



MMUST NEWS

Post

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MMUST Celebrates Customer Service Week

#Customer Service WEEK 2019



For lasting relationships

UPCOMING

EVENTS

14th Graduation Ceremony



Editor's Pen



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Good morning MMUST Community,

Thank you for sticking with the *NewsPost*. This is the last edition of the third volume and we have a lot covered.

This is the season of signing Performance Contracts for the 2019/2020 Financial Year and MMUST is not left behind. Find out what targets the University has set for itself in order to continue being a world class University.

MMUST also participated in the Nation Media Group Career Fair as it sought to sell its name in the Rift Valley Region. We also bring you the training held at the University conducted by the Commission on Administrative Justice on complaints handling and access to information.

We thank you.



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MMUST Eyed For “Training Pact With Africa” Project By German’s HSWT University

By Albert Induli

Ag. Deputy Vice Chancellor Planning, Research and Innovation-MMUST with Vice-President HSWT University of applied Sciences Prof. Dr. Carsten Lorz and his counterpart Prof. Dr. Ralf Schlauderer during a meeting in MMUST.

The Vice-President of Hochschule Weihenstephan-Triesdorf University of Applied Sciences, Prof. Dr. Carsten Lorz was at Masinde Muliro University of Science and Technology on Thursday, 3rd October on fact finding mission on the possible collaboration in a project dubbed ‘Training Pact with Africa’.

‘Training Pact with Africa’ is essentially a cooperation platform for institutions of higher education in Africa focusing on applied life sciences, which is agriculture and related disciplines. The Pact comprises in the first step four major elements; First, partnership between African institutions and HSWT and its partner network, secondly, mutual training of teaching staff and experts, thirdly, cooperation in scope of the international Master of Agriculture Management and finally, development of a mutual internet platform with a focus on e-learning.

The Project, which is funded by the Federal Ministry for Economic Development of Germany, is intended to trigger exchange of ideas, lecturers and students better understanding of situations of African and German partners in order to find solutions to improve curricula and education.

Speaking during the meeting, Prof. Charles Mutai- acting Deputy Vice Chancellor (Planning, Research and Innovation), who represented the Acting Vice Chancellor, said that MMUST is a centre of technology and it is very much willing to collaborate with like-minded partners, adding that the University was very keen in STEM related areas. The meeting, which lasted about five hours, saw the delegation from HSWT led by Prof. Dr. Lorz present their ideas in a bid to discuss joint activities in a framework of the Training Pact with Africa.

MMUST has continued to maintain its value of global academic excellence by capturing international academic partnerships. In the same vein, being a modern public University of Applied Sciences in Bavaria, a southern German based HSWT University, it focuses on life sciences and green technologies which are critical in solving the current problems facing the two continents. With a population of over 6,000 students and over 150 full time professors, the University is anchored on the philosophy of “Applied Sciences for life” that is, applied training on an academic level and applied research to contribute to the solutions of the global challenges of the present and the future. It, however, concentrates on the following areas; agriculture, horticulture, forestry, food, technology, biotechnology, landscape architecture and environmental engineering.

“We are looking for a partner with good academic training especially in applied sciences so that we can have shared experiences. In Kenya, Masinde Muliro University of Science Technology happens to be among the few on the list. However, for this to work well, it should not be a one way process because we also need to benefit from it,” said Prof. Dr. Carsten Lorz.

Meanwhile, MMUST is expected to consider the partnership and look into the viability of the project as part of its new venture.



MMUST Staff undergo Training on Development of Cascaded Performance Contracts for FY 2019/20

By Awuor Sandra Dorcas

University Management, Heads of Cost Centres, CoDs, Coordinators, Deans, Directors and Workshop facilitators at Bishop Stam for Performance Contract Development Training.

M MMUST Performance Monitoring and Evaluation (PME) Unit organized an intensive training Workshop for the development of Performance Contracts for the Financial Year 2019/2020. The Workshop was held at Bishop Stam on 8th October 2019.

Acting Vice Chancellor Prof. Asenath Sigot thanked the PME Unit for organizing the training. She said that Cost Centres at the University need to come together and think about their Performance Contracts. She added that every Centre should set achievable targets because the Performance Contracts represent a small percentage of what should be delivered.

“If we work together, we will achieve a lot. Let’s think of the best for MMUST because all of us are here to drive the MMUST Agenda. We are building a legacy and all of us have a role to play individually,” said Prof. Sigot.

