



MMUST NEWS

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Post

MMUST MARKS CUSTOMER SERVICE WEEK 2020 IN STYLE



**2020 INTERNATIONAL
CUSTOMER SERVICE
WEEK(5TH – 9TH)
OCTOBER CELEBRATIONS.**

THEME - “ DREAM TEAM ”

INSIDE;

- MMUSTAA AGM and Launch of its 2020-2024 Strategic Plan
- AWSE MMUST Chapter Luncheon
- Homecoming celebration for Mr. Walter Yego and Ms. Sheila Nangena



Editor's Pen

Dear MMUST Community,

On this issue, we cover the climax of the Customer Service Week , an internationally recognized event commemorated annually during the first full week of October.

We also highlight the MMUSTAA Annual General Meeting, where the Association launched its 2020-2024 Strategic Plan.

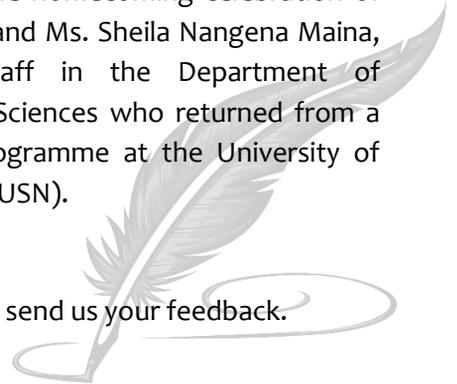
MMUST STEM ambassadors continue to encourage women to take on their leadership skills.

Finally, we bring you the homecoming celebration of Mr. Walter Kibet Yego and Ms. Sheila Nangena Maina, two of MMUST's staff in the Department of Optometry and Vision Sciences who returned from a 13-month exchange programme at the University of South-Eastern Norway (USN).

Read on and feel free to send us your feedback.



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TEAMWORK EMPHASIZED AS MMUST CELEBRATES CUSTOMER SERVICE WEEK 2020



MMUST's Ag. Vice Chancellor, Prof. Solomon Shibairo cuts a cake to mark Customer Service Week together with the Registrar Administration, Ms. R.C Atamba. Looking on are the Director DCCM, Dr. Lydia Anyonje and Public Relations Officer, Ms. Brendah Kabindio.

By Lydia Anyonje [lanyonje@mmust.ac.ke] and Wambugu Mary Wangari [mwangari@mmust.ac.ke]

On Friday 9th October 2020, Masinde Muliro University of Science and Technology marked the culmination of the Customer Service Week, 2020, an internationally recognized event commemorated annually during the first full week of October. This year's Customer Service Week themed 'Dream Team' was organized by the Directorate of Corporate Communications and Marketing (DCCM).

Speaking during the event, the Acting Vice Chancellor, Prof. Solomon Shibairo, said that the customer care center has done well even during Covid-19. He acknowledged the fact that the section has embraced diversity, in terms of gender and ethnicity. Additionally, he encouraged staff to cultivate the culture of positivity, and serve all clients well and in unity. On his part, the Acting DVC Academic and Student Affairs, Prof. Peter Odera, pointed out that DCCM is one of the teams in the University that truly reflects the face of Kenya.

“The customer care center is the backbone of this University,” stated Prof. Charles Mutai, Acting DVC, Administration and Finance. He commended the team for always providing timely and excellent services to both internal and external clients.

“These celebrations are a reflection of the importance of team work in providing outstanding service to all customers,” said Registrar Administration, Ms. R. C. Atamba. In deed all teams that have embraced new work arrangements, are passionate about what they do, strive for excellence, adapt to change, and value teamwork, are truly a ‘Dream Team’ as reflected in this year’s theme.

Other guests and University staff present during the celebration were: Director PSSP, Mr. Dishon Wanjere, Director Research and Postgraduate Support, Prof. Peter Bukhala, Dean of Students Representative, Ms. Pauline Odhiambo and other MMUST staff from different departments. The mainstream media was represented at the event by Mr. Jack Otieno from the Standard and Ms. Brenda Musungu from Nation.



MMUST’s Ag. Vice Chancellor, Prof. Solomon Shibairo poses for a photo during Customer Service Week celebrations at the University’s customer care centre.



Staff members from the Directorate of Corporate Communications and Marketing look on as Ag. Vice Chancellor Prof. Solomon Shibairo cuts a cake together with Registrar Administration R.C Atamba.



LIVE TO THE OBJECTIVES OF THE ASSOCIATION, MMUSTAA ADVISED

By Nashilluh Brendah Kabindio, [bnashilluh@mmust.ac.ke]

The Masinde Muliro University of Science and Technology Alumni Association (MMUSTAA) held its Annual General Meeting (AGM) on Saturday, 10th October at the Golf Hotel, Kakamega. Later, the Association launched its 2020-2024 Strategic Plan which recognizes the need for a clear roadmap that is aligned to the larger University Strategic Plan in order to improve the Association's performance.

