



## **Student Services Tutorial Support Letter No 2 2020/21 Academic Year**

### **Welcome Note to Students and Tutors of Botswana Open University**

#### **Dear Tutors and Students**

Welcome to Student Support Division. This is the Division where you will receive your support needs during the duration of your Programme. Your Induction Guide, which is part of your induction package which you can access at the Student Centre on the portal, will give you more detail and directions as to where you will be getting different 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), Academic Registry (HQ), Library and Information Services, and five (5) Regional Campuses (Gaborone, Palapye, Francistown, Maun & Kang)

Students are offered a variety of learner support interventions to facilitate their learning, retention and progression, to enhance their success as well as an enjoyable learning experience. Some of the services we offered 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 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 and virtual 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
- Management of Tutor Training sessions and provision of relevant Guides
- Management of Online Student/Tutor Interactions

As part of your Induction, please navigate the BOU Portal, using your student number/tutor personnel number as your Login pin. On the Student Centre platform, you will get to know more about BOU through the material that have been 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 Information
2. The Student Services Division
3. Your Regional Campus
4. The critical contact information you will need throughout your study
5. The Coordinators for your Programme
6. The Academic Calendar
7. The Delivery Schedule of activities for your programme
8. Your Programme Overview Information

**We wish you the best in your studies**

**Student Services Desk January 2021**