



# MMUST NEWS

A Weekly Digital Publication of Masinde Muliro University of Science and Technology

*Post*

Vol. 1 Issue 10: 18<sup>th</sup> November – 24<sup>th</sup> November 2018

## In this week's Edition: We unveil the Customer Care and Call Centre



- 13<sup>th</sup> Graduation Ceremony on Friday, 14<sup>th</sup> December 2018
- 2018 Gala Dinner and Awards, Friday, 21<sup>st</sup> December 2018
- National Youth Summit- February 2019



# Editor's Pen



Welcome to the Tenth edition of the MMUST *NewsPost*.

In this Issue, we bring you the journey towards the establishment of the Masinde Muliro University of Science and Technology Customer Care and Call Centre. The Centre is one of the major 2018/2019 Performance Contract targets as signed by the University and the Government. The aim of the Centre is to enhance service delivery. We welcome you to visit the Centre at the new Office Block.

As we wind up the year, activities at the University are also slowing down as the festive season kicks in. We thank you for staying the course with us.

**Nashilluh Brendah Kabindio**

**Chief Editor/ Ag. Public Relations Officer**

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# UNVEILING THE UNIVERSITY CUSTOMER CARE AND CALL CENTRE

By Sandra Dorcas Awuor

In pursuit of its vision of creating a world class student-centred University, Masinde Muliro University of Science and Technology has established a Customer Care and Call Centre. The second University in Kenya after Nairobi University to establish such a Centre, it will be a one stop shop for all internal and external customers to find information about the University. Established under the Public Relations Office, the Centre is on its last stages of being furnished and equipped for subsequent start of operations in January 2019. The establishment of the Customer Care and Call Centre was a noble idea fronted by the Vice Chancellor, Prof. Fredrick Otieno, of offering quality, prompt and centralized services to University customers. In May 2018, the Vice Chancellor sent out Mr. Meshack Nyambane (Coordinator, Marketing) and Ms. Brendah Kabindio (Ag. Public Relations Officer) for a benchmarking visit in various institutions. A proposal for the establishment of the Masinde Muliro University of Science and Technology Customer Care and Call Centre was tabled at the University Management Board and approved.

The Vice Chancellor constituted a Board led by Dr. Joyce Kagendo as the Chairperson to provide strategic and an all inclusive leadership and direction towards the successful establishment of the Centre. Overtime, the Board has worked tirelessly to see to it that the University achieves this vision. A number of activities have taken place including the formation of a Committee to review the Citizens' Service Delivery Charter, interview of interns who will man the Centre, formulation of the Customer Care and Call Centre Service Charter and slogan, acquisition of a toll free number, identification of MMUST customers and their needs among others.

Towards achieving this vision, therefore, the University conducted induction training for the Customer Care and Call Centre interns on 19<sup>th</sup> and 20<sup>th</sup> November 2018 at the Masinde Muliro University of Science and Technology (MMUST).

The two-day intensive training was facilitated

by Dr. Robert Egessa, Ag. Dean (School of Business and Economics), Dr. Peter Bukhala from the Department of Health Promotion and Sports Science and Mr. Meshack Nyambane, the Marketing Coordinator. The training was aimed at introducing the new interns to the University operations and enhance discipline among them to carry out their duties effectively.

During the training, the interns were urged to work together as a team in order to ensure the University achieves its goals as well as nurture lasting relationships with its customers. The trained interns will be responsible for prompt response to all verbal inquiries, e-mail and written inquiries, postal inquiries, telephone calls and general feedback as per the Customer Care and Call Centre Service Charter.

MMUST Customer Care and Call Centre is one of its kind established for the sole purpose of providing an outstanding customer experience. Customer focus being a core value of Masinde Muliro University of Science and Technology (MMUST), the establishment of the Customer Care and Call Centre is an added value to the quality of service provided to our internal and external community. The Customer Care and Call Centre will be operational from Monday to Friday from 7.00a.m to 7p.m and on Saturday from 9a.m to 2.00p.m. The Centre can be contacted through [customer-care@mmust.ac.ke](mailto:customer-care@mmust.ac.ke) or call +254 572505222 at no charge. The University's Customer Care and Call Centre is located at the Ground Floor, new Administration Block (ABA). We wish to thank the following members of the Board for their invaluable commitment and guidance towards achieving this; Dr. Joyce Kagendo, Dr. Peter Bukhala, Dr. Robert Egessa, Dr. Bob Mbori, Mr. Rose Auma, Mr. Meshack Nyambane, Mr. Raymond Koech and Ms. Brendah Kabindio.

