

MASTER OF ARTS (EDUCATION)

Term-End Examination

December, 2013

MES-113 : LEARNER SUPPORT SERVICES

Time : 3 hours

Maximum Weightage : 70%

Note : (i) All the four questions are compulsory.

(ii) All the questions carry equal weightage.

1. Answer the following question in about 600 words :

Explain the concept of "Learner Support Services" in distance education. Discuss the needs of learner support in distance education.

OR

Discuss the tasks involved in distance teaching.

2. Answer the following question in about 600 words :

Why is counselling important in distance education ? Differentiate between academic counselling and non-academic counselling.

OR

Discuss the qualities and skills of a counsellor in distance education.

3. Answer **any four** of the following questions in about **150** words each :

- (a) Differentiate between personal and supplemental communication.
- (b) What are the characteristics of a distance learner ?
- (c) What is meant by global comments ?
- (d) Describe 'Assessor's ideal response' with an example.
- (e) Explain the role of SQ3R technique in reading.
- (f) Discuss any five categories of media used in counselling.

4. Answer the following question in about **600** words :

What are the limitations of learner support services at the study centre of any open university ? Discuss with suitable examples. Provide recommendations to overcome those limitations.