In addition, Prof. Sigot said that the Performance Contracts help in planning. She said that the University should celebrate for negotiating the best Performance Contract for the FY 2019/2020.

MMUST Performance Contract FY 2019/2020 was negotiated on 18th and 19th September 2019 and vetted by the Office of the President on 24th and 25th September 2019. The Director PME, Mr. Henry Wati, said that some of the core mandates for the University highlighted in MMUST Performance Contract FY 2019/2020 includes establishment of a students' gymnasium, extensive research on cancer, equipping of laboratories, completion of the tuition block, registration of TVET Directorate as an institute, new appointments and promotions to senior lecturer levels, increase enrollment of students in STEM to 8000, set aside 40 million for research, improve university's ranking by 10 slots internationally, increase number of proposals, increase enrollment of postgraduate students to 1000, reinforce a degree programme in Special Needs education, establish Sickle Cell Research Centre in collaboration with Ball State University and establishment of three Green Houses for student training and community use among others.

Mr. Wati said that the MMUST Performance Contract was negotiated by the University Council and will be handed over to the Ag. VC Prof. Sigot for implementation. He added that all heads of Cost Centres should understand the financial functionality of their Centres and Departments.

Dr. Bernadette Sabuni, the Acting DVC (Academic and Students Affairs) urged all Cost Centres to work together. She said that in doing so, MMUST will be a University to look up to.

The training presenter, Mr. Robert Papa Opaat took the members present through development of work plans. He said that the purpose of the training was to ensure that MMUST becomes the ideal University. Mr. Opaat added that all Cost Centres activities should be in line with the University's Strategic Plan and Service Charter.

“The purpose of the Charter is to continuously improve services, accountability and to provide interface between the service provider and the user. MMUST was founded to offer services to the public, therefore, services should be accessible and timely. There should be channels through which users can log their grievances. The Charter should be realistic, responsive and simple. Effective public relations strategy can increase users' awareness of the Citizens Service Delivery Charter (CSDC). Staff should also be trained on the Charter,” he said.

Mr. Opaat added that what could be a cross cutting issue for one Department or Cost Centre might be a core mandate for another. He emphasized on the need for team work in order to ensure the University achieves its core mandates.

Prof. William Shivoga, the Executive Dean of the School of Natural Sciences, while giving the vote of thanks, said that it is high time innovation took the lead.

“Let's work together towards leaving MMUST better than we found it. Our front offices should continuously improve customer service delivery,” he said.



High School students visit MMUST desk during Nation Media Group Career Fair in Nakuru.

MMUST Shines at the 6th Nation Media Group Career Fair

By Awuor Sandra Dorcas

The 6th Edition of the Nation Media Group Career Fair organized by myNetwork pullout magazine, took place on Friday, 27th September 2019 at the Rift Valley Sports Club in Nakuru.

Different universities and tertiary colleges were brought under one roof, providing their potential students with an opportunity to compare programmes and make informed choices. Masinde Muliro University of Science and Technology (MMUST), through the Directorate of Career Services, was part of this impactful event that attracted a good number of Form Four leavers and students seeking to join higher learning institutions in the country.

According to panelists representing different industries at the Career Fair, heads of career departments in high schools play an integral role in shaping the careers of young people.

The panelists, led by NTV's reporter Dan Mwangi, engaged in discussions surrounding entrepreneurship, youth empowerment, talents and creativity.

“We should dissuade young people from the idea of looking for a job. Let them create the jobs for themselves,” said Mr. Kiuna, one of the panelists.

A noteworthy point was raised by Mr. Joseph Choge, CEO Premier Foods Limited, who said that not everyone is cut out for entrepreneurship despite the hero stories about entrepreneurship. The panelists were all in agreement that youth empowerment and internship programs are good initiatives that provide young people with opportunities to develop and nurture skills.



ABOVE: Madam Keziah Mbugua, the Head of Career Department at Tumaini House Secondary School in Nakuru County accompanied some of her students to MMUST tent.

Madam Keziah >>>

I am happy that some of our students such as Anne Njambi, have made up their minds to pursue courses such as medicine and surgery. The world now has changed. We no longer have careers exclusively for boys or girls, any child can undertake any career as long as there is that self-will and focus,” said Madam Keziah.

Speaking to Anne Njambi, a Form Four student at Tumaini House Secondary School, she said that her parents are very supportive of her career choice. Her favorite subjects are Mathematics and Biology.