**(See gallery for images)**

# MMUST PARTICIPATES IN FALL ARMYWORM TECH CHALLENGE



The School of Computing and Informatics (SCI), MMUST, was represented at the Fall Armyworm Tech Prize Award events which took place on 12<sup>th</sup> to 15<sup>th</sup> November, 2018 in Cape Town, South Africa.

The Fall Armyworm Tech Prize Challenge started in March, 2018 when a call was made seeking digital tools and approaches that provide timely, content-specific information that enable smallholder farmers, and those who support them to identify, treat and track incidence of Fall armyworm in Africa. Out of over 250 entries, Masinde Muliro University SCI team including Dr. Fred Awuor Mzee, Mrs. Dorothy Rambim and Dr. Kelvin K. Omieno, were privileged to be amongst the 20 finalists selected to participate in the co-creation event that took place in Uganda from 26<sup>th</sup> to 29<sup>th</sup> June, 2018.

The team proposed a solution; a digital platform using mobile communication devices, multimedia processing and crowd sourcing to effectively help farmers prevent and fight Fall Armyworm. It was among the few that were selected for a three-day exhibition at AfricaCom, held at Cape Town International Convention Centre. The event featured hundreds of digital innovators and social entrepreneurs driving Africa through the fourth industrial revolution. Given the advancement in ICT technologies including smart devices and IOT, coupled with ever increasing mobile penetrations in remote areas and internet connectivity, digital solutions are more viable strategies towards addressing local problems. The experience acquired from participating in the Fall armyworm Tech Prize Challenge will add value to other solutions the MMUST team is developing.





