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New developments on Extension Suite Online

Wine is the biggest agricultural export from South Africa while two other grape products, table grapes and raisins, are in fourth place. Although cultivation of grape vines for wine, table grapes and raisins is similar in some respects, some practices vary. Vine varieties are specific for each product and growers select the most appropriate and preferred variety for their area. Obviously post-harvest handling and processing are not similar. Information on ESO has been upgraded and expanded to reflect the distinctions between the three cultivation systems more clearly.

The wine making process, which is centred in the Western Cape, is described in more detail with distinctions being drawn between red and white wine-making. Table grapes are obviously sold as fresh produce. Best practices for harvesting and handling must be observed together with cold-chain requirements, to ensure that a top quality product is exported. Raisin grapes are grown in the North West Cape where the climate facilitates post-harvest handling and processing. Drying of the berries is done outdoors, either in the field or on drying floors.

Further information can be found under the **"Plant Production"** module, by selecting the **"Fruit"** menu icon, and making a crop selection in the sidebar of either wine, raisin or table grapes.

Dr. John Lapham

USEFULL TIPS FOR EXTENSIONISTS

Matsunke Malefane and Michèle Cloete

Preventing Conflict

- Know, understand and accept yourself
- You cannot "fix" other people
- Remember difficult people will always be there but learn how to deal with them
- Communication:
  - Be conscious of your body language
  - Listen actively to people's suggestions
  - Choose appropriate words
  - Learn how to paraphrase and ask 'open-ended' questions
- Leave your perceptions, assumptions and ego at home
- Do not micromanage
- Be friendly
- Be open to suggestions and change
- Set yourself realistic goals and objectives

THE VALUE OF RELATED ARTICLES AND EXTENSION GUIDES IN ESO

Related articles are beneficial to the ESO user by supplying supporting information to ESO content as well as providing additional information on the subject at hand.

Running a profitable and successful enterprise involves good knowledge of an extensive range of management aspects, and it is therefore essential to have access to general knowledge on a given subject. Related articles or guides provide valuable added information on subjects linked to the information being viewed. **Condition Scoring** in animals is an example of the value of related articles: While ESO content deals with assessing the condition of an animal by providing a score, related articles will provide the user with supplementary information on aspects such as animal nutrition and health which in turn affects the body condition and reproduction and therefore also the economic success of an enterprise.

The related articles (also known as extension guides) can easily be located on ESO: at the bottom of each content page one finds the heading "Related Articles" or "Extension Guides" where all related articles are listed. A short summary of the guide and the number of pages are provided with each article and by simply clicking on the name of

the article, it will appear in its own pop up window in a PDF format. PDF files are easy to view and can be printed for use in the field or saved for later.

The related articles can also be found under the "Tools, Tips and Guides" information option in the sidebar. These articles are categorised under specific main headings, e.g. Health, Management, Economics, etc. Once again, after selecting an article, a short description and summary of the article is provided. (The "How to" article in the ESO Newsletter Issue 28 of March explains this in more detail.)

Alternatively, related articles can be found under the "Knowledge Centre" navigation tab at the top of ESO and by selecting the "Search" main menu icon. This module allows an ESO user to search for specific guides throughout the whole of ESO by inserting keywords in the search box supplied.

Related articles or extension guides have been made available to guide the ESO user towards all related aspects of a topic and provide a vast range of information to, in the end, ensure a successful production enterprise.

Johan Hoogenboezem

HOW TO TIPS: How to print a PDF guide or article from ESO *Vincent Victor*

The lead article of this month's newsletter explains the value of Extension Guides and Related Articles to its users. Guides and articles function well as printed handouts and can also be saved on a computer for later use. In this month's "How To" article it was decided to show just how easy it is to save or print an Extension Guide from ESO. These guides and articles are found either at the bottom of each content page, the Tools, the Tips and Guides sidebar item or from the Search module. Regardless of the path used to get to the guide or article, its contents will always open in a new popup window after clicking on the link. Usually this popup window will have a similar display as a normal PDF document, with prominent print 🖨 and save 💾 icons at the top. Unfortunately, depending on the browser that is used, these icons might at times not display at all, making it rather tricky to

save or print the document. In the case where the print or save icons are not available, there are 3 easy steps one can follow to print or save the document: **Step 1**, make sure that nothing is selected in the pop up window; **step 2**, right click anywhere inside the popup window, in order to open a small context menu that is made up of different options, the two we are interested in is, "Save As" and "Print"; and **Step 3**, select the preferred option, selecting the "Save As" option will enable one to save the open guide to any location on the computer. Selecting the "Print" option will open the familiar print window, allowing one to print the open guide in a similar way that one would any other document. These two functions will allow any user to save useful guides from ESO to a computer and to easily print out a guide as a tangible document to take with to a client or farmer.

