

REFERENCES

African National Congress. 1994. A Policy framework for education and training. Education Department, African National Congress. January 1993. Unpublished

Basson, R. & Nonyongo, E. 1997. Interpreting the student perspective on DUSPRO tutorial support and its implications for a distance education provider in *South African Journal of Higher Education*. Vol 11 (2).

Becker, G. S. 1975. *Human capital: a theoretical and empirical analysis, with special reference to education*. New York: National Bureau of Economic Research; distributed by Columbia University Press.

Bernath, U. & Rubin, E. (eds). 2003. *Reflections on teaching and learning in an Online Masters Programme: A case study*. Studien und Berichte der Arbeitsstelle Fernstudienforschung der Carl von Ossietzky Universität Oldenburg. Vol 6. Bis: Bibliotheks- und Informationssystem der Universität Oldenburg.

Botswana Government. 1994. *The revised national policy on education, April 1994*. Government Paper No 2 of 1994. Gaborone: Government Printer.

Bradley, J. & Dodds, T. 1990. New directions in distance education in IEC (International Extension College) with University of London Institute of Education Department of International and Comparative Education- External Diploma in Distance Education Course 2: *The development of distance education*. London: IEC & University of London.

Brew, A. 1995. (ed). *Directions in staff development*. Buckingham and Bristol: SRHE & Open University Press.

Calvert, J, Evans, T. & King, B. 1993. Constructing a Masters of Distance Education programme: A Australian collaboration in programme development and teaching in Moran L & Mugridge (eds). *Collaboration in distance education: international case studies*. London: Routledge.

Chadibe, I. E. 2002. A case study examining the extent to which urban and semi-rural learning centres are used as support systems for distance education learners. The Cyril O’Houle Scholars in Adult and Continuing Education Programme. Project Summary. Unpublished.

CHE (Council on Higher Education). 2000. *Towards a new higher education landscape: Meeting the equity, quality and social development imperatives of South Africa in the 21st century*. Pretoria: CHE.

CHE (Council on Higher Education). 2004. *Enhancing the contribution of distance higher education in South Africa: Report of an investigation led by the South African Institute for Distance Education*. Pretoria: Compress.

Cohen, L. & Manion, L.M. 1987. *Research methods in education*. London: Croom Helm.

Commonwealth Secretariat. 2003. 15th Conference of Commonwealth Ministers: Edinburgh, Scotland, 27-30 October 2003: Access, inclusion and achievement: closing the gap. Synthesis of country reports. Unpublished.

Cookson, P. S. 2002. Access and quality in distance education: research and development and quality concerns. Keynote address: Annual Conference of the Asian Association of Open Universities, 22 – 26 February 2002. New Delhi: India. Unpublished.

COL (Commonwealth of Learning). 1990. *Perspectives on distance education – report on a round table on training distance educators*. Vancouver: Commonwealth of Learning.

DEASA (Distance Education Association of Southern Africa). 2004 (a). Botswana Country Report: DEASA Annual General Meeting 17-18 April 2004. Mbabane: Unpublished

DEASA (Distance Education Association of Southern Africa). 2004 (b). Lesotho Report: DEASA 2004. Mbabane: Unpublished

DEASA (Distance Education Association of Southern Africa). 2004 (c). Namibia Country Report to the DEASA Meeting in Swaziland: 17-18 April 2004. Mbabane: Unpublished

DEASA (Distance Education Association of Southern Africa). 2004 (d). Executive Report to the 36th General Meeting of the Distance Education Association of Southern Africa 18-19 September 2004. Maseru: Unpublished.

DEASA (Distance Education Association of Southern Africa). 2006. Minutes of the 39th DEASA Meeting and Workshop held at the Hotel VIP, Maputo, Mozambique, 24 – 26 March 2006. Unpublished.

Denison, E.F. 1962. Education, economic growth and gaps in information. *Journal of political economy*. Vol LXX (October).

Dodds, T. 2005. *Open and distance learning in southern Africa: a collection of papers compiled for the Distance Education Association of Southern Africa*. Pretoria: University of South Africa.

Dodds, T., Nonyongo, E. P. & Glennie, J. 1999. Cooperation, competition or dominance: a development challenge, in Harry, K, (ed). *Higher education through open and distance learning*. London: Routledge & The Commonwealth of Learning.

