Efforts aimed at boosting international certification for Engineers trained in the University of Port Harcourt received a major impetus last Wednesday, following a proposed institutional collaboration between the University and an American-based market leader in Subsea technologies. The emergent partnership is expected to consolidate on the graduate programmes of the Offshore Technology Institute in the Institute of Petroleum Studies (IPS), University of Port Harcourt and United States-based FMC Technologies, which has declared its willingness to partner the Institute on a proposed programme in Subsea Engineering. UniPort is the pioneer beneficiary of the project on the entire Africa continent.

FMC which deployed the first Subsea Engineering programme in the United States, promised to develop critical Subsea system engineering talent with full field development perspective at the Offshore Technology Institute of the University, including...
**Ebola**

By Otkor Samuel

As part of a sustained effort aimed at ensuring that the dreaded Ebola Virus Disease (EVD) does not rear its ugly head anywhere on Campus, the University of Port Harcourt Committee on Ebola Virus Epidemic Awareness has distributed 50 infrared thermometer devices to Colleges, Faculties and administrative buildings to screen persons at strategic entry points. The aim is to ensure that staff, students and visitors to the University are properly monitored to determine their temperature and general health status.

Speaking during a training session at the Health Services Department, Secretary to the Committee, Dr. Ken Umeadi and another Member, Dr. Chinwe Ezirim, emphasized that the devices were not meant to detect the Ebola Virus Disease, but to monitor the temperature level of visitors and members of the University.

“The Vice-Chancellor made available infrared thermometers to the Faculties to check the temperature of staff, students and visitors, but it requires a little bit of training so that the equipment can be used correctly to achieve the purpose for which they were made available by the authorities. The normal temperature ranges between 36°C (lower margin) and 37.5°C (higher margin). Anybody whose temperature is outside these ranges needs urgent medical attention and should, therefore, be referred to the Health Services Department for scrutiny,” Dr. Umeadi told the trainees.

The Committee Secretary, who also advised the trainees to keep the infrared Scm away from the human body when measuring the temperature, explained that although the infrared radiation from the device was not in the danger spectrum, the users should be careful not to place it directly on human body and avoid direct eye contact to avoid causing damage to those being screened.

“The infrared is built to measure the human body and don’t bring it into contact with the human face. It doesn’t check people for Ebola; it simply checks them for fever. Don’t expose it to too much heat or extreme cold environment, else it could be damaged. It acclimatizes itself; so, don’t just use it outside and then rush inside to use it when the atmospheric conditions are different,” he said, encouraging all Faculties, Centres and Units to mount hand washing stands with disinfectants to ensure good hygiene in the University environment.

A major highpoint of the training was the distribution of the devices to the identified end-users. Also in attendance was the Matron, Mrs. Florence Ogwo.

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**UniPort NIPRESA Gets New EXCO**

By Ethel Timi-Johnson

Following an election which held on September 1, 2014 at the International Students’ Centre Conference Hall, University Park, a new Executive Council has been elected to run the affairs of the University of Port Harcourt Chapter of the Nigerian Institute of Public Relations Students Association (NIPRESA) for the 2014/15 Academic Year.

Records made available to UniPort Weekly indicate that Miss Linda Nwanna emerged as President, while Otorudo Arweroso secured the position of Vice-President; Charity LongJohn got the position of Secretary of the Chapter. Others elected include Dieona Henry, Assistant Secretary; Eniola Otoki, Public Relations Officer; Fortune Nimenibo, Administrative Secretary; Atonye Alagoo, Treasurer and Ruth Egumah, Financial Secretary.

Briefing UniPort Weekly on the change of baton in the Association last Wednesday, the new President, Miss Nwanna, disclosed plans to consolidate on the achievements of her predecessors, promising that her tenure would focus on increasing the membership strength of the Association and increasing the scope of its activities. “We have opened up membership to not just students of Linguistics and Communication Studies, but also to others from the Departments of Theatre Arts and Film Studies and Marketing, including our colleagues from other Departments that may be interested in the professional practice of Public Relations on the NIPRESA platform,” she told our Correspondent.

