



## RESIDENCE REGISTRATION MANUAL

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## UB VISION, MISSION AND VALUE STATEMENTS- FOUNDATION FOR THE MANUAL

### Vision

The University of Botswana will be a leading academic centre of excellence in Africa and the world

### Mission

The Mission of the University of Botswana is to improve economic and social conditions for the Nation while advancing itself as a distinctively African university with a regional and international outlook. Specifically, the University will:

- Provide excellence in the delivery of learning to ensure society is provided with talented, creative and confident graduates
- Advance knowledge and understanding through excellence in research and its application
- Improve economic and social development by high impact engagement with business, the professions, government and civil society

The University will fulfill its Vision and Mission by:

**Offering** quality academic and professional programmes that ensure a commitment to and a mastery of life-long learning skills as well as encouraging a spirit of critical enquiry

**Developing** a student-centred, intellectually stimulating and technologically advanced teaching, learning and research environment

**Producing** graduates who are independent, confident, self directed, critical thinkers, professionally competent, reflective practitioners, innovative, socially responsible and thereby marketable and competitive nationally and internationally

**Advancing** scholarship and generating research through the discovery, integration, dissemination and application of knowledge

**Serving** as an intellectual and cultural centre that draws upon the nation's indigenous knowledge base and which promotes Botswana's social and cultural heritage as well as being a community resource for new ideas, partnerships, and collaborative effort

**Providing** leadership in responding to the nation's cultural, economic, political scientific, social, technological and industrial needs and contributing to the qualitative development of Botswana's higher education system

**Extending** access to higher education through the utilization of information and communication technologies, within the framework of life-long and open learning

**Recruiting** and developing quality staff and students, recognizing and valuing the essential contribution they make, as well as rewarding excellence in the work they perform

**Promoting** the health, social, and spiritual welfare of the University community through a range of policies and programmes and a diversity of positive co-curricula activities and experiences

**Enhancing** the teaching, learning and research environment through the provision of a proactive style of leadership and management and efficient, effective and quality driven institutional support services.

## Values

To achieve its Vision and to fulfill its Mission, the University of Botswana values the following:

**Students**, by creating a holistic environment which ensures that learning is their central focus and by establishing and developing a range of learning, social, cultural and recreational opportunities that will facilitate the full realization of their potential for academic and personal growth

**Academic Freedom**, by upholding the spirit of free and critical thought and enquiry, through the tolerance of a diversity of beliefs and understanding, as well as the open exchange of ideas and knowledge

**Academic Integrity** expressed in creativity, objective analysis, experimentation, critical appraisal, independent thought, informed debate and intellectual honesty

**Cultural Authenticity** by ensuring that the diversity of Botswana's indigenous values and cultural heritage forms an important part of the academic and organizational life of the institution

**Internationalism** through participation in the global world of scholarship, by being receptive and responsive to issues within the international environment as well as the recruitment of an international staff and student body

**Social responsibility** by promoting an awareness of, and providing leadership in responding to, the issues and problems facing society

**Equity** by ensuring equal opportunity and non-discrimination on the basis of personal, ethnic, religious, gender or other social characteristics

**Autonomy** as an institution, that is, through its self-governing structures, independent in action while being responsive to societal needs

**Public Accountability** by ensuring transparent decision-making and open review as well as the full participation of stakeholders in the development of the institution;

**Productivity** through the setting and rewarding of high standards of performance underpinned by a dedication to quality, efficiency and effectiveness throughout the institution.

## **ACKNOWLEDGEMENTS**

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It is hoped that the manual will provide key information on the residence registration process at UB. This will cover all the process forms that are used for the purpose and their reference numbers. The document will enable users both staff and students to be clear on what form to be used and when. It is envisaged that clarifying such procedures will improve on student's services and provide further reflections as we all make effort towards improving the students experience within the understanding that our students are our ambassadors and thus deserve high levels of service delivery.

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## REGISTRATION MANUAL PURPOSE & STRUCTURE

**Purpose:** The manual is intended to provide information on the UB residence registration processes. It is expected that the manual will be used by;

1. The Student Welfare section as they undertake the registration of students for consistency in the procedures.
2. The wardens as they support residence management, registration and records keeping tasks
3. The UB community as information on the processes, and suggestions on improvements
4. By students for an understanding of the processes and enhanced residence life.
5. Generally for information purposes

**Structure:** The manual is structured around the following key components

1. Student Welfare mandate
2. UB Halls of Residence
3. Residence & Living & Learning Communities
4. New students & Residence life
5. Residence Registration: processes/procedures
6. Conduct in the halls of residence
7. Roles of different sections in residence management
8. Conflict management in the halls of residence
9. Safety & Security in the halls of residence
10. Measurements for achieving resident management goals
11. Possible challenges for residence management & Mitigations

## **INTRODUCTION**

In a competitive tertiary education environment, students will look for experiences that matter, that make them unique and better prepared for life. New and innovative thinking is required to differentiate UB and its products from those of other universities. Innovation and change are therefore necessary to meet the needs of a changing society which also demands new and varied experiences.

As students adjust to university life, they would like to settle into a conducive, non-threatening environment. Key issues that arise are;

- What is my role and that of the University?
- What kind of life style is expected?
- What services are available?
- How safe and secure is the environment?
- What are the expected outcomes?

It is in response to the above questions, that organizations will normally come up with policies, procedures and processes to explain their mandate for information to stakeholders and customers. This manual thus seeks to clarify the role of Student Welfare which is based on the university's vision, mission and value statements captured above.