Evans, T. 2000. Open and distance learning in the new millennium, in Reddy, V.V & Manjulika, S. (eds). *The world of open and distance learning*. New Delhi, Mumbai, Chennai: Viva Books Private Limited.

Evans, T. & Nation, D. (eds). 1993. *Reforming open and distance education; critical reflections from practice*. London: Kogan Page.

Farrel, G. et al. 2004. Globalisation in Perraton, H. & Lentell, H. (eds). *Policy for open and distance learning, World review of distance education and open leaning: Vol 4*, London & New York: RoutledgeFalmer & COL.

Fagerlind, I. & Saha, L.J. 1989. *Education and national development: A comparative perspective*. 2nd ed. Oxford: Pergamon Press.

Fetterman, D.M. 1989. *Ethnography step by step*. Applied Social Research Methods Series 17. Newbury Park, California: Sage Publications.

Fetterman, D.M., Kaftarian, S.J. & Wandersman, A. (eds). 1996. *Empowerment evaluation: Knowledge and tools for self-assessment and accountability*. Thousand Oaks/London/New Delhi: Sage publications.

Fritsch, H. & Strohlein, G. 1989. Mentor support and academic achievement, in *Open Learning* 3 (2) 1989.

Gibbs, G. 1981. *Teaching students to learn: A student-centred approach*. London: Open University Press.

Gooler, D. D. 1979. Evaluating distance education Programmes, in *Course 2: The development of distance education: a reader, First Edition*. International Extension College with University of London Institute of Education Department of International and Comparative Education, External Diploma in Distance Education, 1991: 91 - 97. London: University of London and International Extension College.

ICDE/UNESCO (International Council on Distance Education/ United Nations Education, Science and Cultural Organisation). 1995. Report on the sub-regional workshop on the establishment of the Multi-Channel Learning Base for East and Southern Africa 06 - 10 March 1995. Nyanga, Zimbabwe. Unpublished.

IEC (International Extension College) with University of London Institute of Education Department of International and Comparative Education. 1990. External Diploma in Distance Education. *Course 2: The development of distance education*. London: IEC & University of London.

Inquai, S. 1990. The development of distance education up to 1990, in *Course 2: The development of distance education*. International Extension College with University of London Institute of Education Department of International and Comparative Education, External Diploma in Distance Education. London: University of London and International Extension College.

Jeffreys, M. R. 2004. *Nursing student retention: Understanding the process and making a difference*. New York: Springer Publishing Company.

Jenkins, J. 1990. Strategies for collaborative staff development in distance education, in *Perspectives on distance education – report on a round table on training distance educators*. Vancouver: Commonwealth of Learning.

Kember, D. 1995. *Open learning courses for adults: a model of student progress*. Englewood Cliffs, New Jersey: Educational Technology Publications, Inc.

Kirby, D. 1993. Is it time to rid universities of distance education?, in *Journal of distance education*. 8 (2): 69-72.

Lee, C. 1979. Part-time staff development: a shift in emphasis, in *Teaching at a distance*. No 13. Winter 1978. London: UK OU.

Leibbrandt, G. J. 1991. Proposal for the SADCC Centre for Distance Learning. SADCC Regional Training Council: Unpublished.

Lentell, H. 2004. Framing policy for open and distance learning, in Perraton, H. & Lentell, H. (eds). *Policy for open and distance learning: World review of distance education and open learning Volume 4*, London and New York: RoutledgeFalmer & The Commonwealth of Learning.

Lesotho MOET (Ministry of Education) 2005. Lesotho education sector strategic plan: 2005-2015. www.lesotho.gov.ls/mneducate.htm. downloaded on 31 January 2005.

Lewis, R. 1992. Approaches to staff development in open learning: the role of a competence framework, in *Key issues in open learning*. Tait, A. (ed). London: Longman in association with the Open University.

Mabusela, M. D. & Nonyongo, E. P. 2005. Effectiveness of SMS communication between the University and students: a paper presented at the Mlearn conference in Cape Town, 25-28 November 2005. Unpublished.

Mabusela, M. D. & Nonyongo, E.P. 2005. The Unisa Advanced Certificate for Youth in Development Workers: Learner profile and reasons for enrolment, in *Commonwealth Youth and Development, Vol. 3, 2005*.