The newly-elected President listed Project Keep UniPort Clean, workshops on the role of youths in the forthcoming general elections in Nigeria, professional training, conferences and production of a monthly newsletter as the main focus of her incoming administration.

“We would work closely with our parent body which is the Rivers State Chapter of the Nigerian Institute of Public Relations (NIPR) to achieve these goals,” Nwanna stated, promising to improve on the Association’s relationship with the Department of Linguistics and Communication Studies and the Faculty of Humanities.
AAU President Makes Case For ODL Programmes

Exchanging views with UniPort Weekly after paying a courtesy call on the Vice-Chancellor, penultimate Monday, Jegede, who was in the University to deliver a Keynote Address at the 35th Annual International Conference of the Nigerian Association for Educational Media and Technology, noted that in view of rising demand for educational opportunities and limited offer of places in the conventional university programmes, Open and Distance Learning was not just a veritable alternative, but a critical component of the educational system.

Jegede, who was pioneer Vice-Chancellor of the National Open University of Nigeria (NOUN) and current President of the Association of African Universities (AAU), said that Open and Distance Learning programmes which were anchored on the e-learning platform, was the way to go in the new knowledge society, stressing the need for university staff to have good knowledge of computer application to enable them work efficiently in the new learning environment.

“There is need to test applicants for jobs in Nigerian universities on the use of computer. The manual learning system is being phased out, therefore, staff and students must adapt to the requirements of the new classroom setting to benefit from the explosion of knowledge that would leave the unprepared behind. Nigerian universities need to have staff that have good knowledge of the computer and its application to impart knowledge in the classroom. University staff in the 21st Century should be able to use the computer in a professional manner if they hope to be relevant. Administration, teachers and learners would increasingly rely on the use of computer these days,” he submitted, citing the use of the Internet, Microsoft Excel, amongst other packages as the way to go in the teaching profession for anyone who wished to make impact on the students.

The Professor of Open and Distance Learning Research described those opposed to Open and Distance Learning as ignorant of how the process worked, stating that it had become imperative for everyone to embrace e-learning in the emergent knowledge-based economy of today.

Jegede, who is currently the Secretary to the Government of Kogi State, noted that the younger generation of Nigerians were already keying into the advancement in information technology, saying that “there is virtually no social media that you won’t find young Nigerians making their voices heard. Our children are available in all social media that are available in Nigeria. It is now our turn to key into this interesting and intriguing digital revolution on which meaningful learning depends.”

Agric Faculty Marks World Food Day

The Faculty of Agriculture penultimate Wednesday joined the rest of the world in celebrating this year’s World Food Day with the theme: Family Farming: Feeding the World, Caring for the Earth.

Delivering the Keynote Address at the event which held at the Convocation Arena, University Park, Farming Systems Agronomist, Professor Timothy Wahua, who spoke on the Impact of Family Farming on Food Security and Environmental Sustainability, noted that family farmers would make significant impact on world food security if they were empowered to adequately produce and process food. Professor Wahua listed use of renewable resources, minimization of toxicity, conservation of soil, water and genetic resources as some farming practises that could be sustainable.

Wahua, who lectures at the Rivers State University of Science and Technology, Nkpolu, Port Harcourt, said: “Poor infrastructural facilities, difficult land tenure system and grabbing of land by governments at federal and local levels, lack of cottage industries to process and diversify agricultural produce and creation of jobs to minimise rural-urban migration, inadequate supply of essential farm inputs are some major challenges facing family farming and agricultural production in the country,” he submitted.

Reiterating that this year’s theme highlighted the importance of smallholder farmers in the eradication of hunger and poverty, ensuring food security and proper nutrition, improving livelihood and managing natural resources, Vice-Chancellor, Professor Joseph Ajienka, who was represented by the Director, Special Projects, Professor Matthew Wegwu, expressed optimism that the Faculty of Agriculture would provide appropriate solutions to the country’s agricultural and rural developmental needs in the drive to attain food security.