## **STUDENT WELFARE MANDATE**

The Student Welfare office (currently located in block 139/128; the New Student Centre building), is responsible for the welfare of all students enrolled at UB. It works closely with all administrative and academic departments to assist students to achieve their academic goals as well as assist students to adjust to the culture of the university and the community. The office handles student's accommodation services on campus and ensures a conducive study environment in the university's halls of residence. In summary, the office manages halls of residence at UB.

The department of Student Welfare falls under the division of Student Affairs which is headed by the Deputy Vice Chancellor, Student Affairs. The Student Affairs Division has an overall responsibility of delivering on the strategic goal of the university particularly area 5 of the UB strategy of excellence which emphasizes 'Improving the student Experience' The mission of the division is to provide an enabling environment which aims at quality student services and provides a range of learning, social, cultural, health and recreational opportunities that facilitate full realization of students potential for academic and personal growth. The division seeks to fulfill its objectives through the following mission;

1. Maintaining and enhancing the quality, character and diversity of the student body
2. Stimulate and support the use of information and communication technologies



3. Enhance personal and pastoral support for students, including provision of appropriate counseling, guidance and recreational and social facilities;
4. Delivering services and programmes in a student-centred manner;
5. Providing a residential environment that builds a learning and social community;
6. Ensuring that student facilities are safe, clean and comfortable.
7. Collaborate with all campus constituencies to continuously enhance the educational, physical, social, emotional and spiritual well-being of students;
8. Organize operations to increase enrolment, retention, student satisfaction, and encourage academic success;
9. Promoting a campus climate that encourages intellectual exchange, tolerance and the responsible exercise of individual expression;
10. Improve quality in all operations, strive for continuous improvement, and promote caring, learning and living environments;
11. Advocating for students' needs, facilitative student involvement in governance and student life, and encourage students to accept responsibilities of membership in a campus/academic community;
12. Promoting a work environment in which staff thrive and succeed;
13. Upgrading facilities and technology to enhance staff productivity, effectiveness and morale.

Therefore, the goal of Student Welfare is to ensure a safe and secure residence life for students, conducive for both living and learning.

## UB HALLS OF RESIDENCE

### Structure

The halls of residence at UB are divided into undergraduate and graduate halls of residence, with the latter housing only undergraduates and the former dedicated to graduate students. The capacity for our halls of residence is **4090 beds** including graduate accommodation. The main difference between the two is that graduate halls have self-catering facilities while the undergraduate students are expected to eat from the cafeterias on campus.

There are three types of Residence blocks at UB made up of different structures. The graduate halls of residence are triple storied buildings with self-contained apartments, each with 5 rooms. The undergraduate halls of residence have both single, double, triple or more floors. Some of the buildings are much older (known as barracks) having being built when the university started its operations, and some are much more modern (e.g. Las Vegas) which were built in the recent years and have more

enhanced facilities. It is expected that future buildings will even be more attractive and will take into consideration the diverse and changed needs of the student population.

## Accommodation

Student Welfare offers accommodation to full-time UB registered students. A criteria is used for processing requests for accommodation as in most cases the demand exceed the available spaces. Accommodation is offered for a period of a year, after which a student can indicate if they are still interested to reside on campus or not. However, in future, accommodation will only be offered to first year students from secondary schools to enhance their life experience before they are independent.

Accommodation priority is given to new students and those coming from faraway places including international students. Accommodation can also be offered to none students where there are vacancies and the procedures for doing so are discussed in the following pages. The undergraduate rooms are also allocated on a sharing basis of 2 students per room and Graduate rooms are apartments of single rooms with a shared lounge. In all the residences, students share other facilities such as common rooms (with TV) and bathrooms.

While the Domestic Services are expected to provide cleaning services to the student's rooms, students are expected to clean their rooms and keep them tidy. Resources are provided for the purpose.

### Special consideration for accommodation

There are some instances where special consideration is given to the allocation of rooms to some students depending on their circumstances. Undergraduate halls of residence have some few single rooms and these have been reserved for; completing and PGDE students which they compete for through a raffle system, SRC members and for recognizing some students who display good conduct or contribute to the university or student services. Some students recruited as Resident Assistants are given the privilege of staying alone even if the room is for 2 people to allow them to use their rooms to carry out administrative tasks. However during periods when there is acute shortage of accommodation, RAs share rooms with other students. Where there are challenges preventing a student from sharing a room and there is evidence to that effect, the Student Welfare Office is notified and where cases are justified, such a student is assisted accordingly.

The University recognizes that there is need to make some of the hostels accessible to the disabled. For disabled females rooms are available in hostel 420, while males are allocated block 421.

### Accommodation Application period

#### **New and First Year Students**

Prospective students need to apply for accommodation as soon as they receive their admission letters and sponsorship letters. The accommodation application is done on the Residence Management System during new students registration time.

**Returning students** apply for accommodation in November of each year with a closing deadline in February of each year. March to April of every year.

### **International Students**

The student accommodation service has a dedicated member of staff to help international students with all accommodation related issues. The officer is located in the Office of International Education and Partnership (OIEP). International Student's should feel free to direct their questions and concerns both before and during their time at UB to that office. Accommodation is always available for international students as long as applications are received well on time. Contact International Student's Office at [267] 355 5145.

### **Accommodation fees**

Both new and returning students need to pay for accommodation before they occupy their rooms. Students are encouraged to contact the Financial services department to check if they owe the university to avoid inconvenience.