McAnany, E. G. 1975. Radio schools in nonformal education: an evaluation perspective, in *A Reader – Course 4: the Management and organisation of distance education*. MA and Diploma in Distance Education, University of London, Department of International and Comparative Education with the International Extension College. First edition, February 1994: 152 – 160. London: University of London and International Extension College.

MCLB (Multi Channel Learning Base).1995. Report on the sub-regional workshop on the establishment of the Multi-Channel Learning Base for East and Southern Africa, Nyanga, Zimbabwe, 6 – 10 March 1996. Unpublished.

Miles, M. B. & Huberman, A. M. 1994. *An expanded sourcebook: Qualitative data analysis*. Thousand Oaks, London & New Delhi: Sage Publications.

Moran, L. & Mugridge, I. (eds). 1993. *Collaboration in distance education: international case studies*. London: Routledge.

NAMCOL (Namibia College of Open Learning) 2000. Statistical Digest: 2000. Unpublished

NCHE (National Commission on Higher Education). 1996. *A framework for Transformation*. Pretoria: NCHE.

Ngengebule, A. T. 1995. Let the new age dawn – Towards a well-functioning, learner-centred approach to distance education: a reflection of UNISA's first steps towards the integration of learner support as a key component, to enhance its distance education tuition model. Project report submitted for the Masters in Distance Education. Department of International and Comparative Education, Institute of Education, University of London and International Extension College. Unpublished.

Nonyongo, E. 1996. Collaboration in distance education in the southern African sub-region, in *Open praxis*. Volume. 1, 1996.

Nonyongo, E. P. 1997. Collaboration in professional development courses for distance education practitioners: A South African case study. A paper prepared for the 18th ICDE World Conference: The new learning environment, Pennsylvania State University, June 2-6 1997. Unpublished.

Nonyongo, E. P. 1998. Collaborating to train distance education practitioners, in *NADEOSA Newsletter*, January 1998. Volume 1, No 2.

Nonyongo, E. P. 1998. Reporting on the Certificate Course for Distance Education Practitioners in its first year on offer, in *DEASA Newsletter*. March 1998. Volume 6 No 1.

Nonyongo, E. P. & Ngengebule, A.T. (eds). 1998. *Learner support services: case studies of DEASA member institutions*. Pretoria: Unisa Press.

Nonyongo, E. P. & Kuhn, M. E. 2005. An evaluation of the Certificate for Distance Education Practitioners, in Dodds, T. (ed). *Open and distance learning in Southern Africa*. Pretoria: University of South Africa.

Oxfam International 2004. Educationow, break the cycle of poverty. www.oxfam.org.uk/press/downloads/wbl_facts.pdf.

Panda, S. 2004. People: staffing, development and management, in *Policy for open and distance learning: World review of distance education and open learning Volume 4*, London and New York: RoutedledgeFalmer & The Commonwealth of Learning.

Parer, M. S., Croker, S. & Shaw, B. 1988. *Institutional support and reward for academic staff involved in distance education: a research project supported and funded by the Research Committee of the International Council for Distance Education*. Churchill, Vic: Monash University College Gippsland.

Parer, M. S. (ed). 1994. *Unlocking open learning*. Monash University Gippsland Campus: Victoria, Australia.

Parlett, M. & Dearden, G. (eds). 1977 *Introduction to illuminative evaluation: Studies in higher education*. Cardiff-by-the-Sea, California: Pacific Surrounding Press.

Parlett, M.S. & Hamilton, D. 1975. Evaluation as illumination, in Tawney, D. (ed). *Curriculum evaluation today: trends and implications*. London: Macmillan.

Parlett, M. & Hamilton, D. 1977. Evaluation as illumination: a new approach to the study of innovatory programmes, in Hamilton, D., Jenkins, D., King, C., MacDonald, B. & Parlett, M. (eds.). *Beyond the numbers game: a reader in educational evaluation*. Hampshire: Houndmills Basingstroke.

Paul, R. H. 1990. *Open learning and open management: leadership and integrity in distance education*. London and New York: Kogan Page/Nichols Publishing.

Perraton, H. 2000. *Open and distance learning in the developing world*. London: Routledge.

Perraton, H. 2004. Well-trodden routes and mountains still to climb – a paper for the September 2004 DEASA meeting, Maseru, Lesotho. Unpublished.

Perraton, H. & Lentell, H. 2004. (eds). *Policy for open and distance learning: World review of distance education and open learning Volume 4*, London and New York: RoutedledgeFalmer & The Commonwealth of Learning.

