

UNDERSTANDING ESO UTILISATION RATINGS

ESO utilisation reporting was developed to keep clients informed of the usage of the system by officials in terms of monthly, weekly, daily and hourly usage.

In order to calculate a rating for a user, a number of factors are taken into consideration:

Unique Visitors: This represents the number of first time users for a specific period. Every time a specific user logs in for the first time, this login is noted.

Visits: The number of times that users log into the system for the first time, and every time after that, is calculated as Visits.

Pages Visited: The amount of different pages opened, during the above mentioned visits, is added up as pages visited.

Duration of Visits: The time it takes a user to complete a visit is noted as duration of visits.

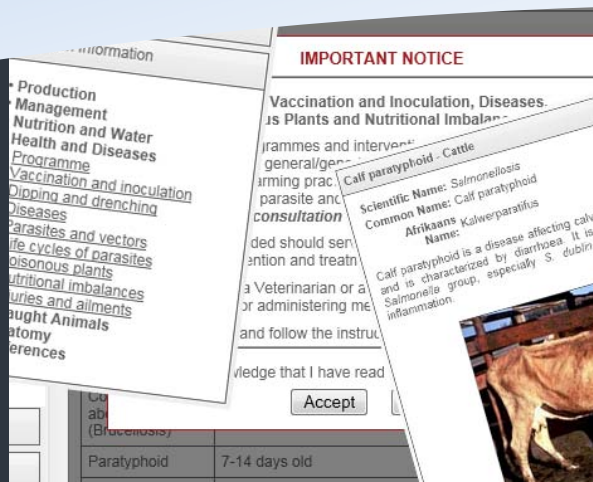
The above totals are then used in a formula to assign a **ratings value** for utilisation of ESO to a specific user.

Piet van Zyl

QUOTE OF THE MONTH

One important key to success is self-confidence. An important key to self-confidence is preparation.

Arthur Ashe



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To receive the Extension Suite Online newsletter via email, register your details on:

www.newsletter.esuite.co.za

THE CORRECT ADMINISTRATION OF ANIMAL HEALTH PRODUCTS

Herd, or flock health involves many factors such as nutrition, housing and prevailing environmental conditions and the implementation of a relevant vaccination and immunisation programme. Together with the correct implementation and administration procedures of such programmes, these factors influence the effectiveness of the annual herd/flock health programme and its ability to prevent and control diseases.

Extension Suite Online provides information and basic guidelines in terms of animal health programmes and specific treatments under the Animal **Health and Diseases** section. Although great care has been taken in the development and updates of Extension Suite Online, the information contained in the system should be seen as general guidelines and should be adapted in consultation with the local Veterinarian to suit the specific circumstances.

Using this information as a broad management guideline will help to ensure healthier animals. However, the incorrect interpretation and application of this information, especially relating to the prevention and treatment of diseases and other conditions in livestock, could have serious consequences – it could cause resistance and immunity build-up in parasites against active ingredients of animal health products, thereby rendering the treatment totally ineffective. Abuse and inaccurate administration of substances could also cause poisoning of consumers and lead to the

uncontrolled spread and inability to contain the disease – it could even lead to high mortalities, or a complete wipe-out of a herd/flock.

To ensure a good understanding of the importance of correct administration of animal health products and other aspects discussed in Extension Suite Online, an important notice with terms and conditions has been drawn up for all users to read and acknowledge before being able to continue to the relevant health section.

By reading and accepting the terms and conditions, the user indemnifies the providers of information from any action which might arise from the use or abuse of any information contained in Extension Suite Online. Although great care has been taken in preparing the information contained in these sections, Extension Suite Online do not and cannot provide any warranty, guarantee or promise, expressed or implied, concerning the content, completeness, accuracy, currency or otherwise of any individual item of information provided through Extension Suite Online.

The entire risk as to the use of information contained in Extension Suite Online is assumed by the user. Manstrat shall have no liability to the user, or any other person or entity for the direct, indirect, incidental, special, or consequential damages whatsoever, resulting from the use of information contained in Extension Suite Online.

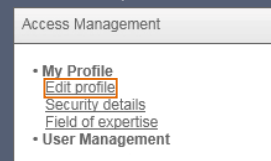
Johan Hoogenboezem

When logging into Extension Suite Online for the first time after registration, users are required to complete some basic profile details. Not all fields are required to be completed to activate the account, but it is always good practise to complete as much information as possible. At the very least, a user should make sure that the personal and basic contact details (First Name, Last Name, Display Name, E-mail Address and Mobile Number) are correct and updated regularly.

The correctness of this information is essential to facilitate good communication between the information centre and the user

where there are technical or production queries, and it is important to note that this information is displayed on the reports and newsletter when determining top users.