## MMUST SIGNS MoU WITH GSCAAS

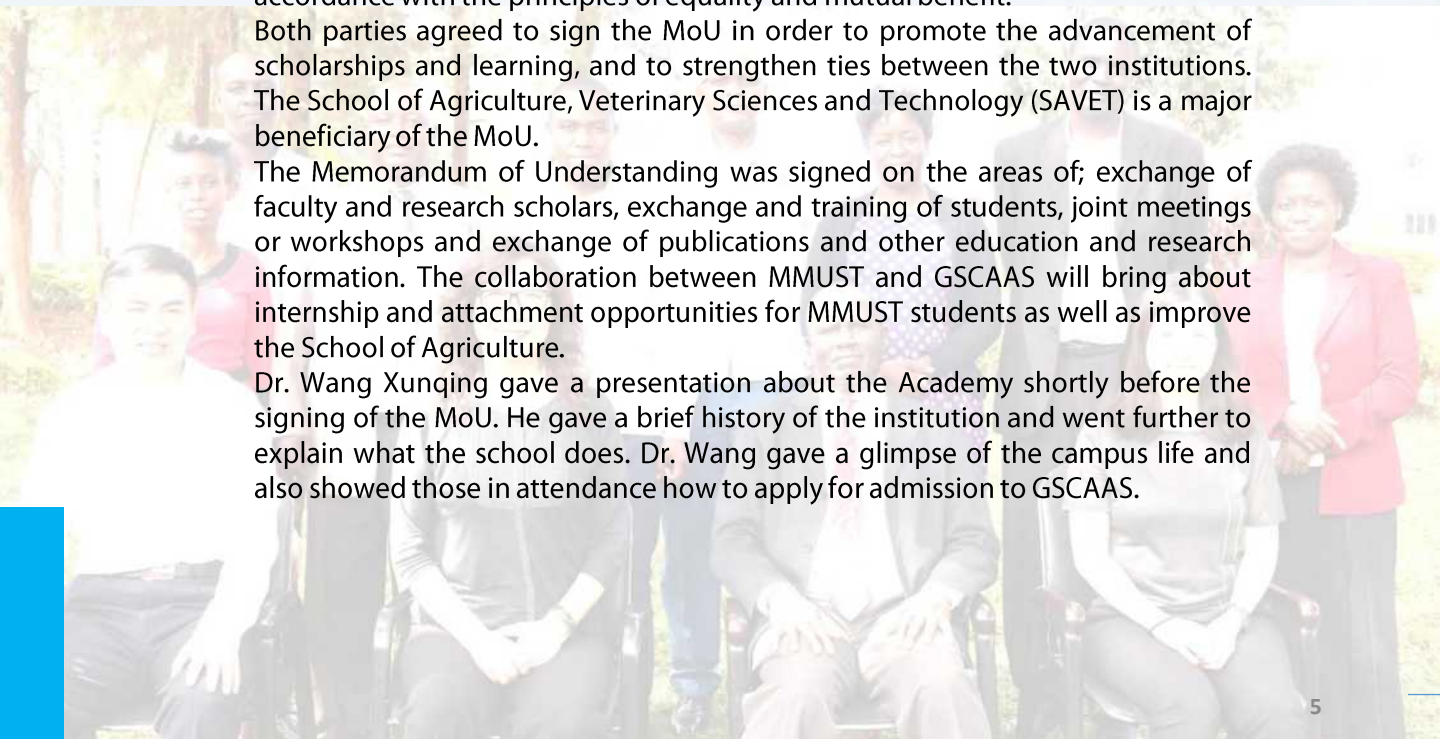
By Mary Wangari Wambugu

**M** Masinde Muliro University of Science and Technology signed a Memorandum of Understanding (MoU) with Graduate School of Chinese Academy of Agricultural Sciences (GSCAAS) on 21<sup>st</sup> November, 2018. Delegates from GSCAAS, led by Dr. Wang Xunqing (the Director of International Education Office at the Academy) visited MMUST to establish bilateral collaboration in education and research, in accordance with the principles of equality and mutual benefit.

Both parties agreed to sign the MoU in order to promote the advancement of scholarships and learning, and to strengthen ties between the two institutions. The School of Agriculture, Veterinary Sciences and Technology (SAVET) is a major beneficiary of the MoU.

The Memorandum of Understanding was signed on the areas of; exchange of faculty and research scholars, exchange and training of students, joint meetings or workshops and exchange of publications and other education and research information. The collaboration between MMUST and GSCAAS will bring about internship and attachment opportunities for MMUST students as well as improve the School of Agriculture.

Dr. Wang Xunqing gave a presentation about the Academy shortly before the signing of the MoU. He gave a brief history of the institution and went further to explain what the school does. Dr. Wang gave a glimpse of the campus life and also showed those in attendance how to apply for admission to GSCAAS.







## ENVIRONMENTAL AWARENESS IN MMUST

By Mary Wangari Wambugu

On 22<sup>nd</sup> November, 2018, the current Miss MMUST, Christine Wanjiku, led a group of students and staff in the cleaning of the University's compound. Among the participants was MMUST's Public Health Officer (Mr. Francis Cheboi), Miss Tourism, Nyamira County and former Miss MMUST (Benita Ogega), Miss Freshers 2018, Debrah Muthoni and some representatives from various clubs.

Miss MMUST came up with this project with an aim of raising environmental awareness in MMUST, as she felt the need to sensitize both students and staff on keeping the University clean. This was her first clean up exercise since she was crowned Miss MMUST this year.

The group went around the University compound collecting garbage and litter as they invited other students to join them in the activity.





# Gallery: Customer Care and Call Centre





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**UPCOMING**



# EVENTS

- Inspection of Universities by the National Assembly Committee on Education and Research, Friday, 23<sup>rd</sup> November 2018 (*Important!!*)
- 13<sup>th</sup> Graduation Ceremony on Friday, 14<sup>th</sup> December 2018
- 2018 Gala Dinner and Awards, Friday, 21<sup>st</sup> December 2018
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