### **Accommodation fees**

Accommodation fees appear with other university fees on the official fee schedule. You may want to check the university website for the fee schedule. **Please note that** Fees may change each academic year.

### **CATERING SERVICES**

Undergraduate students have a choice of taking meals at any of the two refectories on campus during the academic year; One is located at the new undergraduate dormitories known as “Las Vegas” and the other one is on the eastern side of the Faculty of Social Sciences, Block 240. Arrangements and expectations from the catering companies will be communicated beginning of the semester. Government sponsored students are given their allowances directly and are encouraged to utilize it effectively by making sure that they have access to decent meals. Students are also encouraged to always bring in some personal allowances to purchase food in case government allowance gets delayed.

**Fees for meals:** Check with each refectory on the prices for each of the meals. Students are advised to pay for meals per semester as soon as they receive their allowance from government.

### **The rights of residents**

All residents’ students enjoy the following rights;

1. Sleep and relax in their room.
2. Read and study in their room without unnecessary interference.
3. Have control over their personal possessions.
4. Have free access to their room.
5. Have a clean, safe residence environment.
6. Free from fear and intimidation.
7. Access to the students programs and facilities around campus.
8. Observing the rules of residence for a satisfactory and fulfilling stay
9. Entertain guests without infringing upon the rights of their roommate or community.

10. Appropriately challenge another's behavior when it infringes on their rights.
11. Seek the aid of staff in resolving conflicts after their own unsuccessful attempts at resolution.

## **RESIDENCE PROGRAMS**

Living in residence at the University is an exciting and life-changing experience. Residence is much more than just a place to sleep and study; it is an opportunity to make new friends, build a community, get involved and become an all rounded person prepared for the world of work and participation in society. It is for this reason that the department of Student Welfare will continuously implement programs geared at giving students a real life experience at UB. One of the programs that are currently being implemented is the Living and Learning Community program.

### **Living and Learning Communities program**

The Living & Learning Community (LLC) program, a universal concept adopted by the university which seeks to integrate academic achievement with co-curricular programs by emphasizing learning even outside the classrooms. The program engages a collaborative approach between resident students, staff and the national community in activities that will be driven by resident students themselves. The activities are based on four areas of Social & Recreation, Academic and Careers, Safety and Security and Personal Wellness and Development.

Students settle into accommodation clusters based on areas of interest or academic programs or, known as 'Living & Learning Communities (LLC). Students select the themes they would like to follow after every year on the basis of academic programs or areas of interest and a list of names following some themes are generated, which are then identified as communities.

### **Advantages of the LLC**

- Live and grow academically and socially with other students in your program.
- Develop relationships and connect with upper year students, Faculties, staff, alumni and other community support groups.
- Enhance in-class learning by participating in academic events like study skills sessions, writing help sessions, and academic program information sessions, etc.
- Participate in residence and campus wide activities with people from a variety of backgrounds and programs.
- Integrate academic achievement with co-curricular programs in a collaborative environment that allows students to connect their learning.
- Enhance an institutional culture that values engagement and integrative learning and improve its student's experience!.
- Improve your life skills by utilizing the opportunity to develop your competencies

## LLC & Residence

The program was implemented fully from August 2009 and Students in years 1, 2, & 3 are expected to participate in the program. Students are allowed to be in a community for a year, upon which they could change to another. It's not mandatory for 4<sup>th</sup>, 5<sup>th</sup> years, graduate students to have a community, but they could join existing communities as peer leaders or to provide support. An off campus students association exists for the purpose of engaging off campus students in the program.

At the beginning of each semester, wardens host a residence meeting where plans are drawn for the semester and a Steering Committee chosen to oversee the implementation.

For more information on the LLC refer to **appendix 21**, or the LLC Manual, obtainable from Student Welfare or the Student Welfare website.

## RESIDENCE & NEW STUDENTS

New students report at the university in July of each year, which is the start of the academic year, for registration and orientation sessions. New students arrive a week before continuing students to enable them to familiarize themselves with the environment. Some information is usually shared with all new students prior to coming to UB as part of student Welfare, to familiarize them with the UB environment and registration processes upon arrival. A sample is in **Appendix 1**. The information is reviewed every year for updates.

A registration process map (**Appendix 2**) is circulated at all UB entrances during the registration week and covers the step by step process of both Academic and Residence registration including the venues. All new students are thus advised to check with Protection/Security personnel at all UB main entrance gates on arrival. Student Welfare also engages some students on voluntary basis, as Peer Orientators to guide new students around campus. The students are usually provided with some form of identification. These are students who are now familiar with the UB registration structures and processes and are dully inducted. New students can also approach these students for assistance. An information desk is also located in a central place to assist new comers with information. A UB main campus map is also provided for guidance at the UB entrance gates during registration (sample -**Appendix 3**).

## Orientation of new students

An orientation programme for new students is held beginning of each academic year, usually the 2<sup>nd</sup> week after the arrival of new students. Orientations are thus compulsory for new students and are aimed at equipping students with all the necessary information for guiding their stay and study life at UB. Since such information takes time to grasp, the orientation process only gives new students a snap shot of expectations and necessary services, but students are expected to continuously inform themselves through information posted on websites, e-mail, notice boards, newsletters/guides, residence meetings, etc. An orientation programme is circulated to all new students.

A programme of activities is compiled through the assistance of planning committees which has a representation of most stakeholders. Both staff and students participate in orientating new students to their activities. For student clubs, this is an important time to recruit new students into their clubs. The programme also includes a welcome address by the university management.