Minister of Agriculture and Rural Development, Dr. Akinwumi Adesina, represented by the South-South Regional Director of the Ministry, Mr. Martin Odey, pointed out that the World Food Day was aimed at heightening public awareness on global solidarity in the struggle against hunger, malnutrition and poverty. “There is need to set new agenda for the development of effective public-private partnerships that would end malnutrition in Africa,” the Minister stressed.

Disclosing that the vision of the Faculty was to produce manpower with wide-ranging skills and the capacity to utilize scientific knowledge in developing practical solutions to the problems of agricultural production and related activities, Dean of the Faculty of Agriculture, Professor Ekanem Wokoma, appealed to the Federal government to establish an Agricultural Intervention Fund (AIF) for universities in the Niger Delta region to enable them meet their core mandate of producing enough food to feed the teeming population and also earn income. The Fund would address issues of oil exploratory activities and lack of agricultural manpower in the region,” Professor Wokoma added, regretting that paucity of funds has seriously scuttled quality research endeavours in tertiary institutions in the country. The event was rounded off with an educational tour of the Green River Project of the Nigerian Agip Oil Company (NAOC), Obrikom with a view of facilitating partnerships between the multinational oil giant and the University.
V-C Seeks More Partnership With NSE To Grow Engineering

By Otikor Samuel

Vice-Chancellor, Professor Joseph Ajienka, has called on professional Engineering bodies, public-spirited Alumni and stakeholders to support programmes of the College of Engineering to realize the vision of the University aimed at training first-rate Engineering graduates through programmes internationalization at home.

Professor Ajienka, who made the call when a delegation of the Port Harcourt Branch of Nigerian Society of Engineers (NSE) visited the University on an Industrial Meeting with Management and Students, last Tuesday, stated that collaboration with experts from the industry would expose students to broad-based knowledge in both practical and theoretical teachings.

"NSE is a big umbrella body for all practising Engineers, through which we relate to other professionals to enhance the Engineering profession in the country. It is important that we relate to NSE if we must grow as complete Engineers—especially young entrants into the profession who require a lot of mentorship. Some members of the delegation were our former students and I wish to say that a lot of developments have taken place after they graduated from the University. Today, we are very strong at the Graduate level. We are the World Bank Centre of Excellence in Oilfield Chemicals Research; we are the first to graduate Nuclear Engineers in a Nigerian university; our Offshore Technology Institute is the best in the country and we have the best brains in the teaching of Engineering with many other breakthroughs that have solved industry problems," the Vice-Chancellor told his guests.

He pledged his administration’s preparedness to assist NSE members, who would participate in the forthcoming World Engineering Conference on Sustainable Infrastructure (WECSI) 2014, as requested by the body, urging the Port Harcourt branch of the body to fashion out appropriate modalities with the College to attract experts to deliver technical papers in subsequent visits.

Earlier, in his speech, Leader of the delegation and Vice-Chairman of the branch, Mr. Emmanuel Idoniboye, said the body was in the University to meet with Management, stakeholders and students in the Engineering discipline, with a view to forging closer collaborations that would lift NSE and the University to greater heights.

The Vice-Chairman informed the Vice-Chancellor that Nigeria would host the forthcoming WECSI 2014 at the International Conference Centre, Abuja between 2nd and 7th November, 2014, soliciting full participation of members in the University. He also disclosed plans by the branch to celebrate the Vice-Chancellor on his elevation to the prestigious Fellowship of the Academy of Petroleum Engineers.

Idoniboye, who graduated from the then Department of Civil and Environmental Engineering, also advised students to take up membership of the Nigerian Universities Engineering Students’ Association (NUESA) to qualify them to practise on graduation, stressing the need for all genuine Engineers to identify with NSE to enable them grow in the profession.

