



STUDENT INDUCTION GUIDE- BOTSWANA OPEN UNIVERSITY

Student Name:

Student Number:

School:

Programme:

A Warm Welcome

The Botswana Open University (BOU) extend its warm welcome to you dear Student

You have made the right choice to enroll and study with BOU. We look forward to working with you and believe we will help you to achieve your learning goal.

I hope you find the programme you have enrolled for interesting and that you will enjoy studying with BOU.

We believe this handbook will help you to:

- Understand the BOU teaching and learning methodology
- Check that you have all that you need to start and complete your programme
- Identify who to contact for advice and assistance where you need help
- Be aware of the different sources of help and information
- Monitor your progress and aim to complete your programme

Your Student Number

Know your Student Number. This is the number that the system allocates to you, the very first time you apply to BOU online. The number is easily identifiable by the year that you first applied to BOU, in your case your number starts with 2025 if you are studying with BOU for the very first time this year. This number is very important as it helps the University to identify you and for you to also access all your records in the University. We expect that every time you communicate with the University, be it through letter, telephone, or any other digital platform, you should clearly include your student number.

Please write your Student Number in the box provided below and make sure that you quote it whenever you contact the University.

I wish you the best in your studies

Director- Student Affairs & Welfare.

Introduction:

Botswana Open University commenced operations in December 2017. The University was instituted through Act No. 13 of 2017 that formalised transformation from Botswana College of Distance and Open Learning to expand access to tertiary education and training on a nation-wide scale using Open and Distance Learning (ODL) methodologies. The University subsidiary functions include;

- National Provision of In-service Education and/or Continuing Professional Development Programmes using Open and Distance Learning (ODL) methodologies;
- Provision of Open Schooling Programmes to Out-of-School Youth and Adults;
- Promotion of lifelong learning; and
- Promotion of equitable access to quality education and training

Botswana Open University offers a range of Programmes under the following Programme Levels:

- Open Schooling,
- Certificate,
- Diploma,
- Undergraduate,
- Graduate and
- Post-Graduate Certificates and degrees.

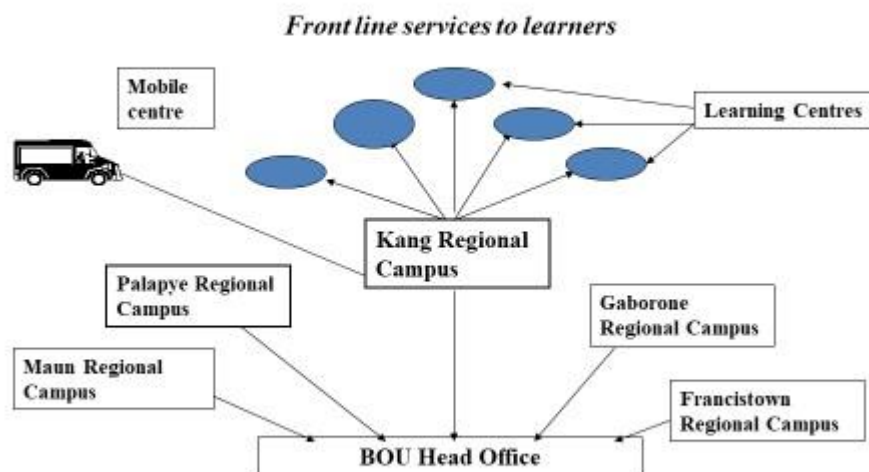
All the Students (including yourself), are supported through five (5) Regional Campuses. Each Regional Campus is headed by a Regional Campus Director. Under the Director, all Programme are headed by a Manager (Open Schooling or Tertiary). In addition to this Induction Guide, you will also receive a welcome tutorial letter from Student Services Division as well as information packs from the Tertiary Manager at your Campus, to welcome you to the Campus as well as share with you more about your Programme and Learning Centre. For more information about registration, the manager will introduce you to the Admissions and Study Centre Officer while for Examinations, you will be introduced to your Assessment and Examinations Officer. A summary of important support officers that you need to note and remember are listed below. Please copy and paste their contact numbers and email addresses into the spaces below from the Campus Tutorial letter. Keep this Guide handy and refer to it whenever to you need to communicate with any of the officers.

