

POST GRADUATE DIPLOMA IN  
DISTANCE EDUCATION

Term-End Examination

December, 2014

01000

ES-313 : LEARNER SUPPORT SERVICES

Time : 3 hours

Maximum Weightage : 75%

Note : (i) Attempt **all** the **three** questions.

(ii) **All** the **three** questions carry **equal** marks.

1. Answer **any one** of the following questions in about **1200** words :

(i) Why do distance learners need student support services ? What kind of support services are being provided to the learners in open and distance education system ? Critically evaluate your answer with suitable examples.

OR

(ii) What are the study skills ? Discuss the need and importance of these skills. How do these skills help distance learners in their studies ?

2. Answer **any four** of the following in about **300** words each :

(a) Define counselling in distance education. Discuss its main features.

(b) Distinguish between tutoring and counselling in distance education with suitable examples.

(c) What do you mean by supplemental communication ? What pedagogical purpose does it serves ?

- (d) What are the major functions of a study centre in an open university ?
- (e) Discuss the functions of a Regional Center in open learning.
- (f) Identify the problems in evaluating and grading an assignment response.

3. Answer **any one** of the following :

What are tutor comments ? Differentiate between teaching type and non-teaching type comments. Describe their impact on students learning with the help of suitable examples.

**OR**

The following is an excerpt from an actual assignment response (see Appendix-I). Write your marginal comments and global comments on the space provided. Award a degree to assignment response on a given print scale using better grades A, B, C, D and E with national correlater as excellent, very good, good, satisfactory and unsatisfactory respectively. After finishing the task, attach Appendix to your answer script.

**(NOTE : PLEASE TEAR OFF THIS APPENDIX  
(ASSIGNMENT-RESPONSE) AND ATTACH TO  
YOUR ANSWER SHEET WITH THE ASSESSMENT  
SHEET)**

**Enrolment No. :**

**Grade :**

## **APPENDIX I**

### **ES-313 : Support Services**

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**Space for Comments**

**Assignment Response**

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**Question :**

**What are the positive and constructive comments in distance education ? Answer in about 300 words.**

**Answer :**

Comments are important aspect of two way communication in distance education. Learners in this system are separated by space and time. They submit their assignments for evaluation by a teacher and expect it to be returned on time. When they receive the evaluated assignment response back they look for the comments of the evaluator. It is through the comments of the teacher that the student makes sense of the evaluated assignment response

vis-à-vis his/her mistakes, achievements and the grade. The comments are of two types comments given in the margin and comments given globally. The comments given in the margin can be grouped into teaching type and non-teaching type comments. Positive and constructive comments are teaching type comments that enhance student learning. Positive comments appreciate and approve the stand taken by the learner. Such comments increase the confidence level of the learner and motivates them to do better.

Example : Your interpretations in this assignment response are excellent. It is a good habit to give references and contextualize.

Constructive comments are those which provide feedback in a manner that help the learner to further improve. A constructive comment can be added to a positive or negative comment.

Example : Though you have discussed your response well you could have improved your presentation by taking care of the following.

- (a) \_\_\_\_\_
- (b) \_\_\_\_\_
- (c) \_\_\_\_\_

Another example : Whole responding to a question of this nature, you may provide illustrations/examples, or even use graphics. Positive and constructive comments are treated on teaching type comments as these provide feedback and reinforce the learner's achievement. When the learners receive teaching type comments, they are motivated, and the nature of two way communication makes them feel comfortable in distance learning. The isolation of a distance learner is reduced to a large extent. (about 290 words).

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## ASSESSMENT SHEET

(To be filled in Duplicate)\*

Enrolment No. \_\_\_\_\_ Programme \_\_\_\_\_ Assessment

Student's Name \_\_\_\_\_ Course \_\_\_\_\_ Grade

Assignment No. \_\_\_\_\_

Study Centre Code No. \_\_\_\_\_

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Evaluator's Comments

If the space is not sufficient, please use back paper

Please tick ✓ in the relevent box below

CONTENT		STRUCTURE AND PRESENTATION	
Accurate Information <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	Inaccurate Information <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	Well Planned <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	Inadequately Planned <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Adequate Coverage <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	Inadequate Coverage <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	Concise <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	Too long or Too short <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Good Conceptual Analysis <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	Poor Conceptual Analysis <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	Clearly Expressed <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	Not Clearly Expressed <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>