, humble hearts willing to be servants of others. They believe that by doing their jobs to the best of their ability, they contribute in achieving a bigger purpose building through quality education.

Undeniably, their sacrifices, service, and positive attitudes pave the way for a brighter future, not just for the learners they serve but for the whole school community as well.

The success of every school program is made possible because of the efforts of many. It is through the collaborative efforts of teaching and non-teaching personnel that every aspect of a school is made possible.

These people work hand in hand in bringing about positive change in the lives of learners. In fact, in all facets of education, from classroom instruction to inventory management, every individual involved in the teaching-learning process becomes part of a bigger change.

It is also important that we recognize the change makers who do not always get the center seat in highlighting success stories, the non-teaching personnel. Their work

ethics speak louder than words. Their humility, sincerity, positive attitudes, and willingness to serve inspire learners, teachers, and parents alike. Their work may start and end in the office, library, stockroom, clinic, or anywhere else for that matter but their impact is seen in every aspect of the school.

In recent years, the roles played by non-teaching personnel have also evolved.

With the introduction of new technologies and systems, non-teaching personnel have embraced change while still maintaining their commitment in serving the school community.

This, in turn, highlights their roles in nation-building, not just for the present but for generations to come as well.

Indeed, the success of every school is never attributed to just one person. It always entails a group of passionate individuals, both inside and outside the classroom, willing to sacrifice their time and effort for the learners.

They sacrifice their time and effort because they believe that the work they do contributes to a bigger cause – national development. For every school that receives an award, for every program that is very well-received by the community, and for every learner who successfully graduates from school, many people should be recognized for their efforts. These individuals serve in offices, answer numerous questions, address concerns, and process a lot of requests. They handle a lot with smiling faces and kind words. These school workers may not stand in a classroom to teach or give a very inspiring speech to their learners but they teach by example, highlighting the values of humility, sincerity, and willingness to serve others.

References:

DepEd's mission, vision, and core values (DepEd, 2015)
Quality basic education and school improvement (BEDP 2030)
The MATATAG Agenda and strengthening school systems
The governance of basic education (RA 9155)
Public service and human resource management (Civil Service Commission)
Current DepEd reforms that emphasize reducing administrative burdens and improving school operations (DepEd Order No. 005, s. 2024)