Learner Support Model

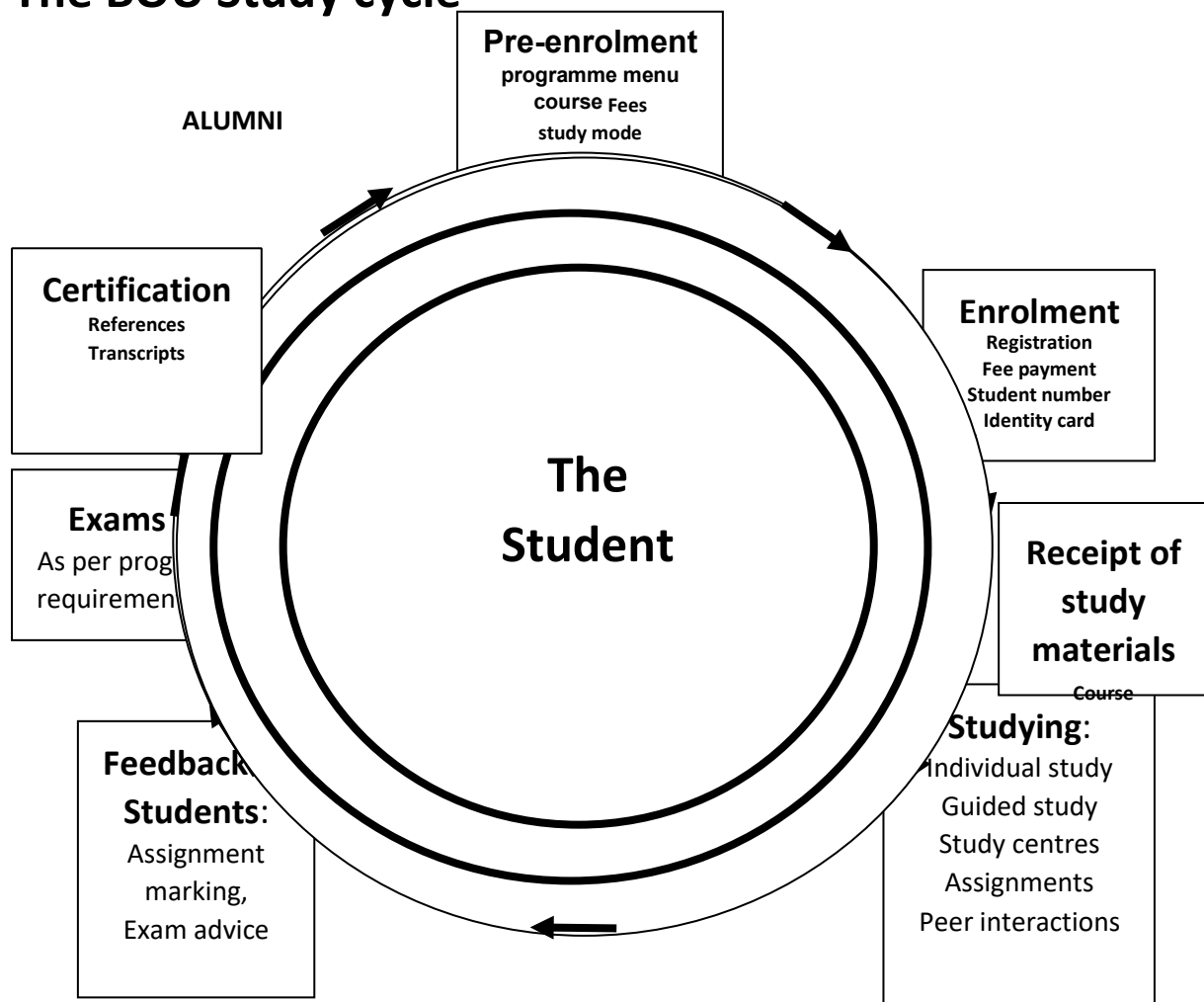
Below is an illustration of the type of Services offered by the Botswana Open University to you. This is a decentralised support system where students are able to learn from wherever they are using Open and Distance Learning methodologies. You

are able to access services at BOU by using different media such as the telephone, sms, whatsapp, e-mail, website, student portal, letter, face to face among others. Feel free to communicate with us as and when there is need during your study.