## RESIDENCE REGISTRATION PROCESS

### Application process

Residence accommodation is offered per academic year. Students wishing to stay on campus apply online through the Residential Management System (RMS) at URL: [moselesele.ub.bw](http://moselesele.ub.bw). Residence applications are completed as soon as the student has a sponsorship letter. Applications are then processed by staff on the system and the results are shared with students on a daily basis during registration. Students are expected to check the notice boards, the University website and email services for lists of accommodated students on daily basis. SMS system is usually used to communicate with students who have been admitted.

In processing applications consideration is made to whether the number of applicants received exceeds the available space upon which a selection criteria (**Appendix 5**) is used which takes into consideration the level of study, the location from which students are coming, disciplinary issues, and other factors.

The RMS system is linked to the Academic Student Administrative System (ASAS) and students should have been matriculated for the RMS to pick them from ASAS. Due to shortage of bed spaces, self-sponsored students are expected to apply and receive admission into residences before they pay for accommodation. The system also enables reports related to students on residence to assist planning, for surveys and for information to stakeholders.

- Students are to bring along; a **copy** of their admission Letter, copy of sponsorship letter/evidence of accommodation payment for self-sponsored students, copy of registration print-out and national identity card or passports for non-citizens.
- Once granted accommodation the space should be occupied within ten (10) calendar days failing which it is allocated to the next applicant on the waiting list.
- Students can be registered for residence before completing academic registration from the understanding that they will register academically immediately. Students who misuse this kind gesture and continue to stay on residence when they do not qualify or have discontinued from their programmes run a risk of paying the accommodation fees for the number of days they stayed on campus, and disciplinary measures are taken against them.
- Academic registration for continuing students can be done during the vacations as long as the university is open, Faculty Administrators usually communicate the appropriate dates commences in June.
- Accommodation requests are processed during working hours in Block 139/128 or during the working hours.
- Due to the large number of students applying for accommodation and inadequate space, a short listing criteria is used (**Appendix 5**).

### Accommodation Acceptance Form

After an offer for accommodation has been made, students are to complete an acceptance form. (**Appendix 8**). Letters confirming residence status are available at Block 139/128 upon request. The forms are used in conjunction with an **inventory form** for each room. Through peer support all

students are to complete the inventory form and report any damaged property in their room for immediate action. Failure to complete the inventory form means that the student will be held liable of any damages. Students are expected to forward the acceptance forms to the RA/Warden.

### Meals

The university has 2 catering companies chosen through a tendering system. Students usually book their meals with their preferred company and can change their choice depending on the conditions of the company. Some companies might require that students indicate how many meals per day they are booking.

The decision from the Ministry of Education and Skills Development was that with effect from August 2009, their sponsored students will be paid meal allowances directly. Following this decision, students will be making their meal arrangements directly with the caterers.. Any queries regarding payments and claims will be made with the caterers. Students are encouraged to utilize the catering facilities on campus as their welfare can be guaranteed to a certain extent.

### Room Occupation

**Key system:** Room occupation is handled by the Wardens and the Residents Assistants (RA). Access to rooms is either through the padlock or key system. A Padlock system is used in some of the halls of residence and students are expected to purchase their own padlocks. **It is highly recommended that resident students should buy code padlocks which do not use keys to avoid security risks associated with lost keys. Keep padlock codes confidential for security reasons.** In some rooms, students are issued with keys. Wardens and Domestic Assistants are the only ones who keep the master keys, as they are allowed access to students' rooms, the latter for management purposes and the former for cleaning purposes only.

**Key collection process:** Peer Orientators usually assist new students with directions to where keys are issued and to the allocated rooms. Students sign a **key collection register (Appendix 9)** with their RA as an indication that they have occupied the room. An inventory form (**Appendix 10**) is also used to record the status of the room on occupation as mentioned earlier. It is expected that all faults found in the room are recorded on the inventory form so that necessary action can be taken. The same inventory form will be used when a student clears at the end of each semester and the room should be in a good status it was found in.

**Key management:** All students are to be responsible over their keys and not to share them with anyone or lose them. Replacement for lost keys should be routed through the Wardens with full justifications provided for the loss. A replacement fee of **P25.00** is paid at Finance before a key is replaced. This fee may be reviewed annually. The Maintenance section at UB is the only one charged with the responsibility of cutting keys. If a student misplaces his/her key, they are advised to approach their wardens for assistance. Payments are made at Finance and a receipt produced to the warden who will in turn make a key request to Maintenance department. Any problems with keys are to be reported to the RA and Wardens. Locking complications or challenges are reported to the Warden.

**Transfer requests to another room:** Transfers from one room to the other is only allowed under certain special circumstances and condition like sickness. Transfers are handled by Wardens through RA's. The acceptance & clearance form is used for transfer purposes. Students are not allowed any transfer on the basis of conflicts with roommates as it is expected that these can be resolved through communication. One of the skills to be learnt while at UB is good conduct, respecting others and conflict management, where this fails, students are free to use appropriate channels for redress, starting with the RA and Warden.

### Room occupation requirements.

All occupants should;

1. Make a formal request to stay on campus.
2. Be issued with a confirmation of stay print-out or card.
3. Pay their residence fees prior to occupying the room.
4. Ensure completion of an inventory form which takes stock of what is in the room during occupation.
5. Clear from the halls of residence on the due date as stated on the confirmation of stay print-out or card.
6. Carry the confirmation of stay print-out or card at all times and produce it as and when required.