ABOVE: Anne Njambi, a Form Four Student at Tumaini House Secondary School

Anne Njambi >

“I would like to join a good University that will enable me fulfill my dream of becoming a surgeon one day. My cousin went to MMUST and she told me that the institution is very good in terms of training,” said Njambi.

Chelsea Moraa and Margaret Mwhaki, also Form Four Students from Christ the King Academy in Nakuru, were particularly excited as they inquired about Bachelor of Science and Resource Management and Bachelor of Medicine programmes offered at MMUST.

The two, just like other students and parents who visited MMUST exhibition tent, were given MMUST brochures together with other branded items such as T-shirts, caps, key holders, bags, umbrellas and many more.



ABOVE: Chelsea Moraa (Left) and Margaret Mwhaki (Right) pose for a photo after making inquiries at MMUST tent



LEFT: Sammy Gichia, Form Four Student at Menengai High School, Nakuru.

“I would like to go to a University that offers good services to its talented students. This is important to me because I will not just go hanging around when I am done with school. Most of my friends are very talented but they lack the exposure,” these were the words of Sammy Gichia, a form Four student and avid rugby player at Menengai High School.

Sammy Gichia’s favourite subjects are Mathematics and Computer. Even though he is very passionate about playing rugby, he says he would like to work in ICT once done with University education.

“I have loved the experience of attending such a Career Fair. It has enabled me to interact one on one with people from various universities such as Masinde Muliro. I have learnt about the Talent Scholarships offered at MMUST, which I wasn’t even aware of,” said Gichia.

The Director of Career Services at MMUST, Dr. Teresa Okoth, encouraged parents and students to go through the programmes offered by the University.

“All our programmes are accredited and recognized by the Commission for University Education (CUE). With a population of 18,000 students, we take pride in our well-equipped teaching and learning facilities such as our Anatomy Lab. The Anatomy Lab serves our newly established School of Medicine,” she said.

The Career Fair also provided a benchmarking arena for the different universities and tertiary institutions present.



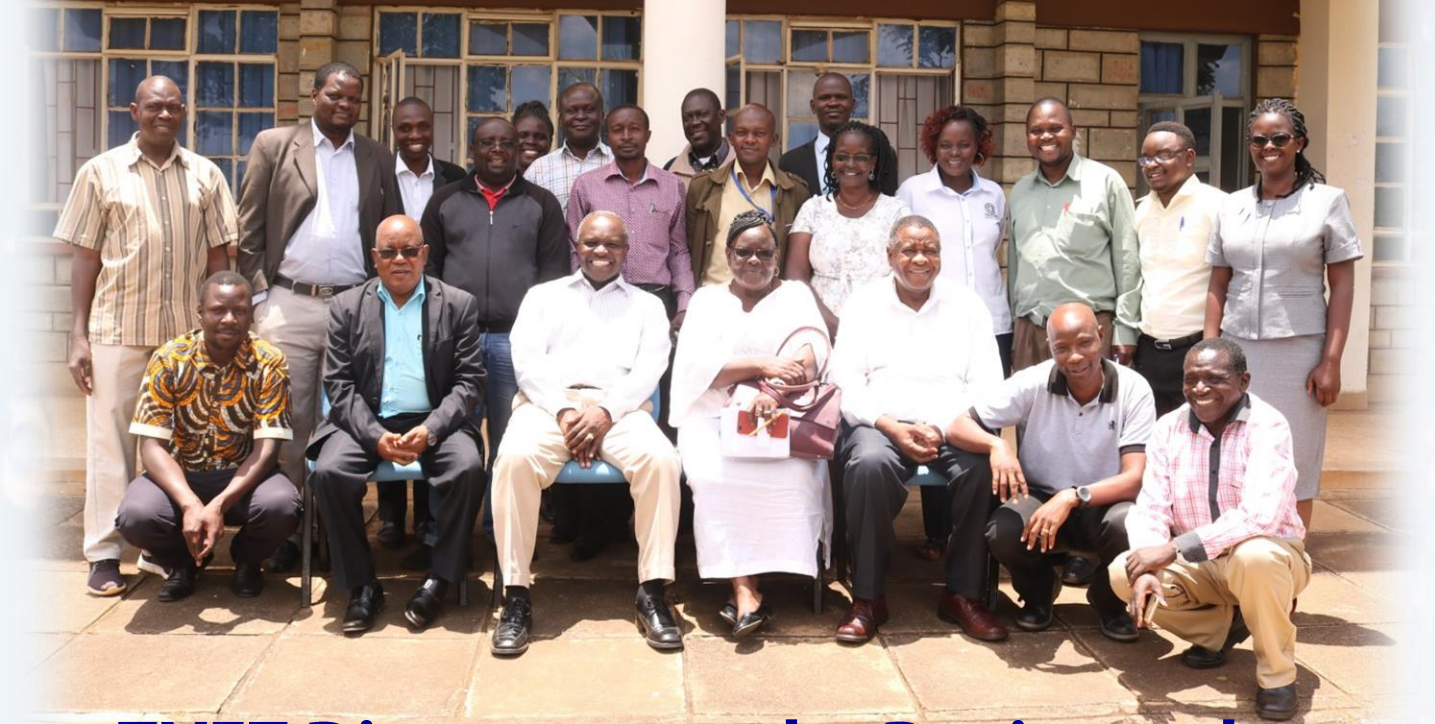
LEFT: Dr. Teresa Okoth taking those in attendance through programmes offered at the University during the 6th Edition of Nation Media Group Career Fair.