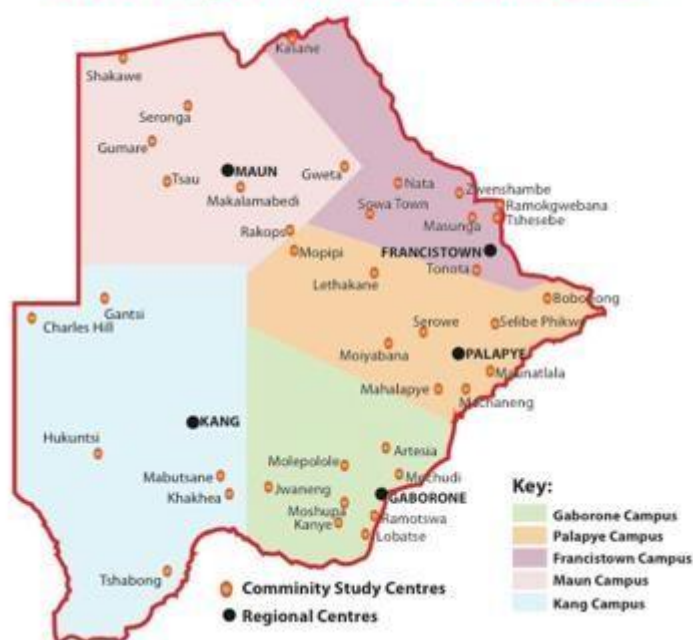
LEARNER SUPPORT SYSTEM



The BOU Study cycle



BOU Regional Offices and CSCs'



LEARNING CENTRES

Each Regional Campus has a Learning Centre as nearest to where you live as possible within your geographical location. It is at your Learning Centre where you will access all the Physical support services. See map below for location of your Regional Campus. For 2025, almost all the Learning Centres are housed within the Regional Campus office. Since all the services you need are accessed online.

The following Services are offered at each BOU Campus using the online platforms available:

Service	Officer Responsible
Semester Registration	Admissions & Study Centre Officer
Examination Registration	Assessment & Examinations Officer
Access to Study Materials	Digital Platforms
Tutorial Timetabling	Tutor Coordinator
Programme Support	Tutor Coordinator
Response to queries and complaints	Manager
Guidance and Counselling	Campus Counsellor/ Tutor Coordinator/Manager
Student Induction	Campus & Academic Staff
Assignment Submission	Online
Assignment Marking	Subject Tutor marker
Assignment Feedback	Subject Tutor marker
Examination coaching & preparation	Assessment & Examinations Officer

Student Role:

As an Open and Distance learning student, you are expected to learn, for most of the time, on your own. The material/Module that you are provided with at the beginning of each Semester is very interactive and therefore serves as your teacher. Each module has self- assessment and self- check exercises. You are expected to attempt these exercises as they will help you to understand your content better. Make sure that you interact with your materials as much as possible before you request for assistance from your Tutor. Remember that your Tutor is there to give guidance, clarify content, and explain topics that are challenging to you. Your Tutor will also give you useful feedback on your assignments and Projects to further understand and to also use these as you prepare for your summative assessments. For you to get maximum benefit from the interactions with your tutor, you need to have familiarised yourself with your content. It is your role to make sure that you have access to the following:

