



Student Services Tutorial Support

Letter No 1, 2026/27 Academic Year

Welcome Note to BOU August 2026 Students

Dear Students

Welcome to the 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 bottom 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, and assessment administration at the Campus.
- 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 examinations.
- Guidance and Counselling support including Psychosocial support and Welfare services.
- 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.

- 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. The SRC contact will be shared with you on the student portal.
- Management of Tutor Training sessions and provision of relevant information and student notification.
- 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

We hope your study journey with BOU will be most enjoyable and exciting.

We wish you the best in your studies

Student Affairs and Welfare

Contacts: 3646092/3646069/3646111