ABOVE: Mr. Meshack Nyambane engaging students from various secondary schools on the career reasons for choosing MMUST.



LEFT: The Master of Ceremony awarding gifts to the best performing talents. The gifts were sponsored by MMUST



TVET Directorate to be Registered as an Autonomous Institute

By Awuor Sandra Dorcas

Masinde Muliro University of Science and Technology (MMUST) staff members attended a talk on Work processes and Employment-oriented TVET, which was given by Mr. Stephen Seda from Georgia, USA.

Mr. Stephen Seda, CEO S.E.I Consulting Inc., said that a student who goes through technical education must always learn tangible skills which will help him/her.

“Skills based education is very important. Make sure students are able to do the things you are teaching them. Technology is moving so fast that the people who are teaching also need to be taught,” he said.

He added that students have to be hands on throughout their learning process.

Mr. Seda, also a trainer at Georgia Tech/Georgia State University, highlighted that implementers of programmes have a huge knowledge deficit. He added that there is need for educators and lecturers to be trained to implement the Competence Based Curriculum (CBC) in newly introduced programmes.

“Look for some curriculums that are TVET based, take them and tailor them to suit your students,” said Mr. Seda.

According to Mr. Seda, Georgia Tech is one of the best technical universities in research. He said that there is room to discuss possible partnership between MMUST and Georgia Tech in order to deliver quality research. He, however, discouraged against professors being paid to do research at the expense of students.

Dr. Samuel Waweru, the Director TVET, said that the Directorate was on the right track in terms of piloting more programmes. He said that the TVET loans from Higher Education Loans Board (HELB) for Certificate and Diploma students were open for application. He urged staff members to ensure that the students were aware of the ongoing application, whose deadline is 31st October 2019. He added that plans are underway to register TVET directorate as an autonomous institute.

Mr. James Sakwa, the Chairman of the TVET Board at the institution, gave a vote of thanks to Mr. Steven Seda for the informative and much needed talk. He also thanked members of staff for attending, adding that it was a good learning experience. He urged the teaching staff members to work hard to ensure that students acquire the skills to be competent.

RIGHT: Mr. Stephen Seda addressing staff members





MMUST Welcomes Dialogue With Universities Academic Staff Union Top Leadership

ABOVE: Prof. Asenath Sigot-acting Vice Chancellor MMUST, Dr. Constantine Wasonga -UASU National secretary General, Bro. Muga K'Olale UASU National Chairman, Dr. Jennifer Kumba, UASU National Treasurer, Prof Sammy Kubasu-MMUST Chapter Chairman, with other top Union official sat the Vice Chancellor's Office in MMUST. (PHOTO-Induli)

By Albert Induli

UASU National Office bearers, on Tuesday 8th October 2019, spent their better part of the day at Masinde Muliro University of Science and Technology in a bid to set pace for negotiations on behalf of their members besides having a meeting with them.

The University Academic Staff Union had several issues at hand to present which included; Collective Bargaining Agreement 2013/17 (CBA), MMUST Building Bridges Initiative (MBBI), stagnating promotions for academic staff and medical cover improvement for the Union members.