Pretorius, L. 2003. Six contributions to understanding 'gaps between policy and implementation': an overview and comments. *Politeia. Special issue: Understanding gaps between policy and implementation*. 22(1) Pretoria: UNISA

Raza, R. 2004. Benefits for students, labour force, employers and society, in Perraton, H & Lentell, H (eds). *Policy for open and distance learning Volume 4: World review of distance education and open learning*. London and New York: RoutledgeFalmer & The Commonwealth of Learning.

Reddy, V.V. & Manjulika, S. 2000. (eds). *The world of open and distance learning*. New Delhi, Mumbai, Chennai: Viva Books Private Limited.

Rees, D. & McBain, R. 2004. (eds). *People management: challenges and opportunities*. London: Palgrave Macmillan

Robinson, B. 1981. Support for distance learning, in Kaye, A. & Rumble, G. (eds) *Distance teaching for higher and adult education*. London: Croom Helm. Reproduced with permission of Routledge in MA and Diploma in distance education Course 4 The management and organisation of distance education: a reader, International Extension College with the University of London Institute of Education, Department of International and Comparative Education. 1994: 272.

RSA. DoE. (Republic of South Africa. Department of Education) 1995. *A White Paper on Education and Training*, Notice 196 of 1995. Cape Town: Parliament of the Republic of South Africa.

RSA. DoE. (Republic of South Africa. Department of Education) 1996. *A distance education quality standards framework for South Africa: A discussion document prepared by the Directorate: Distance Education Media and Technological Services September – December 1996*. Pretoria: Department of Education.

RSA. DoE. (Republic of South Africa. Department of Education). 1997. White Paper 3: *A Programme for the transformation of higher education*, Government Gazette. Vol 386 No. 18207, 15 August 1997. Cape Town: Government Printer.

RSA. (DoE). (Republic of South Africa. Department of Education). 1998. *Criteria for quality distance education in South Africa: Draft Policy Statement*. Pretoria: Department of Education Centre for Educational Technology and Distance Education.

RSA. DoE. (Republic of South Africa. Department of Education). 2001. *National Plan for Higher Education*. Government Gazette, Vol 429 No. 22138, 9 March 2001. Cape Town: Government Printers.

Rowntree, D. 1990. *Teaching through self-instruction: How to develop open learning materials*. Revised Edition. London: Kogan Page.

Sewart, D. 1992. Student support systems in distance education, a paper presented at the ICDE 16th World Conference. Thailand: Sukhothai Thammathirat Open University. Unpublished.

SACHED. (South African Committee for Higher Education Trust). 1993. Distance Education Students Support Programme (DUSSPRO) Progress report January – December 1993. Unpublished.

SACHED. (South African Committee for Higher Education Trust). 1994. Distance Education Training Unit (DETU) Funding Proposal June 1994 – December 1996. Unpublished.

SACHED/UNISA. (South African Committee for Higher Education Trust/University of South Africa) 1996. Agreement between the SACHED Trust and the University of South Africa. Unpublished.

SADC. (Southern African Development Community). 1997. *Protocol on education and training*. Manzini: Associated Printers.

SADC. (Southern African Development Community). 1999. Report on the workshop for the development and implementation plan for the Protocol on Education and Training, 1 -

5 February 1999, Lusaka, Zambia. SADC Human Resources Development Sector Coordinating Unit. Unpublished.

SADC. (Southern African Development Community). 2004. *Protocol on Education and Training*. 2nd Ed. Gaborone: Cathey Printing Ltd.

SADC. (Southern African Development Community). 2005. Revised implementation plan of the Protocol on Education and Training. Draft April 2005. Unpublished.

SAIDE. (South African Institute for Distance Education). 1994, *Open learning and distance education in South Africa: Report of an International Commission*. January – April 1994, Manzini: Macmillan.

SAIDE. (South African Institute for Distance Education). 2003. Criteria for Quality Distance Education in South Africa – 2003: A revision of: Criteria for Quality distance Education in South Africa Draft Policy Statement 1998. Unpublished.

SAIDE. (South African Institute for Distance Education). 2003. Minimum Targets for Distance Education. Unpublished.

Spradley, J. 1979. *The ethnographic interview*. New York: Holt Rinehart and Winston.