The Chief Guest, Hon. Emmanuel Wangwe, the Member of Parliament for Navakholo and the Majority Whip in the National Assembly urged the Alumni to embrace unity of purpose.

“Let us all take cognizance of the fact that MMUST is the economic pillar of the western region. Our economy heavily relies on MMUST so we cannot allow it to come down. We shall always stand with it. As Alumni, you are part of the value chain which can support the University,” he said.

According to Hon. Wangwe, Alumni is the linkage between the University and international students. Thus, in proper handling of international students, MMUST would offer a competitive advantage over the rest since they would become suitable ambassadors of the University beyond the Kenyan border. He also urged the Association to create a fund to support the University.

The acting Vice Chancellor, Prof. Solomon Shibairo, undertook to make the Association bigger than it is now. He said that one of MMUSTAA's role is to improve the image of the University. As such, he called upon everyone who passed through MMUST to be part of the Association and market it wherever they are.



Hon. Emmanuel Wangwe, the Member of Parliament for Navakholo and the Majority Whip in the National Assembly speaking during the Alumni meeting.

“I also urge you to focus on the reasons the Alumni Association is in existence. One of its major role is resource mobilization. Is there any project being funded by the Alumni? May I entreat you to look for finances to promote the University,” he said.

In responding to some of the issues raised by members, Prof. Shibairo said that MMUST had entered an MoU with KNUT and other institutions to waiver fee for its members. He said that it was possible to enter into one with MMUSTAA so that every Alumni interested in coming for another degree at MMUST can benefit from.

On the longevity of Postgraduate training, the VC said that MMUST was streamlining its operations so that postgraduate studies strictly take the stipulated time of completion. This way, MMUST would attract more postgraduate students because it would be known as a centre of excellence in postgraduate training.

The Guest Speaker during the AGM, Mr. David Simiyu, the Principal of the Young Men Christian Association (YMCA) National Training Institute, challenged those present to change their thought processes and patterns and start doing things in a different way if they wanted to see new results.

‘Traditionally, alumni existed away from its alma mater. They were treated as completely different institutions. But things have changed. Now, the alumni have to work hand in hand with the alma mater and the community’, said Mr. Simiyu. He further encouraged the Association to adopt a business model in its operation in order to become a resource to the University.

The Acting Deputy Vice Chancellor in charge of Administration and Finance, Prof. Charles Mutai, said the University supports the Alumni because they play an important role in its development. He urged MMUSTAA to set a strong foundation which would foster a strong Alumni Association.

For Prof. J.S.K Achoka, the acting Deputy Vice Chancellor in charge of Planning, Research and Innovation, in which the Directorate of Careers Services which handles Alumni matters is domiciled, urged MMUSTAA to be united in order to become a force to reckon with citing that there are great minds within them able to contribute great things to MMUSTAA and develop the University.

The Chairman of the Alumni Association, Mr. Kennedy Echesa Lubengu called upon everyone to support the administration of the University.



“Let us not antagonize the management of the University rather let us work together and grow beyond the tribal and ethnic enclaves”

**Mr. Kennedy Echesa Lubengu-
Chairman, Alumni Association**

“Let us not antagonize the management of the University rather let us work together and grow beyond the tribal and ethnic enclaves,” he said.

Also present was one of the WECO founders, Mr. Tom Shivachi, who urged the Alumni to team up with the University and champion for its expansion. He also encouraged them to avoid negative publicity and help the community through the University.

During the plenary session, a number of issues were raised by the members’ present including member registration, flow of communication from the Executive to members, public participation in policy formulation, concentrating on the objectives of the Association in helping the University deal with its challenges, need for inclusivity and representation, creating an Alumni database, recognition of international students and their import in putting the name of the University on the world map among other issues.

The Association is geared to hold its elections in November 2020 to elect into Office new members of the Executive.



WOMEN ENCOURAGED TO TAKE ON LEADERSHIP RESPONSIBILITIES IN THE WORKPLACE

By Gabriel Juma [gabrieljuma631@gmail.com]

The African Women in Science and Engineering (AWSE) MMUST Chapter hosted a luncheon on Tuesday, 6th October 2020 to celebrate not only the women making great strides at the University but also those receiving both national and international acclaim. The event was also aimed at tapping on the experience and soft power of young vibrant leaders as well as documenting their leadership experiences.

In outlining the objective of the event, Dr. Rose Opiyo, the Organising Secretary of AWSE-MMUST Chapter, said that women have continued to perform exceptionally well not only in MMUST but worldwide as well.

“This is the reason why we organised such an event in order to celebrate and appreciate the women in our midst and encourage other upcoming ones to follow suit and even surpass the bar,” she said.

Representing the acting Vice Chancellor, Prof. Solomon Shibairo, the acting Deputy Vice Chancellor in charge of Administration and Finance, Prof. Charles Mutai, lauded the efforts of all the women in the academia for their strength and courage to defy odds and emerge the best.