NATIONAL EXTENSION SUITE ONLINE TOP USER: MARCH 2012

The top monthly ESO user is determined by monitoring user utilisation in the nine provinces. Values are attached to Visits, Pages Visited and Duration of Visits to establish the National ESO USER of the Month.

Congratulations to, **Sesi Virginia Tsela**, (Mpumalanga Department Agriculture, Rural Development and Land Administration), who is the ESO National User for March 2012, Sesi is a first time **winner of the ESO National User** award, and receives an ESO 4 Gig USB memory stick, pen and certificate.

During April, we had the opportunity to ask Sesi Virginia Tsela a few questions regarding her usage of ESO:

What is your responsibility at the department?
In April this year I will have been with the department for 19 years, and my responsibility is as an agricultural advisor, mostly in crop production.

How often do you make use of ESO?
I am a new user of Extension Suite Online and I therefore make time during the week to go onto the system to learn how to use it. I read through all the information and when I come across interesting facts I write it down, because you never know when you might need it for future use. My usage also depends on requests that I receive.

Would you recommend ESO to your colleagues?
I would definitely recommend the system to all extension officers, especially to new appointees who can gain a lot of scientific knowledge from ESO.

What section or module within ESO do you use the most?
I mostly make use of Plant Production, but will at times;

Sesi Virginia Tsela

depending on requests have a look at the Animal Production section as well. Some time ago a farmer came to me for advice regarding feed for his goats. He wanted to know if he can feed maize to the goats, he tried Lucerne, but they did not eat it. After searching through Extension Suite Online, I found that, yes one can actually feed maize to goats. ESO has definitely been of help in this situation.

Do you have any tips to other users regarding ESO?
I am still learning how to use the system and where to find the information myself, but the more I use ESO the more I realise that there is a lot that one can learn from the system.

How would you describe ESO as an Extension tool?
Extension Suite Online is my web of information where I can find answers to agricultural related challenges.

MARCH ESO UTILISATION OVERVIEW

Positive growth figures were registered in terms of ESO utilisation during March. The number of pages visited, and the duration of visits to ESO grew by 168.8% and 164.3% respectively.
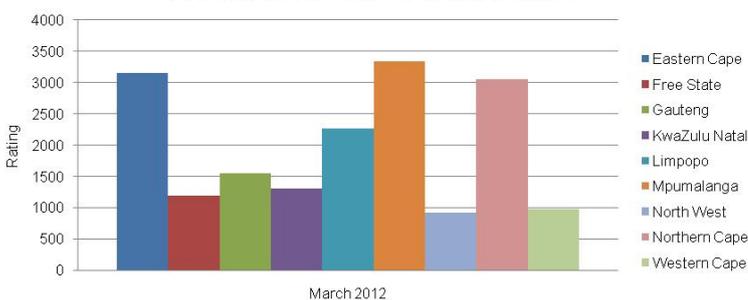
Three new developments need mentioning. Firstly, the number of pages visited as a measurement of ESO utilisation is being broadened from the "unique pages visited" principle to "all pages accessed" and secondly, the number of document downloads from the system (i.e. PDF documents) will be recorded in future. Both improvements will result in more reliable and relevant figures in terms of ESO utilisation.

The third development will be to select the national top ten users by measuring them against the national scores instead of against their own province. A performing province may therefore have more than one user in the top 10.

The national top user for March 2012 was Sesi Virginia Tsela from Mpumalanga with a 3 344 rating.

Thapedi Setshedi

PROVINCIAL TOP USER RATING

PROVINCE	NAME
Eastern Cape	Sindile Magoda
Free State	Makgosi Kodisang
Gauteng	Lesego Phakedi
KwaZulu Natal	Bongumusa Mkhize
Limpopo	Vonani Stella
Mpumalanga	**Sesi Virginia Tsela**
North West	Keemetswe Mosang
Northern Cape	George du Preez
Western Cape	Abueng Moalafi

NAME OF TOP USER IN EACH PROVINCE MARCH 2012