### Clearance procedure

All residence students are expected to clear from the halls of residence during university vacation. Students are given up to the last day of writing examinations to vacate the UB residence premises. A clearance form (**Appendix 8**) and an inventory form (**Appendix 10**) are used for the purpose. It is mandatory that residence students clear and leave their rooms tidy. The forms are collected from the Student Welfare reception clearance. Students should not forget to clear with all other service providers who assisted them during the semester. In Student Welfare, clearance forms are completed together with the inventory form with the support from the Residents Assistants, Admin Assistants, Wardens, and other support staff who will ascertain that the room inventories are left in their original condition and report any necessary maintenance works.

Any damages in rooms which are a result of the students' negligence will be paid for by the students themselves. Failure to pay or causing serious damages to one's room might compromise a student's future request for on campus accommodation. After clearance the students are allowed to leave and the Warden, RA and Admin Assistants will conduct a clearance assessment and ensure that;

- a. Records are checked to ensure that all students have cleared in their blocks.
- b. All rooms are locked, electricity switched off and windows closed.
- c. Any problems picked from the rooms are dully recorded in the inventory form.
- d. All maintenance works are reported to Maintenance
- e. All clearance forms are finally given to Admin Assistants who will in turn submit them to the Assistant Manager, Accommodation for onward transmission to Finance



- f. Monitor their blocks for any possible squatting and report any suspicions to Protection Services

Additional information on clearance procedures is in **Appendix 13**. Protection Services also conducts inspections at the end of each semester to make sure that all students have cleared from their rooms. Students who do not clear will not be offered accommodation in subsequent semesters.

### **ACCOMODATION OF NON-UB STUDENTS**

There are instances where Student Welfare receives requests for accommodation from non-UB students during the course of the semester, e.g. students from other universities on exchange, internship, data collection, etc. Such requests are processed on the condition that there are available vacancies. The following conditions are to apply in processing such requests;

1. For exchange students, that the requests are routed through the Office of International Education and Partnerships (OIEP).
2. That accommodating the concerned is not in anyway posing any risk to the university or its students.
3. The students' stay is governed by the same UB students residence rules and code of conduct.
4. The rules for occupation and checking out are observed.

### **VACATION ACCOMODATION**

The halls of residence are available for leasing during the vacation. Student Welfare handles requests from UB students and Campus Services handles all other external requests. In processing the requests, the following is considered;

1. That halls of residence are safe, clean and have all the necessary provisions.
2. That the accommodation is to be paid for.
3. All requests have to be made in writing and response given in writing and records kept. A yellow card is offered as confirmation of stay period.
4. Special consideration is normally given to a few students; UB Student Associations (SRC and GSA members) and clubs who would normally have some activities during the vacation.
5. Student Welfare and Campus Services advice on residence halls to be used, to avoid those that have major repairs to be done.
6. All stakeholders (service providers) agree on the clearance date upon which all vacation accommodation is to end. This enables preparations for students for the following semester.
7. The rules for occupation and checking out are observed.

**Appendix 14** is information usually shared as part of the process for handling vacation accommodation. Wardens are expected to assist in ensuring a conducive environment for the guests.

## **CONDUCT IN THE HALLS OF RESIDENCE**

All residence students are expected to conduct themselves in a manner that will not compromise the image of the university. All students are to abide by the university Student code of conduct and residence rules. These policies along with other student policies are found in the student handbook which is issued to students each year.

Adequate understanding of the halls of residence rules is a MUST and this will ensure a conducive residence environment. All student policy documents are found in the student handbook and Student Welfare website.

**Misunderstandings:** Attempts should be made to resolve any misunderstanding between room mates through communication. If that fails, the matter should be reported to the warden. Where the warden cannot address the matter, he/she will refer the matter to the Student Welfare Manager. Students are encouraged to avoid misunderstandings by utilizing the house rules circulated at the time of registration, and also developing more that could ensure that there is respect amongst roommates.

**Discipline:** Disciplinary actions will be taken against students who flout the rules of residence or engage in any form of misconduct. The procedure for such is that cases are reported to Protection Services for investigation and a report is forwarded to the Director, Student Welfare who is charged with the responsibility to preside over the cases. The Director writes to the concerned student and indicates the charge and makes an appointment for a hearing. If found guilty, the student is fined and will be expected to pay at Finance and produce a receipt as payment proof to Student Welfare. Students found guilty of misconduct stand chances of being evicted on the UB residence and may also affect their future requests for accommodation.

**Residence Information:** The department of Student Welfare continuously puts up information to students meant to assist their stay on campus and students are encouraged to be on the lookout for such and frequently visit the Student Welfare link within the UB website.

**Hostel Inspections & Raids:** The department of Student Welfare together with other UB support sections normally conducts inspections and raids as part of the enforcement of residence rules and ensuring a conducive environment for students. The inspections and raids are done by Wardens and support services. Raids are only conducted when Student Welfare has information relating to continuous bad conduct of students in Residences so as to curb such conduct. Any student caught violating the rules is taken through the disciplinary process of being investigated, charged, called for a hearing and fined if found guilty.

**Maintenance requests:** Any maintenance request is processed using a maintenance requisition form (**Appendix 15**) which is obtained from the Resident Assistant. The form has to be forwarded to the warden who will access the nature of the request and authorize work to be carried out. Where the request is due to the student's negligence, the student will be instructed to pay for the damages. Students or any unauthorized persons are not allowed to attempt to repair any damages.