Past Chairmen, who spoke at the enlarged meeting which held at the Ebitimi Banigo Auditorium were: Mr. Odiari Oruwe, Mr. Fyne Ogolo, Mr. Bateim Ogarlago and Dr. Asinyetogha Ig Joni. Other members of the delegation included: Mr. Francis Evanderase (Financial Secretary), Mrs. Chinwe Okoronkwo, Mr. Precious Bobmanu (General Secretary), Mr. Michael Bob-Manuel (Welfare Secretary), Mr. Patrick Erema (Chairman, Nigerian Institution of Civil Engineers) and Mr. Bently George (Nigerian Institution of Electrical and Electronics Engineers).

English Dept Hosts Africa 39 Authors As Part Of PHBF

By Humphrey Ogu

As part of the 2014 edition of the Port Harcourt Book Festival, the Africa 39 Authors, who were unveiled at the opening ceremony of the Port Harcourt World Book Capital, last April, convened at the Conference Hall of Ken Saro-Wiwa English House, University of Port Harcourt, last Wednesday to hold a reading and interactive sessions with students of the Department.

Welcoming the authors drawn from different African countries to the University on behalf of the Vice-Chancellor, Head of the Department of English Studies, Professor Nkem Okoh, expressed joy that such a distinguished crop of authors found time to converge on the University, stating that their presence in the Department would inspire students who nursed an ambition to take up careers in creative writing.

Professor Okoh, who introduced the distinguished visitors to the workings of the Department, described it as the centre of literary criticism with an established reputation in all genres of Literature.

Speaking on behalf of the Festival Director of the book fair, Mrs. Koko Kalango, Omolota Omolayo, expressed appreciation to the University for its longstanding partnership with the Rainbow Book Club, organizers of the Port Harcourt Book Festival, lauding the authors for making it to the festival.

Although not all the 39 authors were present, 20 of them participated in the well-received reading and interactive sessions that had in attendance, Professor Onyemaechi Udemukwu, Professor Omalarica Ogundipe, Drs. Chinyelu Ojukwu, Margaret Nutusuko, Obari Gomba, Emmanuel Ngwoke, amongst other Lecturers from the Department.

STOP PRESS

Graduate and Undergraduate Scholarship

The University community is hereby informed of the 2013/2014 SNEPCo National Merit University Award Scheme. The University Scholarship Award is open to qualified Nigerian Students from all states of the federation. The Application deadline is 31st October, 2014. For more details log on to http://scholastica.ng
University of Port Harcourt in collaboration with the Technical Centre for Agricultural and Rural Cooperation (CTA) based in The Netherlands, have concluded the second phase of a five-day training course in the University. The event attracted participants from institutions of higher learning and research institutes in the South-South and South-East regions of the country.

Declaring open the training on WEB 2.0 Social Media Learning Opportunities at the Elsevier E. Learning Room at the Donald Ekong Library at the University Park, last Tuesday, Deputy Vice-Chancellor (Administration), Professor Ethelbert Nduka, who pointed out that the University Library, was equipped with state-of-the art facilities and resources, urged participants to make the knowledge acquired from the training available to their institutions. “This is like a train-the-trainer course. It is expected that you would embark on knowledge-sharing for the benefit of your colleagues and the various institutions you represent at the end of this gathering,” Professor Nduka told them.

Commending the Facilitators and sponsors of the training programme, University Librarian, Dr. Obiageli Nwodo, expressed satisfaction at the successful hosting of the event in the University for the second time running, promising that the University would continue to be in the forefront of updating staff with the necessary knowledge they need to give their very best on their return to their institutions.

Dean of the Faculty of Agriculture, Professor Ekanem Wokoma and one of the Facilitators of the course, Professor Eberechi Erondu of the Institute of Agriculture, UniPort, disclosed that the training would equip participants with the requisite research and collaborative tools aimed at facilitating their adoption and dissemination of simple and replicable Internet-based technologies and applications. The duo commended CTA for what they described as a laudable initiative at equipping staff with modern techniques to effectively perform their functions. “The training would also facilitate networking and cross-fertilization of ideas that would boost research and agricultural business opportunities within the regions,” Professor Wokoma said, urging participants to be open-minded and be curious to learn more about the aims and objectives of the course.