Stake, R. E. 1975. (ed). *Evaluating the arts in education: a responsive approach*. Columbus, Ohio: Charles E. Merrill Publishing Company.

Stake, R. E. 1976 *Evaluating educational programmes: the need and the response*. CERI: University of Illinois at Urbana Champaign.

Stake, R. E., Congdom, K. G. & Boughton, D. (ed) 1998. *Advances in programme evaluation. Vol 4, Evaluating art education programmes in community centers: international perspectives on problems of conception and practice*. Stamford, Connecticut: Jai Press Inc.

Stake, R. E. 2004. *Standards-based and responsive evaluation*. Thousand Oaks/London/New Delhi: Sage Publications.

Summers, M. D. 2003. Attrition research at Community Colleges, in *Community College Review; Spring 2003; 30, 4*. ProQuest Education Journals Pages 64 – 84.

Tait, A. & Mills, R. (ed). 2003. *Rethinking learner support in distance education: change and continuity in an international context*. London and New York: RoutledgeFalmer.

Tau, D. R. 2002. Botswana case study in *Planning and implementing open and distance learning systems: 9-12 December 2002, Cape Town, South Africa*. Vancouver: Commonwealth of Learning, UNESCO-Dakar & The World Bank

Tau, D. R. 2004. A case study of the Botswana College of Distance and Open Learning presented at the Commonwealth of Learning Institute on Strategies for Sustainable Open and Distance Learning – from policy to practice, Vancouver, Canada 2004. Unpublished.

Thorpe, M. 1985. Part-time staff learning on the job, in *Teaching at a distance*. No 26 Autumn 1985. London: UK OU.

UNESCO. 1990. Priority: Africa, Programme of action proposed by the Director-General (1990 - 1995). Seminar on distance education - Arusha 24 -28 September 1990 Final Report. Tanzania UNESCO National Commission of Tanzania. Unpublished.

UNESCO. 2001. Education for All, Background documents, Framework for action: Meeting basic learning needs. UNESCO. Education Webmaster.

UNESCO. 2001. Education for All, Background documents, World Conference. UNESCO. Education Webmaster.

UNISA-DSS. 2000. List of the Department of Student Support Tutors, 1998 – 2000. Unpublished.

UNISA-ICE. 1996. Institute for Continuing Education Proposal for the Introduction of the Certificate for distance Education Practitioners as a non-formal programme. Unpublished.

UNISA/ICE-SACHED. 1997. *Certificate for Distance Education Practitioners, Modules 1 – 5*. 1997. Pretoria:UNISA.

UNISA-ICE. 1998. Institute for Continuing Education 1997 Annual Report to the Management Committee Meeting, 9 March 1998. Unpublished.

UNISA. 2004. *Introduction to open and distance learning. ODL101-F*. Pretoria: UNISA with COL & DEASA.

UNISA – ICE. 2005. Institute for Continuing Education 2004 Progress Report. Unpublished.

UNISA – ICE. 2005. Institute for Continuing Education 2005 Annual Report. Unpublished.

UNISA-ICE. 2006. BA with specialisation in open and distance learning brochure. Unpublished.

Wolcott, H.F. 1984. Ethnography sans ethnography, in Fetterman, D. (ed). *Ethnography in educational evaluation*. California: Sage.

Wolcott, H.F. 1990. *Writing up qualitative research*. Newbury Park, California: Sage Publications.

Zikalala, M. F. 2002. Swaziland case study in *Planning and implementing open distance learning systems*. 6 – 12 December 2002. Cape Town, South Africa. Vancouver: COL, UNESCO – Dakar, The World Bank.

INTERNET REFERENCES

<http://go.worldbank.org/1F1W42VYV0> downloaded on 2007/10/11.

<http://kerlins.net/bobbi/research/nudist/coding/strategies.html> downloaded on 2007/09/02.

(http://linguistics.byu.edu/faculty/henrichsen/research.methods/RM_2_18.html) downloaded on 2007/09/02.

www.lesotho.gov.ls/mneducate.htm downloaded on 2005/01/31.

www.moe.gov.bw/moe/dnfe/course downloaded on 2004/01/14.

www.unam.na/centres/ces/programmes.html downloaded on 2006/02/22.

www.unisa.ac.za/default.asp?Cmd downloaded on 2006/08/11/.

www.oxfam.org.uk/press/downloads/wbl_facts.pdf downloaded on 2004/02/15.