## ROLES OF DIFFERENT SECTIONS IN RESIDENCE MANAGEMENT

### STUDENT WELFARE OFFICE

The office provides the following services:

- *Manages residence halls on campus to ensure a conducive learning environment.*
- *Processes requests for accommodation on campus in liaison with the Wardens.*
- *Advises students on non-academic matters and make referrals to appropriate professionals / offices on campus or in the community.*
- *Responds to questions, concerns and requests for information from prospective and admitted students on welfare matters.*
- *Ensures availability of healthy food for students wishing to eat from the student refectories and usually engages a part-time inspector for the purpose.*

### WARDENS

Wardens are responsible for the general management of the halls of residence and are very critical in residence management. They are identified in three categories;

**Appointed Wardens:** These are usually academic staff members appointed on a 2 year contract, renewable once on the basis of performance. They are paid an allowance. There are 12 slots reserved for this category.

**Support Service Staff:** These are deployed to stay on campus by their departments to provide some key services to students. The following are some of the services meant to be on campus; Health Services, Disability Services, Maintenance (drivers, Key Person, Fireman, Plumber and Electrician), Counselor, and Protection Services. There are 11 slots reserved for this category.

**Student Welfare Staff:** These are staff members from Student Welfare, and are given slots to be able to have an insight into the halls of residence through firsthand information that will guide review of processes and any innovations. There are 5 slots reserved for this category.

Appointed wardens are the ones that are meant to play a key role as wardens and the other 2 categories are meant to play a supportive role to wardens. However, due to shortage of space, some of the Support services members are providing services as appointed wardens, even though they are not paid an allowance.

### Appointment

Any Wardenship vacancy (due to end of contract or termination) is advertised internally through the university intranet. Academic staff are usually encouraged to apply for the major reason of ensuring a strong linkage between residence and learning, hence the Living and Learning Community concept. Support staff are however also encouraged to apply as experience has shown that support staff usually play a more significant role in residence management and their reliability has been more guaranteed.

It is to be noted that Student Welfare does not provide temporary accommodation for UB staff members. Staff are encouraged to liaise with Campus Services on their accommodation needs.

## Benefits of Wardens

Since Wardens are full-time employees of the university, there are not paid a salary but they enjoy the following benefits;

- Free accommodation on campus within close proximity to their blocks of responsibility
- Subsidized utilities(Water and electricity)
- An allowance per annum – Currently P2056.00 per annum
- Professional participation in the development of students

## Responsibilities of wardens

The following are the roles of wardens in their blocks of responsibility;

1. *Processing and overseeing the reception of students in their blocks and clearance at the end of the semester*
2. *Point of linkage between residence students and Student Welfare department.*
3. *Management of the block to ensure a conducive environment for living and learning; in terms of student health and wellness, social and recreation, Academic/careers and service learning, safety and security.*
4. *To coordinate and ensure implementation of residence programs including the Living & Learning program.*
5. *Pastoral care and support services to students*
6. *To develop, promote and facilitate support for student leadership in residence that fosters a conducive living and learning environment*
7. *To maintain open communication, respond to emergency and duty calls, and undertake administrative duties in liaison with Residents Assistants and Admin Assistants.*
8. *To act as a parent and role model through self-respect, respect for student and the UB community*
9. *To maintain an accurate and up to date records for the blocks of responsibility*

It is expected that in carrying out their tasks, Wardens will ensure the following;

- *Maintain a close liaison with the management, Student Welfare*
- *Submit reports twice per semester to the Deputy Director, Student Welfare on their block involvement and concerns. Format for the report is in **Appendix 16**.*
- *Safe and secure residence environment by engaging students and support services*
- *Complete an appraisal each semester using the appropriate form (**Appendix 17**), and submit to the Deputy Director, Student Welfare. This will form the basis for information on the performance assessment of wardens*
- *Share a schedule of activities with the Manager, Student Welfare who will in turn produce a semester calendar of all residence activities.*

- *Safe keeping and use of the master keys for their blocks*

### **Performance Management & Monitoring**

Since these are appointed staff, there is a need to ensure a consistent monitoring of ensuring that responsibilities are fully carried out. An assessment tool is used for wardens (**Appendix 17**). A 360 degrees appraisal process is used, whereby staff and students who work with wardens are also given an opportunity to assess their wardens.

### **ADMINISTRATION ASSISTANTS**

These are full-time Student Welfare staff members who are assigned blocks of responsibility with the following tasks;

- 1. To carry out residence registration of students in liaison with Student Welfare Management, Wardens and Resident Assistants.*
- 2. Maintaining of residence records in liaison with managers, Wardens and Resident Assistants.*
- 3. Conducting weekly inspections and complete a block inspection report form (**Appendix 18**) on halls of residence to ensure a conducive living environment. The report is to be used as a follow up and is shared with the Wardens, Resident Assistant and Assistant Managers.*
- 4. Making requests and follow-ups to Campus Services for the maintenance of halls of residence.*
- 5. Attending to student enquiries in their blocks.*
- 6. Proper and adequate process for the clearance of students on departure.*
- 7. Enforcement of rules in the halls of residence.*

In discharging their responsibilities it is expected that Admin Assistants will;

- 1. Be responsible over their blocks.*
- 2. Maintain a close link between Student Welfare and Wardens, RA's and Domestic Assistants*
- 3. Be the first point of contact on residence records, cleanliness, maintenance works, occupations and vacancies.*
- 4. Continuously engage with the managers on the necessary improvements for the residence halls.*

### **Performance Management & Monitoring**

Administration Assistants are assessed normally through the UB performance management system.

