

ESO NEW DEVELOPMENTS

Improved "Processing and Packaging of Goats milk" section

Colleen Janse van Rensburg and Zandisiwe Manyathela

In South Africa, goats are primarily kept for meat production; however, there has been an immense increase in awareness and demand for goats' milk as a possible alternative source of protein and minerals to rural communities. Goats' milk is also an important alternative for people who are sensitive to the proteins in cows' milk. For this reason, farmers are tapping into the potentially lucrative local market with their goats' milk and other milk products. For their business to be successful, they need to fully understand the needs of consumers and be aware of agricultural production and marketing standards.

Milk products and packages vary in size and shape. Packaging is important not only for protecting its contents but also to be presentable to consumers. Processing and packaging adds value to milk products. When executed according to the required standards and meeting user preferences, it will enhance chances of increased profits to farmers.

Information providing simplified milk processing standards, pasteurization temperatures and packaging standards is now available on ESO under the "Economics" information option in the sidebar of the **Milk Goats** menu, select "Adding Value" and then "Goat milk processing", to find this information.

USEFULL TIPS FOR EXTENSIONISTS

Matsunke Malefane and Michèle Cloete

Preparing and meeting a farmer for the first time

Prepare

- Arrange the meeting in advance.
- Collect information about the farm and create a farm profile in ESO.
- Confirm the meeting.

The day of the meeting

- Dress appropriately.
- Be punctual.
- Show enthusiasm in meeting the farmer.
- Get the conversation going by complimenting positive aspects, asking questions; making positive remarks etc.
- Give the farmer time to speak about his/her ideas, fears, constraints, goals and struggles.



EXTENSION SUITE ONLINE LITE

Francois van der Merwe

Robert Browning, in a poem, once wrote; "Less is more". The Extension Suite Online™ Lite (ESO Lite) version is a case in point where **less** allows **more** users access to ESO information, making ESO more powerful and flexible to its users.

Dr Roelof De Villiers (CEO) explained in an issue of the ESO Monthly Newsletter that ESO Lite was created to assist users in accessing the system in areas where connectivity was inadequate or slow.

To get to ESO Lite, users simply need to navigate to www.esuite.co.za, which will take them to the Login page where they are required to provide their username and password for access to ESO. On the Login page there is a tick box just below the login button named "Access ESO Lite". After entering their normal username and password and then clicking on the "Access ESO Lite" button, they will be taken to ESO Lite instead of the standard ESO.

While ESO Lite differs from the standard ESO, it should be emphasised that ESO Lite functions in exactly the same manner as the normal ESO version: The navigation menu in ESO Lite is in the same position - just much faster. If a user therefore is familiar with the standard version of ESO, navigating and finding information in ESO Lite will be equally easy.

When clicking on any of the main Navigation tabs in

the top of ESO Lite Navigation Bar such as Animal Production, the user will find that the section contains the same information, and the general look and feel, as the normal version, with the exception that icons and unnecessary images were removed to improve the operating speed of the system. The Lite version is furthermore also split into three areas like the standard version with the Sidebar on the left; and the Content panel on the right and the main menu at the top

Some minor changes have been made to the look and functioning, of the ESO Lite Sidebar. This was done to allow for quick access to the menu items, for instance the accordion-like animation functionality was removed to ensure increased speed and accessibility of the system. Instead of having to expand the menu items in the sidebar manually as with the normal version, ESO Lite items are already expanded and ready to use.

The resource intensive Regional Data section was deactivated in ESO Lite simply to increase the download speeds.

Preliminary tests show the ESO Lite utilisation speed and loading time as 60% faster than the standard version to provide more users the opportunity to use and access ESO anywhere in South Africa where the necessary infrastructure is available.

This issue

Extension Suite Online *Lite* P.1

Make a desktop icon for ESO P.2

Monthly National ESO User P.2

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

www.newsletter.esuite.co.za

Over the past few years, Extension Suite Online (ESO) has come to be known, nationally, as an exciting agricultural tool as users have become more adept at using the system. Regular users of ESO have requested us to explain how they can create a shortcut icon on their computer to assist them in accessing ESO easier and faster. I hope this will be useful:



- **Step 4:** Click "Finish." The shortcut icon will automatically appear on the desktop.

After completing these instructions one can double click the shortcut icon and ESO will instantly open in the default browser.

Helpful Tips

- To move the shortcut icon to an easily accessible location click and drag the icon and place it in the selected position.
- To modify the settings for a shortcut icon, right-click the icon and click on Properties where the image that is used for the icon can be changed.
- To delete the shortcut icon, right-click the shortcut, and then click Delete, or drag the shortcut icon onto the Recycle Bin.

Although there are a number of ways to create a shortcut icon, I have found the following to be one of the best:

- **Step 1:** Right-click in an open area on the desktop. Select "New" and then select "Shortcut."
- **Step 2:** Type "www.esuite.co.za" into the text box and click on "Next".
- **Step 3:** Type a name for the ESO shortcut icon into the text box, e.g.: Esuite or ESO.