Dr. Nkechinyere Nwose of the Department of Plant Science and Biotechnology, University of Nigeria, Nsukka, Clement Uwem of the Department of Agricultural Economics and Extension, University of Uyo and Dr. Onome Davis of the Department of Fisheries and Aquatic Environment of the Rivers State University of Science and Technology, thanked the University Management for providing training facilities and availing them an opportunity to acquire knowledge that would enable them compete favourably with their counterparts across the world.

CTA is a joint international institution of the African, Caribbean and Pacific (ACP) group of states and the European Union. Its mission is to advance food and nutritional security, increase prosperity and encourage natural resources management in ACP countries, amongst other objectives.
UniPort, FMC, To Sign Training Partnership

certification programmes for students. Credit hours earned in the certification process would apply towards higher degree programmes at the Institute. The vision includes international cooperation in curriculum sharing and credit hour acceptance by FMC, amongst strategically-located universities aimed at raising a mobile, global Subsea workforce.

While the partnership programme is currently running in such universities as Houston, Norwegian University of Science and Technology, University of Aberdeen, Robert Gordon University and New Castle University, amongst others, General Manager, Subsea Projects and Operations of the company, Mr. Michael Hunt, disclosed that his company would provide requisite expertise on Subsea production and engineering, in addition to developing curriculum for training of staff and students in the University to align their skills with best global operational practices in the industry. “The choice of the University of Port Harcourt is based on the location of the institution in the heart of the Niger Delta which is the oil and gas hub of the country and the entire Gulf of Guinea.”

Describing Subsea Engineering as a combination of all branches of Engineering, such as Mechanical, Civil, Electrical and Information Technology, Hunt described FMC Technologies as a foremost multinational giant in the design, development and maintenance of Subsea production systems. “The whole idea is to assist the University train industry-ready graduates in Subsea Engineering through provision of training facilities and curriculum development. We would also offer scholarships to our employees to participate in the programme when it becomes fully operational in the University which is lucky to be first to benefit from the initiative on the whole African continent,” he stated.

In their separate contributions, Technical Manager and Technical Training Coordinator of FMC Technologies, Jimi Fayemi and Gabriel Ugboro, observed that the proposed collaborative programme would raise competent Subsea Engineers in Nigeria and Africa at large to service the growing industry. The duo, who also rated the University as one of the best in the country, disclosed that some graduates of the University working with the company were doing well as proof of their training in the Institution.

Receiving the guests in his office last Wednesday, Vice-Chancellor, Professor Joseph Ajienka, expressed optimism that the proposed partnership would benefit Nigeria and the Gulf of Guinea, adding that the graduates would fit into global operations, given the industry certification which would be an added advantage to beneficiaries of the proposed partnership. The Vice-Chancellor called on the company to ensure full participation of all the stakeholders at the commencement of the programme.

The new Subsea course would be taught by a professional team that is active in Subsea Engineering industry based on a semester-long graduate level programme, utilizing a state-of-the-art computational tools. The programme would be based in the Department of Mechanical Engineering in the College of Engineering with an Industrial Advisory Board drawn from the industry and academia.

Also in attendance were: Deputy Vice-Chancellor (Academic), Professor Igho Joe; Director of the Institute of Petroleum Studies (IPS), Professor Mike Onyekwulu; Deputy Director IPS, Professor Ogbonda Joel; Director, Offshore Technology Institute, Professor John Okoli and SERVICOM Unit Focal Officer, Professor Tony Arizie.

ENACTUS Empowers Choba Fish Smokers With Chorkor Oven

By Otokor Samuel

In an effort aimed at sustaining the excellent relationship between the University and its host communities, students under the auspices of the University of Port Harcourt Chapter of Enactus have provided a Chorkor Oven to facilitate fish smoking by some Choba market women who smoke fish. Briefing UniPort Weekly after Professor Bene Abbey supported by Acting Director, Entrepreneurial Centre, Dr. Prince Nwakanma, commissioned the Project Smoke It on 15th October, 2014 at the Chorkor Oven site in Choba market, Project Manager, Chibuzee Bethel, disclosed that the group was driven by a passion to empower the traders to grow their trade through small-scale enterprises.