### **RESIDENT ASSISTANTS (RA's)**

Resident Assistants are students employed from resident students to support the department of Student Welfare with the administration tasks of the halls of residence.. Each RA is allocated a block of responsibility and is expected to work in close liaison with the Warden and Administration Assistant in managing the halls of residence. An orientation session is held for new RA's each semester.

### **Benefits of RA's**

- Small stipend, paid monthly due to the nature of the job that requires work at certain peak periods and 24 hours assistance to students in their blocks.
- Accommodation within their block of responsibility on a non-sharing basis. Resident Assistant compensation of room.
- Extra perks (early move-in times, conference/seminar opportunities, etc).
- Opportunities to work with a great team of peers and professional staff members.
- Rewarding personal and professional growth experience
- Where possible their rooms are fitted with additional security features.

### Appointments

RA's are appointed and assigned to each block, as a result there are currently 30 RA's including two for the Graduate Village, two for student development and welfare units. They are appointed per year. An advert is normally sent out 2<sup>nd</sup> semester of each year (**appendix 19**), to recruit RA's. A Student Welfare Committee will assess the applications and recommend appointment or replacement from the Director, Student Welfare. An induction programme is carried out to inform RA's on expectations of their work.

### Requirements

- Volunteering skills: Strong commitment toward helping many different types of students, planning events, building community, and acting as a role model in a residential setting.
- Good Academic and Disciplinary standing.
- Availability for the job for the entire academic year, particularly beginning and end of each semester.
- Satisfactory completion of the FYE 101 class with at least a B or better (70-100).
- Preference given to upperclassmen who have lived on campus.

It is expected that in carrying out their tasks, RA's will ensure the following;

- *Working directly under the supervision of Wardens to manage halls of residence and support residence programs*
- *Participation in the residence registration and related processes.*
- *Reception of students, issuing and collection of keys*
- *Maintenance of proper and up to date records of room occupancy.*
- *Responsibility for the good conduct of the students in residence halls.*
- *Control of the use of rooms and common rooms and reporting any maintenance needs.*
- *Proper and adequate process for the clearance of students on departure.*

- *Working closely with Admin. Assistants in the management of halls of residence.*
- *Be available to support students in their blocks of responsibility even after working hours.*
- *Support Student Welfare in ensuring the enforcement of residence rules.*

### **Performance Management & Monitoring:**

RA's are directly supervised by the Assistant Manager, Accommodation who is responsible for allocating them blocks, for the induction program, welfare, overseeing their recruitment, provision of resources, etc. A performance evaluation tool is used to monitor their service delivery (**Appendix 20**).

### **PEER ORIENTATORS (PO)**

These are students at UB, mostly who stay on campus who are engaged on voluntary basis to assist with the reception of new students beginning of the academic year. Their role is to guide students on the locations around campus where registration is taking place, but also showing residence students their allocated places of stay. They are usually inducted to provide friendly and welcoming service for new students. A memo requesting for students to register is usually circulated during the 2<sup>nd</sup> semester and students are chosen based on first come first served. Information on those who are not picked is kept for any other volunteer services within the university.

#### **Benefits of PO's**

Their benefits include;

1. Free Meals during the orientation period
2. Tokens of appreciation that might be available
3. Opportunity to serve other students and understand welfare issues at UB
4. Consideration for UB part-time employment like RA's when available.

### **OTHER SUPPORT SERVICES**

The department of Student Welfare works closely with the following;

**Campus Services -Estates & Maintenance:** *Upkeep of the university facilities and equipment. This include halls of residence, classrooms, playgrounds, fire equipment, etc*

**Campus Services-Housing:** *Responsible for the use of halls of residence during the vacations*

**Protection Services:** *Provision of security and protection services to students, staff and facilities.*

**Domestic Services:** *Upkeep of the university facilities in terms of provision of laundry needs and cleaning (**Appendix**) for more details on the cleaning schedules and activities covered. Students are expected to ensure cleanliness of their rooms and surroundings.*

**Financial Services:** *All residence financial transactions are handled by the Finance Department at UB. All queries and inquiries on residence fees are to be routed to Finance-Student Debtors office. Student Welfare is under no circumstances authorized to handle student funds.*

**Some information on their specific service areas is attached (appendix 22)**

## **FUMIGATION IN RESIDENCE**

Kindly note the following in attending any residence fumigation request;

1. Estates & Maintenance is the department responsible for residence fumigation.
2. Such requests are approved by Wardens who will ensure that the fumigation does not interfere with the accommodation needs of the students as we don't have any alternative accommodation arrangements for students.
3. The requests are attended to within an acceptable timeframe that will enable occupation of the room by the student.
4. Appropriate communication is sent to the student on time to prepare themselves of the fumigation. It is crucial to agree with the student on the most suitable period, vacation is always the best, unless it's a case that cannot wait.
5. Have a clear information on fumigation including the standard waiting period as well as any effects on students with some health conditions like asthma.
6. Due to our diverse student population effort will always be made to ensure that information relayed is in English.

## **STUDENT'S RESPONSIBILITIES**

All resident students are expected to;

1. Conduct themselves in a responsible manner depicting that of adults
2. To abide by the student code of conduct and residence rules
3. Support the university in meeting its vision, mission and values
4. Portray and uphold a positive image of the university
5. Exploit their talents and knowledge to enhance their living and learning environment at UB
6. Interact with the UB community in a positive manner and bring any ideas for change
7. Participate in the activities and programs meant to enhance their experience and life
8. Appreciate the main reason they are at UB and ensure they meet the expected attributes of a UB graduate.