Type of Information	Where do you access this?
Registration Including Fee Payment	Online(www.bou.ac.bw)
Programme Delivery Schedule	Student Portal & Student Centre
Assignments Due Dates	Student Portal & Student Centre
Assignments	Student Portal at your Course pocket
Summative assessment schedule	Student Portal & Student Centre
Modules/Study Materials	Student Portal
Course Group & Tutor	Student Portal under your Campus
Induction Information about BOU	Student Centre
Assessment Information/rules& conduct	Student Centre
Project/Research Supervisor	Student Portal under your Campus
Programme Overview Information	Student Centre under your programme
Study skills & Psychosocial Support	Request Tertiary Manager at your Campus assistance and for referrals
Counselling services	Tertiary Manager/ Counsellor/ e-counselling service on the BOU website ecounselling.bou.ac.bw
Library & Information Services	Director-lis@staff.bou.ac.bw

Organised Online Interactions such as Discussion Forums, Chats, Videos:

It is your responsibility as the student to check your timetable and organise your time such that you are able to participate in these critical activities that are offered to enhance your learning. Your Programme Overview induction will give you more information about these.

BOU Library & Information Services

Currently BOU has Library Facilities at Gaborone Campus, Francistown Campus, Maun Campus and Kang Campus. Palapye students use the Botswana national Library Service in their areas to access the BOU Library Box. To have an enriching study experience, visit the Library online to access the different systems that BOU is using to provide with relevant and current research materials.

The Library has a wide resource base of study materials and journals at your disposal. Make sure that you register to be a member of the Library to enjoy a wide access to these resources. Contact director-lis@staff.bou.ac.bw

Programme Coordinators Contacts at Regional Campuses:

Send your Question or enquiry about your course or programme to the following address at your Campus:

Campus	Contact details
Gaborone	tertiary-gaborone@staff.bou.ac.bw
Francistown	tertiary-francistown@staff.bou.ac.bw
Palapye	tertiary-palapye@staff.bou.ac.bw
Maun	tertiary-maun@staff.bou.ac.bw
Kang	tertiary-kang@staff.bou.ac.bw

Tutor Role

Your Tutor is there to give guidance, clarify content, and explain topics and concepts that are challenging to you. On the Portal, each student has been linked to a particular Tutor for each Course. You are therefore at Liberty to drop questions and seek clarity on your particular Course from your tutor. In your Discussion forums and chats, you will also have the opportunity to ask questions, contribute to critical information exchange within your Course and also share peer to peer learning within your group. Do not miss the opportunity to participate in these organised chats on the portal as they will enrich and widen your knowledge of the subject matter. You stand to also gain useful tips on how to revise for particular topics. Your Tutor will also give you useful feedback on your assignments and Projects so as to further understand and to also use these as you prepare for your summative assessments. For you to get maximum benefit from the interactions with your Tutor, you need to have familiarised yourself with your content of your Course. Remember, your interaction time with your tutor is limited therefore prepare in advance for maximum benefit. The tutor contacts will be shared on the portal.

Assessment:

The University has both formative assessment and Summative Assessment. Please refer to your Programme overview and General Programme Regulations for more details on assessment of each Course. At the Student Centre, you will also have access to different student policies on assessment such as The Student Integrity policy, The Student Assessment Hand Book. These policies are meant to guide your conduct on all assessment related matters. Make sure that you read your policies very closely. Your programme overview will cover in detail, all issues concerning student roles and responsibilities on assessment.

Academic Schools:

A) BOU Programmes are currently offered through the following Schools: (refer to BOU programme Guide on the portal for Programmes offered at each School).

1. School of Business and Management Studies
2. School of Education
3. School of Social Sciences
4. School of Science and Technology
5. School of Graduate Studies
6. College of Open Schooling

Campus Details:

At the Student Centre on the Portal, you will find more detail about each Campus. Go through the detail and expectations from your Campus and refer all your queries study issues to the Campus tertiary email address provided on this guide.

Contacts to each Campus are as follows

Palapye	Gaborone	Maun	Kang	Francistown
The Regional Director, Botswana Open University Private Bag 005, Palapye. 4924024, 4924516	The Regional Director, Botswana Open University Private Bag 00349, Bontleng, Gaborone. 3646123	The Regional Director, Botswana Open University Private Bag 394, Maun. 6865621,	The Regional Director, Botswana Open University Private Bag 006, Kang. 6517248	The Regional Director, Botswana Open University Private Bag F32, Francistown. 2418383