MONTHLY NATIONAL EXTENSION SUITE ONLINE USER: AUGUST 2012

ESO utilisation is determined through monitoring user utilisation in the nine provinces and by attaching values to Visits, Pages Visited and Duration of Visits, a rating is calculated to establish the National ESO USER of the Month.

Congratulations to Vhuthu Gavhi (Gauteng Department of Agriculture and Rural Development). He is a second time ESO National monthly user and therefore receives a Sony Digital Camera.



During September, we had the opportunity to ask Vhuthu a few questions regarding his usage of ESO:

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

A: I would advise them to always seek information to update themselves all the time so that they won't grow outdated with the new techniques and innovations, and the most relevant, quick and effective way to do so is definitely through ESO.

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

A: Depending on the type of farmer, an advisor is due to visit the next day, and the type of questions that farmers normally ask, it is highly advisable for us as EO's to always consult with ESO before going to the field. Or, if there is a burning question or topic at that time when dealing with farmers, it is best to check ESO right away and provide farmers with the answer 'there and then'.

Q: How many farmers do you advise?

A: I work under Household Food Security Section. I am responsible for community projects, School Gardens as well as Homestead Gardens. I'm currently responsible for:

Project	Duty
13 Community Projects	Implement and monitor Progress
37 Schools	Implement and monitor Progress
441 Homestead Gardens	Implement

Q: What would you describe as the high point in your career as an Extension Officer?

A: When one of the schools under my guidance and supervision won the National Nutrition Nestle Competition in November 2011 - Zuurbekom Intermediate School.

Q: Give an example of how you made a difference to a specific farmer with ESO's assistance.

A: I can start by saying, almost all the schools that I work with currently, did not have gardens at all. Zuurbekom as an example, when I started working with them in 2009, they only had about a 60 square meter (m2) patch which they were growing Spinach only and harvesting only about 5 – 10 bunches. Currently they are planting on about 1ha of land, producing about 40 bunches – Spinach, 40 boxes Tomatoes, and approximately 25 boxes of Green Peppers.

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

A: Monday – At the office, Tuesday – Field work, Wednesday – About 1 hour at the office then go to the field, Thursday – Field work, Friday – Field work.

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

A: Each and everyday brings a new challenge in the life of an Extension Officer. Farmers are always looking for information and relying on us for assistance. Regardless of whether you are a Crop Scientist or an Animal Scientist, farmers always ask questions regarding their specific production and in most cases they need answers immediately. That is where I always find ESO very useful and handy.

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

A: I get very fulfilled when I have advised (people) farmers, then they act accordingly and become progressive later on. I enjoy helping out people very much.

UTILISATION OVERVIEW FOR AUGUST 2012

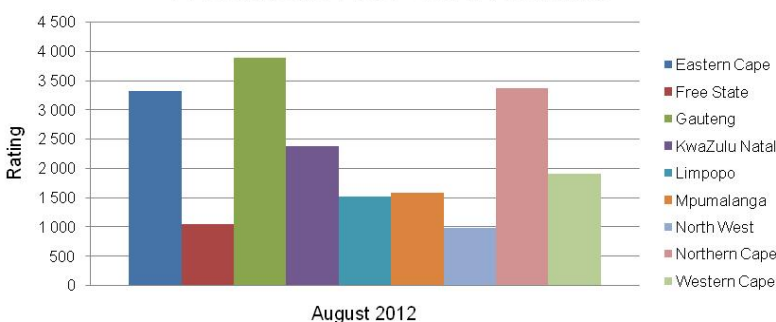
Thapedi Setshedi

User visits to ESO increased by 8.1% during August translating to 8 690 Unique pages being visited by users during the month. Nationally 369 hours were spent studying and downloading information from ESO. It seems that users were inspired by our athletes and the Olympic motto of - "Faster, Higher, Stronger".

The ESO Home Page Discussion Forum had 1 450 hits for the month and a number of new discussions were started by Extension officers and other interested parties.

Vhuthu Gavhi, July's winner did it again in August with a rating of 5 306 points, improving on his July 2012 record which was the highest rating since March 2010 when ESO utilisation was first calculated. One is thankful and impressed that an agricultural advisor spends in excess of 45 hours during a given month on ESO in order to find information and answers for his clients. Could his enthusiasm and hard work be the reason for one of the schools under his guidance winning the National Nestlé Competition in November 2011 and why he is respected by his farmers? Let's salute Mr Gavhi and all other officers doing what they were called to do.

PROVINCIAL TOP USER RATING



NAME OF TOP USER IN EACH PROVINCE AUGUST 2012

PROVINCE	NAME
Eastern Cape	Bonisiwe Patience Mbanjwa
Free State	Boipelo Seekoei
Gauteng	Vhuthu Gavhi
KwaZulu Natal	Zanele Ngcobo
Limpopo	Konute Jackson
Mpumalanga	Johannes Eleck Lamula
North West	Monametsi Rakgase
Northern Cape	George du Preez
Western Cape	Malebogo Phetlu