“The Project Smoke It was designed to address the plight of the Choba market women, who in their bid to make a living through fish smoking ended up endangering their health due to excessive smoke inhalation, which is capable of damaging their lungs and sight,” Bethel said, adding that the Chorkor Oven would introduce them to a more environment-friendly means of smoking fish.

Bethel said the project commenced in April 2013, when ENACTUS team identified the hazardous process of fish smoking as part of the challenges facing the Choba market women through a careful needs assessment, adding that the project was implemented in partnership with a non-profit organization, Partnership Initiative in the Niger Delta (PIND).

“The Chorkor Oven is made up of hydraulic bricks and it is built in such a way to conserve heat during fish smoking. The twin oven is designed in such a way that each oven can accommodate about five trays each with capacity for 40 fishes at a time. It can smoke within two to three hours and uses small quantity of fuelwood while accomplishing the task,” he said.

The field coordinator of PIND, Mr. Andrew Adu, the co-Faculty Adviser of ENACTUS UniPort, Mr. Paul Nyakuwu and the former Team Leader of ENACTUS UniPort, Miss Eyo Setuchi, were among participants at the commissioning ceremony.
Stakeholders Discuss University Funding

More than 200 representatives from universities, national ministries, funding agencies, EU institutions and student bodies from more than 30 countries across Europe met earlier this month to consider university funding issues. Held at the University of Bergamo in Italy, this was the second funding forum for the European University Association, or EUA, the organisation representing universities and national rectors’ conferences in 47 European countries.

Thomas Estermann, EUA director for governance, funding and public policy development, set out the findings of an ongoing study of the different ‘efficiency measures’ introduced by many national governments across Europe, notably as a response to the ongoing economic downturn. The report provides year-on-year details of the change in the level of public funding, as well as the long-term evolution since 2008, and the level of funding in relation to GDP and to the size of the student population.

The findings show that although most university systems across the EU have had “consistent funding trajectories” since 2008, there are notable exceptions: in Portugal and Poland study decline has been stopped and even reversed over recent years. In terms of nominal funding, the report says public funding has been in increasing in eight more systems and decreasing in five, with seven countries remaining within the +1% to -1% range. But, applying a provisional inflation rate for 2014 extrapolated from an average of the first five months of the year showed that eight more systems had experienced a drop in funding, while seven had enjoyed an increase, with only four remaining stable.

“It is also evident that, in some systems, nominal stability represents a cut in real terms,” the report states. Among notable changes in funding, adjusted for inflation: Portugal experienced the greatest rise, increasing its budget for higher education institutions by just under 20%. This was the first increase since 2010, following three years of cuts. But the increase is intended to offset a rise in employment costs, arising from increased social security and pension costs faced by universities.

Poland reports the second largest positive change in public funding recorded in this year’s Observatory report, with an increase of just less than 8%. This follows a rise of 5% in the previous year. Hungary stopped the decline in university funding for the first time since the Observatory started collecting data in 2008, recording a small real terms increase in funding of just over 1%.

Lithuania recorded large cuts in university funding of nearly 10%. This represents the resumption of budget reductions following a temporary stabilisation in the level of funding in 2013.

In the United Kingdom, the level of funding for higher education was cut by more than 10% for a third consecutive year, as England continues to transfer the cost burden for teaching activities to students via increased tuition fees.

Ireland has experienced a similar series of cuts to the UK, with a real-term drop of just under 10% in 2013, but with no increase in tuition fees to offset the fall in spending.

Green continues to call for cuts back to higher education funding, with a drop of around 11% this year, following a 24% cut in 2013. These figures do not include staff costs, because university staff are civil servants, and as such are concerned by across-the-board cuts in the public service.

