



Student Services Tutorial Support Letter No 1 2025/26 Academic Year

Welcome Note To ALL BOU Students

Dear 2025/26 BOU Students

Welcome to Student Support Division at the Botswana Open University. This is the Division where you will expect your support needs to be met during the duration of your study. Your Induction Guide, which is part of your induction package has been placed on the Student Centre portal. The Guide is meant to give you more details and directions as to where you will be getting different support services during your study.

The mandate of the Student Services Division is *"to initiate, develop and deliver quality cost effective student support services."*

The Division supports students through the following structures: Department of Student Affairs and Welfare (HQ), Library and Information Services, and five (5) Regional Campuses (Gaborone, Palapye, Francistown, Maun and Kang). The contacts for these are listed at the end of this communication.

Students are offered a variety of learner support interventions to facilitate their learning, retention and progression, to enhance their success as well as to have an enjoyable learning experience. Some of the services we offer you are:

- Administrative support where students are assisted with applications, registration, assessment administration and graduation
- Tuition Support in the form of blended interactions between tutors and students, lecturers and students, Programme Coordinators and students/Tutors, online sessions management, assignment cycle management, online study support and online examination
- Guidance and Counselling support including Psychosocial support and e-counselling (kindly request for this service from your Manager)
- Communication and engagement - liaison and interaction between the Student and the rest of the University organs using various communication modes such as telephone, letter, various IT media, social media, information brochures, flyers and meetings and through your SRC.

- Distribution and Downloading of quality, interactive and up-to-date learning materials and media within the shortest time possible
- Student Advocacy- to ensure the needs of the learners and their interests are taken aboard across the entire university
- Management of Induction sessions and provision of relevant Guides
- Management of Online Student/Tutor Interactions

As part of your Induction, please navigate the Student Portal, using your student number as your Login pin, to access The Student Centre. It is on this platform that you will get to know more about BOU through the materials and information placed there for you. The Packages have very important information that will help you to appreciate your University such as:

1. Botswana Open University Background
2. The Structure of the University
3. The Student Services Division
4. Your Campus
5. The critical contacts information you will need throughout your study
6. The Coordinators for your Programme
7. The Academic Calendar
8. The Delivery Schedule of activities for your programme
9. Your Programme Overview Information
10. Student Induction Guides
11. Student Policies and procedures
12. The role of the Student

We hope your study journey with us will be most enjoyable and exciting and you will have a rich student experience at BOU.

We wish you the best in your studies

Student Services Desk

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