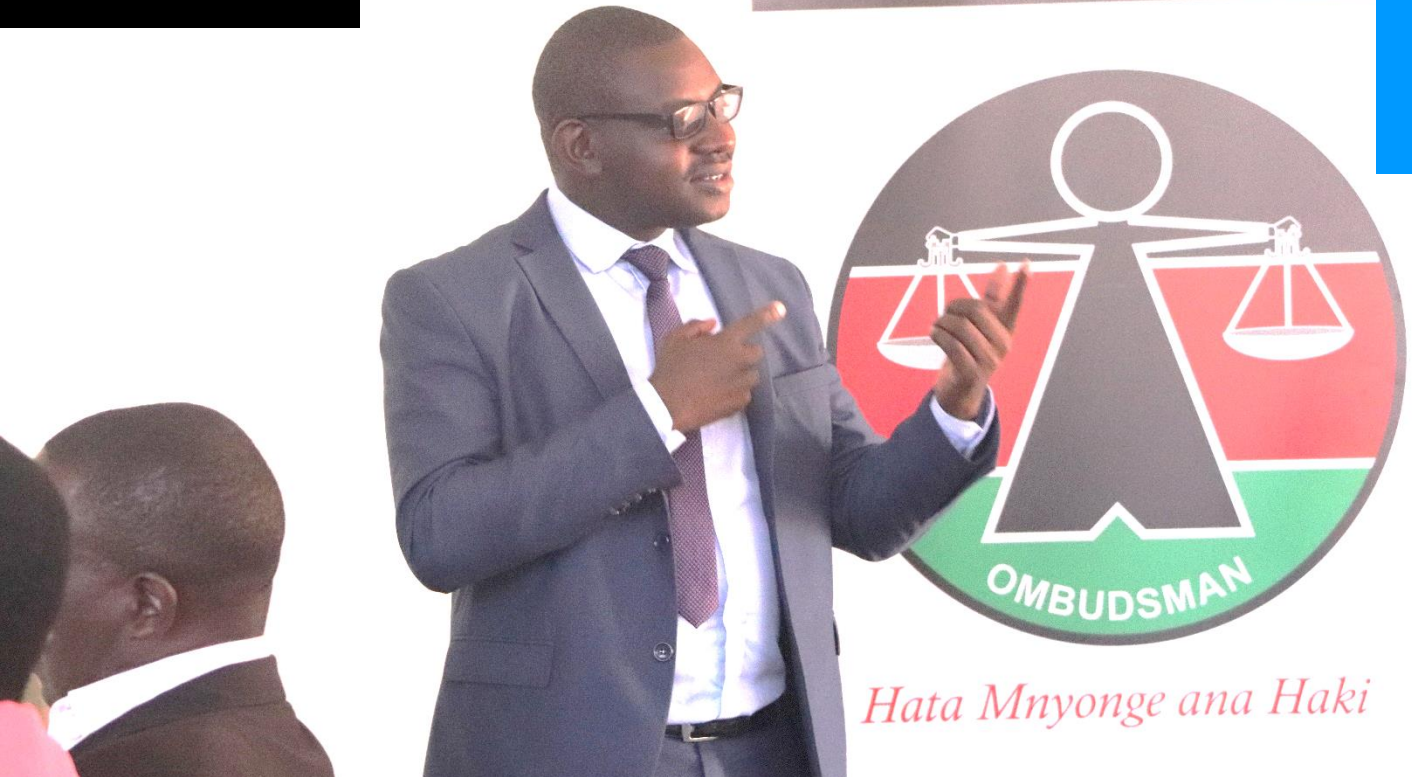
Speaking on behalf of the members, UASU National Secretary General, Dr. Constantine Wasonga implored on the acting Vice Chancellor Prof. Asenath Sigot to engage the University Council in a fruitful discourse that will positively consider the 2013/17 CBA since other universities were already dealing with the 2017/21 CBA so that they can move forward together. In addition, he called upon the Management to support MBBI and asked the acting Vice Chancellor to involve the Union in solving some of the problems that could be hampering its effectiveness.

MMUST Building Bridges Initiative is a unity restoration process that was hatched by former Acting Vice Chancellor, Joseph Prof. Bosire, during the University Prayer day held on 22nd January 2019 at the Graduation Square. It focused on pardon, reconciliation and unity of purpose for the MMUST community.

Furthermore, the Secretary General presented the issue of stagnated promotions stating that members of the academic staff need to be motivated for them to produce results, and that it was the only way they could ensure quality in the institutions of higher learning in the country. Dr. Wasonga summed up by touching on medical cover for members which he urged the acting Vice Chancellor to look on how it could be improved in order to satisfy this important need of the work force.

