

MASTER OF ARTS (EDUCATION)

Term-End Examination

December, 2014

MES-113 : LEARNER SUPPORT SERVICES

Time : 3 hours

Maximum Weightage : 70%

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- Note :** (i) *All questions are compulsory.*
(ii) *All questions carry equal weightage.*
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1. Answer the following question in about **600** words.

Define the term-academic counselling. Discuss, with example, how the task of an academic counsellor is different from that of a conventional teacher.

OR

Discuss the qualities and skills of an academic counsellor.

2. Answer the following question in about **600** words.

Explain the meaning and types of learner support services. Discuss why they are needed for a distance learner.

OR

Distinguish between reading skills and study skills. Discuss with examples their importance for distance education.

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

- (a) Discuss how telephone can be used for the purpose of counselling in distance education.
- (b) Explain the usefulness of the technique of concept mapping.
- (c) Describe the academic activities performed by Regional Centre of an open university.
- (d) Explain the role of a distance tutor in academic communication.
- (e) Describe the characteristics of distance learners.
- (f) What is quality assurance ? Explain briefly the role of quality assurance in open and distance learning system.

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

It is widely known that a distance learner faces three main problems viz

- (a) Problem of isolation
- (b) Problem of motivation and
- (c) Problem of study skills

Discuss these problems one by one and explain how you would solve them.