The report says that research funding cuts were made in Slovenia (more than 10%), Spain, Greece (continuing last year’s trend) and Ireland. In Ireland, public authorities expect that universities will improve their performance relative to their public investment, in line with the new EU Framework Programme Horizon 2020 and thus partially offset decreases in public research funding.

But it says the Irish Universities Association reports that ongoing cuts to research funding are already having a negative impact on their universities’ capacity to attract and retain top research and academics, which in turn will make it harder to win more European research funding. Conversely, Norwegian public authorities have provided extra research funding aimed at increasing the number of doctoral candidates.

Called from world universities news

**GUIDEPOST**

**APPOINTMENT**

Mr. Reuben Osigwe, Department of Physical Planning and Development (DPPD), appointed Secretary to the Committee on the establishment of University of Port Harcourt School of Public Health.

**RENEWAL OF CONTRACT APPOINTMENT**

Mr. Samuel Foby, Dean’s Office, Faculty of Management Sciences, granted one year Renewal of Contract Appointment. Effective 9th September, 2014 to 8th September, 2015.

**STUDY LEAVE**

Professor Nelson Brambajia, Department of Pharmacology, Faculty of Basic Medical Sciences, proceeds on a one-year Sabbatical Leave, effective 1st November, 2014.

**CHANGE OF NAME**

MRS. ROSELINE ENYIGWE. Former Miss Roseline Oti of the Library Department now wishes to be known and addressed as Mrs. Roseline Enyigwe. All documents bearing former name remain valid.

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**REDEPLOYMENT**

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<td>Asst. Prof.</td>
<td>College of Continuing Education</td>
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**Stop Press**

**SCHLUMBERGER FOUNDATION CALLS FOR APPLICATION**

The Schlumberger Foundation calls for applications for the 2015-2016 Faculty of the Future Fellowships.

The online application session which opened on 10th September, 2014 would close on 14th November, 2014. The Schlumberger Foundation Faculty for the Future programme launched in 2004, awards Fellowships to developing women from developing and emerging economies to pursue PhD or Post-Doctoral studies in Science, Technology, Engineering and Mathematics (STEM) disciplines at leading universities worldwide. Presently, 405 female scientists from 63 developing countries are studying in 26 countries, 52 of the Fellows are Nigerians. Qualified candidates should go online at https://www.sffslb.com/ Only online applications would be accepted.

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**DEPARTMENT OF GEOGRAPHY AND ENVIRONMENTAL MGT**

**WEATHER OBSERVATORY**

FOR PORT HARCOURT AND ENVIRONS FOR SUNDAY, OCTOBER 26 TO SATURDAY, NOVEMBER 1, 2014

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**DR GLADYS EMENIKE**

**ACTING HOD**

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**SERVICOM CORNER**

**DEALING WITH DIFFICULT CUSTOMERS**

1. Don’t let them get away.
   Stay out of the problem emotionally and concentrate on listening actively. If they make emotional remarks, don’t rise to them.

2. Keep your cool.

The customers want to know that you care and that you are interested in their problems.

4. Stop saying “sorry” - “oh”
   Sorry is an Overused word that has lost its value. Use the word “sorry” as a full sentence example: “I am sorry you have waited for so long.”

5. Empathise
   “I understand how you feel” or “I can understand how that you are angry.”

Remember: - You need to sound genuine to be believed by the customer.

SERVICOM is here to ensure better service delivery.

Y O U  C A N  R E A C H  U S  v i a: 
servicom@uniphort.edu.ng; 08033400064, 07038650174, 08036338445, 08034217112, 08015530412

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Registrar, Pharmacists Council of Nigeria (PCN), Mr. Nurudeen Mohammed, inducted 27 new Pharmacists trained by the University of Port Harcourt at the 3rd Oath Taking/Induction Ceremony of the Faculty of Pharmaceutical Sciences held at the Ebitimi Banigo Auditorium on Friday, 26th September, 2014. Pictures below by our Cameraman, HEADMAN ALU capture highlights of the event.