## **CONFLICT MANAGEMENT IN THE HALLS OF RESIDENCE**

It is common that whenever people leave together, they are bound to be some frictions or misunderstanding. Residence life does not guarantee immunity from such, however, the Student Welfare section aims at ensuring that students enjoy their stay at UB. Promotion of such a smooth environment is ascertained through various programs aimed at cultivating team spirit and collegiality.

Student Welfare has an Officer dedicated to the welfare of students, who can be contacted during office hours. The Officer handles issues related to students' conflicts, death, family deaths, insurance matters, liaison with parents, and references for students, collaboration with the Department of Careers and Counseling and Faculties on social issues affecting students' academic progress and development of welfare programmes for students. Students are encouraged to utilize other avenues which deal with conflicts like the Department of Careers and Counseling Services located in Block 244/H. On academic



related matters, students could also see their Personal Tutors, Heads of Departments, Deans and Faculty Administrators.

Students are thus encouraged to;

- Utilize the rules of residence and code of conduct to eliminate conflicts.
- Utilize the house rules provided and even add more for a common understanding on expectations with room mates
- Establish ground rules for guiding interpersonal relations.
- Work as much as possible to stimulate personal development and respect for facilities, others and their property.
- Utilizing the available options for conflict resolution like;
  - Discussing issues openly with their counterparts first, but taking the matter to the warden where there is no resolution.
  - Liaising with the Student Welfare Officer.
  - Liaising with the UB Careers & Counseling department.

### **SAFETY & SECURITY IN THE HALLS OF RESIDENCE**

While all effort is made to ensure a safe and secure on campus residence, Students are advised to exercise all the necessary security precautions. The department of Protection Services is always available to support students on security related matters and their offices are open throughout, including during the night, weekends and holidays. The department usually issues security tips time and again on the basis of the cases they attend, and students are encouraged to always read these alerts and observe them. Protection Services also relies on the university community that includes staff and students in dealing with crime on campus. The community is thus encouraged to refrain from crime and to always report any crime or suspicions. Students are also advised not to bring along very expensive gadgets as this become targets for thieves. Their office is located in Block 104 and their contact number is 3552396.

### **EMERGENCY CASES**

During any emergency, students are encouraged to contact the Resident Assistant or wardens who are the people closest to them if the occurrence is in the halls of residence, or contact security, 3552396.

The following numbers are also critical during emergency;

FIRE – 3552775, 2078, 2080 or “0” then 998 National Fire Department: always state location.

MEDICAL ASSISTANCE: 3552101 or 3952257

ELECTRICAL PROBLEMS: 3552078

WATER PROBLEMS: 3552078

CITY POLICE: 999

CITY MEDICAL SUPPORT: 911

### **MEETING GOALS IN RESIDENCE MANAGEMENT**

The following will serve as tools for measuring the success of the Student Welfare section in ensuring a conducive, safe and secure residence environment

1. 95% satisfaction reported by students on residence
2. Maintenance of an active residence life
3. Ability for students to link residence life to learning
4. 95% reduction in ques during registration or clearance
5. 100% client oriented staff who are empathetic to students needs and provide efficient service

### **POSSIBLE CHALLENGES IN RESIDENCE MANAGEMENT**

The following are the possible challenges in implementing effective residence management strategies;

1. Shortage of space to accommodate all requests for accommodation on campus.
2. Inadequate facilities and resources to cater for the diverse student's needs.
3. Limited student-staff ratio due to shortage of staff
4. Enforcement of rules due to manpower shortages
5. Negative conduct of both staff and students.
6. Inadequate understanding of expectations.
7. Time management, role conflicts and role overload.

#### ***Mitigations for the above:***

- ***Leadership that ensures quality services***
- ***Team work***
- ***Involvement and engagement with our stakeholders; staff, students and the community.***
- ***Continuous re-engineering of processes for enhanced service delivery***
- ***Innovation, professionalism, dedication, commitment, honesty and reliability***
- ***Continuous feedback and support from stakeholders***
- ***Understanding that Rome wasn't built in one day and embracing lifelong learning concepts***

### **CONTACTS**

***The Directorate of Student Welfare at UB Main Campus, Gaborone can be contacted at - Block 139/128, Tel (00267)3552091/2897. Fax (00267) 3185019,***

***E-mail: studentwelfare@mopipi.ub.bw***

**UB website:** <http://www.ub.bw/>

**APPENDICES THAT ARE OBTAINABLE FROM STUDENT WELFARE OFFICE AND OR WEBSITE**

**LIST OF WARDENS, RESPONSIBILITY BLOCKS & CONTACT NUMBERS**

**LIST OF ADMIN ASSISTANTS, RESPONSIBILITY BLOCKS & CONTACT NUMBERS**

**LIST OF RA's, RESPONSIBILITY BLOCKS & CONTACT NUMBERS**

**ACCOMODATION APPLICATION FORM**

**ACCOMODATION ASSESSMENT CRITERIA**

**ACCOMODATION ACCEPTANCE FORM**

**ROOM INVENTORY FORM**

**CLEARANCE PROCEDURES**

**CLEARANCE FORMS**

**ITS RESIDENCE MENUS**

**INFORMATION PACK TO NEW STUDENTS**

**LIVING & LEARNING COMMUNITIES BROCHURE & MANUAL**

**CAMPUS GUIDE MAP FOR NEW STUDENTS**