“We have very many success stories of great things happening under the leadership of women. We remember the Liberian President Ellen Johnson Sirleaf a leading promoter of freedom, peace, justice, women’s empowerment and democratic rule. We also remember President Joyce Banda of Malawi and closer home, Hon. Dr. Ruth Acheng, the Minister of Health in Uganda who has led a gallant fight against the Coronavirus.”

Dr. Bernadette Sabuni, the Dean, School of Engineering and the Built Environment recounted how she was brought up from a humble background and was able to rise in a male dominated profession of Engineering.

“In my Engineering classes, I am very keen with my female students because there are very few of us in this profession. Supporting and empowering women is our greatest responsibility as women in the academia. We should also appreciate the men in our lives for the great support they lend us,” she said.

Dr. Bernadette Abwao, the Dean of Students, shared how she developed leadership skills while in her early 20s. She encouraged women to take on leadership responsibilities. She also articulated the fact that leadership involves delegation and that it was important to learn to listen to other people, whether senior or junior.

“You must stand out by working very hard. However, do not work to be seen. Work without being supervised because leadership calls for innovation. Even though challenges are there, I encourage you to always sanitize your mind when you come across them,” she stated.

Dr. Consolata Ngala, the Associate Dean in the Directorate of Postgraduate Support, pointed out that most women seem not to have confidence in one another which causes a great threat in their growth and survival.

“As women, we do not have confidence in our ourselves. This has hindered our growth, development and leadership. When I was vying for Deanship in the School of Business and Economics, I received immense support from my male colleagues. We should learn to encourage and support one another”, she said.



*STEM Ambassadors
Dance as they head to
the meeting.*

Ms. Connie Lusweti from the School of Nursing and Paramedical Sciences, a community worker par excellence, challenged women to pursue their aspirations in life. “I serve in many community fora within the western region. I am not afraid to find my space in a world dominated by the male gender. Now, I aim to go further and serve as a CEC in one of these County governments. My dream is unlimited. Just watch this space because I shall soon become a Governor or a Vice Chancellor,” she said.

Dr. Tecla Sum, the Chairperson of the Paramedical Sciences Department recently became a lead consultant in matters COVID-19 not only at the University but in the community as well. She has a passion in offering innovative solutions in medical emergency services.

“We have entered into an MoU with AMPATH, USAID and the Moi Teaching and Referral Hospital, Eldoret where we intend to run several activities via the e-Konnnect application including prevention and management of patients living with HIV/AIDS, health systems strengthening, Prevention of Mother-to-Child Transmission (PMTCT) programmes, Orphans and Vulnerable Children (OVC), quality assurance and performance improvement among others. The project is set to run for five (5) years and will cover the whole of Kakamega County. MMUST will receive an AMPATH grant worth over Kshs. 600M to run these activities,” she said.

The colourful event was sponsored by various staff in the academia as well as Union leaders from within and without the University. For outstanding leadership and contribution in society, these women were gifted with various merchandise to commemorate the day.

OPTOMETRY DEPARTMENT CELEBRATES THE HOMECOMING OF MR. WALTER YEGO AND MS. SHEILA NANGENA

By Wambugu Mary Wangari [mwangari@mmust.ac.ke]

The Department of Optometry and Vision Sciences, on Friday, 25th September, 2020, held a homecoming celebration for Mr. Walter Kibet Yego and Ms. Sheila Nangena Maina, two of MMUST's staff who returned from a 13-month exchange programme at the University of South-Eastern Norway (USN), where they underwent an intensive advanced clinical training. This programme, according to the acting Chair of the Department, is based on a collaborative 3-year project funded by the Norwegian Agency for Exchange Cooperation (NOREC), called EYE-FX which stands for Eye Education-Foreign Exchange.

During the seminar, Mr. Walter and Ms. Sheila each shared their personal experiences including the campus life and the sociocultural aspect.

It is important to note that this project has attracted equipment donations worth up to Kshs. 25 million and are in the process of being shipped into the country. With the equipment, MMUST will be able to provide advanced management of glaucoma, among other major eye disorders, to the community as well improve the delivery of academic programmes.

The Acting Deputy Vice Chancellor (Administration and Finance), Prof. Charles Mutai, who was attending the Homecoming on behalf of the Ag. Vice Chancellor, reminded the attendees that MMUST is the only institution that offers Optometry Degree in the country. He also commended the returnees for representing the University well and asked them not to be selfish with the knowledge they acquired. "Share through teaching or even writing papers and editorials," he said.

The second group of staff is expected to travel in August 2021.



Seminar attendees pose for a group photo.



Mr. Walter Yego and Ms. Sheila Nangena cut their cake.

Customer Service Week 2020



#Dream Team

MMUSTAA AGM / Strategic Plan Launch



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