Responding to the above issues, Prof. Asenath Sigot said she was working hand in hand with the Chancellor of MMUST-Dr. Peter Wanyaga Muthoka-to see to it that the issue of academic staff promotion is handled. Prof. Sigot also said that she had taken the MBBi issue to Council and that they would soon release a report. She, however, requested the Union to be patient with her brief period in Office especially on the issue of CBA 2013/17. On the medical cover issue, the acting VC assured the Union representatives that she is looking into it critically and it shall be considered.

With a membership from thirty one (31) public universities in Kenya, UASU ensures better welfare and terms of service for its members, provision of favorable working environment and protection of its members from harassment and firing by their employers.



Staff Guided on Complaints Management and Access to Information Obligations

ABOVE: Mr. Victor Ongaya of CAJ taking members through the training.

By Wambugu Mary Wangari

The Commission on Administrative Justice (CAJ), also known as 'Office of the Ombudsman', conducted a training session on *Effective Public Complaints Management and Access to Information Act, 2016*, at Masinde Muliro University of Science and Technology on Thursday, 3rd October, 2019. As stated by Dr. Maxwell Mageto, the Coordinator MMUST Ombudsman Office, this Workshop was necessary because one of the University's Performance Contract targets is to carry out capacity building for complaints handling officers, staff and top management.

The acting Vice Chancellor, Prof. Charles Mutai, said that the MMUST Public Complaints Office, open to students, staff and other shareholders, was established in 2012 through the CAJ Act, 2011, with a mandate of ensuring that the substance of any legitimate complaint is dealt with in a timely and appropriate manner in accordance with not only the guidelines set by the Commission, but also Articles 46 and 47 of the Kenyan Constitution.

“MMUST recognizes the fact that legitimate complaints are an important way of getting feedback from stakeholders, which help the University to identify and implement preventive strategies to minimize recurrence of problems, hence improving our reputation” he said.

He further said that as of December 2018, the University Management has provided budgetary support to the Office for; maintenance of complaints handling and management mechanisms, creating awareness on the existence of these mechanisms and conducting capacity building.

Frankline Lilako, a Legal Officer based in the Kisumu Office said that CAJ, whose Motto is ‘Hata Mnyonge ana Haki’, handles issues relating to; maladministration, administration injustice, misconduct and integrity, advisory opinions and proposals on improvement of public administration, training of public institutions and performance contracting, Alternative Dispute Resolution (ADR) methods, promotion of constitutionalism, promotion of access to information, among others. Subsequently, he urged people to distinguish between complaints and lamentations, saying that a complaint needs to be something that one is aggrieved with.

Victor Ongaya, the Planning Officer at CAJ, in his presentation, talked about the process and best practices in complaints management.

“Any person can complain and it is possible for someone to complain on behalf of another person. We should consider complaints as gifts because they add value to any institution, especially in service delivery,” he stated. He said that the following steps should be followed in handling complaints:

- Acknowledge receipt of the complaint
- Examine complaint to know which category it falls in, that is, minor, moderate or major
- Conduct an investigation of the complaint
- Communicate to the complainer
- Follow up to know whether he or she is satisfied
- Audit

Additionally, Mr. Ongaya said that complaints handling services should be accessible to everybody.

“Let’s make these mechanisms effective and place them in areas where people will not feel intimidated,” he continued.

He mentioned that in managing complaints, one should pay particular attention to key principles including, visibility, accessibility, responsiveness, objectivity, confidentiality, affordability, customer focus, accountability and continuous improvement.

According to Mr. Lilako, one of the complaints that often arise in public institutions is on access to information.

“Access to info is a human right as per the Constitution and public entities have a duty to implement the Act. However, people should understand that there is some information that cannot be provided like one touching on privacy or one that may compromise security,” he explained.

The Legal Officer advised people to embrace; ADR methods such as negotiation, mediation, conciliation and arbitration, which are cheaper and less time consuming, and servant leadership which has been said to be the key to the better world that people are yearning for that is freer, healthier, more humane and prosperous.

“Servant leadership cultivates trust and harmony,” he stated.

Mr. Ongaya encouraged customer excellence which he insisted is important in boosting the image of an institution.

He said, “We should be keen on placement of staff. Put the right people in places likely to handle clients.”



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