To complete or update your profile you can go to the *Toolbar* at the top left corner of ESO, select *Profile > My Profile > Edit Profile* and click Update once all the fields have been completed.



TOP EXTENSION SUITE ONLINE USER FOR JULY 2011

By the constant monitoring of the utilisation of all users in the nine provinces, Manstrat AIS selects the country's top user monthly. These ratings are ultimately used to select an annual national winner.

Congratulations to the National ESO user for July 2011: Lesego Phakedi

During August, we had the opportunity to do an interview with Lesego Phakedi on his usage of ESO:



Q: What would you advise a colleague to do, in order to become a better Extension Officer?

Research, research, research! Make sure that you research your answers well, go to ESO and get the information that you need. And also listen to your farmer to understand what is or her needs are.

Q: How would you encourage Extension Officers to increase their utilisation of ESO?

Arm yourself with information before you go to a farmer so that you have relevant advice at hand, while you are on the farm. You never know what the circumstances are on a farm, whether you will have internet connection or not, if you have prepared well beforehand you will be able to provide the farmer with relevant information.

Q: How often do you use ESO per week?

Depending on the type and amount of research that I have to do, I would say I go onto ESO at least 3 times per week.

Q: How many farmers do you advise?

From the top off my head I would say that I currently advise approximately 134 farmers.

Q: Describe a high point in your career as an Extension Officer.

I have helped in particular a pig farmer through the use of ESO, there are also other land reform projects that I have been involved in and have used ESO to empower me with information and therefore empowering the farmer.

Q: Describe a typical day in your life as an Extension officer.

Mondays with us, are called "Office day" where we get our weekly plan that lays out which farmers we will be visiting, what workshops we need to attend and which meetings we have to go to. Through this planning I will know, for example, that I have to visit a certain farmer say on Thursday, therefore I can start preparing well ahead of time and align the information from ESO with the different objectives that I will have for the week.

Q: Which part of ESO do you use most frequently?

It depends on the requests that I get from the farmers, I make use of both the animal and plant production sections to get information.

Q: What are the biggest challenges that you face in your everyday work as an extension officer?

As an extension officer I do face challenges, but I embrace them with a positive attitude, if I am faced with a problem my best solution and my duty is to go and research to find a solution.

Q: What do you enjoy most about your work as an Extension officer?

Working with people, a lot of the farmers that I advice are elderly people and therefore have a lot of life experiences that one can learn from. I enjoy the fact that I do not lose touch with everything that I have learned from school up until this very day, I use my knowledge daily to empower, inform and help other farmers.

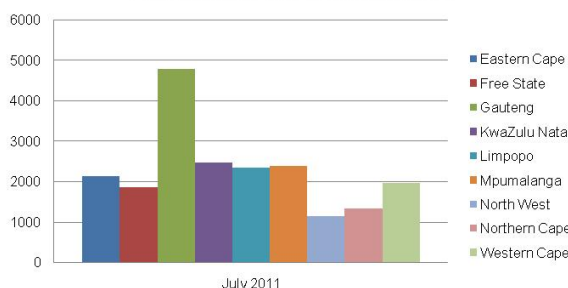
UTILISATION REPORTS

The outlook for the month of July positioned Gauteng Department of Agriculture's top user firmly ahead in the utilisation of ESO. Gauteng was followed by Kwa-Zulu Natal and Mpumalanga, both provinces' top ESO user ratings averaged at around 2000.

Notwithstanding the improvement that Gauteng province's users have shown, dedication to the utilising of ESO is still essential. We encourage extension officers to activate their accounts and start using ESO towards the improvement of extension services in South Africa. We also hope that the difference in user ratings between the provinces will be minimized next month.

Gauteng's top ESO user has a rating of 4786 with 642 hits. KwaZulu Natal and Mpumalanga's top ESO users are at a 2457 rating with 120 hits and a 2389 rating with 228 hits respectively. We encourage all the extension officers in South Africa to aim for the 5000 mark utilisation rating in the following months. Gauteng department of Agriculture's top user has shown us that it can be done!

PROVINCIAL TOP USER RATING



TOP USER IN EACH PROVINCE

PROVINCE	NAME
Eastern Cape	Mthobisi Jackson
Free State	Modupe Vincent Mbele
Gauteng	Lesego Phakedi
KwaZulu Natal	Felicia Mpanza
Limpopo	Jabu Petunia Baloyi
Mpumalanga	Adam Phasha
North West	Ketlile Mabiletsa
Northern Cape	George du Preez
Western Cape	Malebogo Phetlu

Amanda Shokane