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MDE-413

00058

MASTER OF ARTS IN DISTANCE EDUCATION (MADE)

Term-End Examination

June, 2015

MDE-413 : LEARNER SUPPORT SYSTEMS AND SERVICES

Time : 3 hours *Maximum Weightage : 75%*

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

(ii) ***All** three questions carry **equal** weightage.*

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

   (a) Critically analyse the problems associated with the learners in Open and Distance Learning (ODL) institutions. What kind of support services do you suggest to meet these problems ?

   (b) Explain the importance of academic counselling in distance education. How will you organise a counselling session for distance learners on a topic of your choice ?

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

(a) What is 'Flexi Study' ? Discuss briefly its purpose in distance education.

(b) Explain the role and importance of study skills in distance learning.

(c) Do all learners seek counselling ? What are the factors that dissuade some learners from seeking counselling ?

(d) What is a study centre ? Describe its major functions.

(e) Discuss different measures to reduce student's, attrition in distance education system.

(f) Write a short note on misleading tutor comments with appropriate examples.

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

(a) What is assessment ? Discuss different types of assessment in the context of open and distance learning system in about **1200** words.

OR

(b) The following is an excerpt from an actual assignment response (see Appendix-I). Write your marginal comments in the margin provided and global comments on the assessment sheet enclosed. Award a grade on the assignment response on five-point scale, using letter grade A, B, C, D and E. The national correlates of these letter grades respectively are Excellent, Very Good, Good, Satisfactory and Unsatisfactory. After evaluation attach the evaluated script and the 'Assessment Sheet' with your examination answer sheet. Award a grade in the box provided and also write the global comments on the assessment sheet.

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

Your Roll No. :	Grade :

APPENDIX I

MDE-413 : Learner Support Services and Systems

Space for Comments **Assignment - Response**

Question :

Discuss the constraints of the face-to-face conventional education system in meeting the growing demands of the modern society. In what way can distance education contribute to the educational reforms in your country ?

Ans. There are thousands of colleges and few hundred universities in our country providing educational facilities for around seven million of students; but there are several restrictions when it comes to access to education in these conventional educational institutions. The major constraints which these institutions are faced with are :

The Problem of ever growing 'numbers'

In India or other developing countries every year, the number of students who become eligible for higher education is increasing. Majority of students seeking education at higher level between age group 17-23 are not in a position to get admission in colleges. A very less percentage of students succeed in getting admission because of limited number of seats available for different courses. In conventional system, they have many set rules and regulations for admitting students like fixed age limit, cut off % age of marks etc. So the major problem of conventional education is inability to accommodate volume and variety of student demands. With all these networks it is catering to only 6% of the eligible age group. To the remaining group of student it is mind boiling, conventional system cannot cope up.

Operating the 'multiplier effect'

The number problem can partially be solved by producing resource persons at the existing ELTIs, and using their services for the "Multiplier Effect", without involving additional budgetary provisions and infrastructure.

Problem of 'Relevance'

Like the problem of numbers, courses offered can also create problems with regard to relevance. Most of the courses are not sufficiently relevant to the labour market and fast changing societal needs. We can say that inspite of the efforts put in by the specialist institutes the courses offered do not serve their purposes satisfactorily. Most of the institutes like the specialized institutes of teacher training think that it is one generalistic type of teacher training that can serve them all, whatever their specific needs.

Geographical limitations or problem of accessibility :

The traditional system insists that the students attend the classes organized at a specified time, date and place. Those who cannot reach the place or, are unable to attend the instruction on the date and time fixed by the authorities, are deprived of getting education. The above discussion indicates the major problems of conventional system are facing today. At the same time some alternative solutions to these problems were also discussed. But it is observed that these solutions did not appear to solve the problems. So what is the more effective alternative for these problems ?

Distance Education : an Effective Education

One of the answers for the above problems is **Education through Distance Mode**. Distance learning is a type of learning which takes place where the instructor and the learner are separated in place and/or time. Because the learner and instructor are separated, distance learning tends to be much more interactive than classroom learning,

which often involves sitting, listening, following instructions and memorizing.

The distance education, at its most basic level, takes place when a teacher and student(s) are separated by physical distance, and technology (i.e voice, video, data and print), often in concert with face-to-face communication, is used to bridge the instructional gap. The distance education system has augmented opportunities for higher education. By breaking all known restrictions of the conventional system it has ensured access to education to all. This type of education as the name suggests, could be accessed by students whichever part of the country they belong to and in many cases formal qualifications are not required. In some courses the age limitation is also not there.

Distance education offers a number of advantages which are as follows :

Convenience

Convenience is one of the main benefits of distance education. Online classes take

place at the time and place that is convenient for the student, so the student doesn't need to take time away from work or worry about problems like child care and travel. Choice Rather than being limited to the courses currently offered in a local college or university, learner can choose to take any course offered anywhere in the world. And the learner can choose to draw upon the resources in his/her own community while also having access to the many excellent libraries and research tools available online.

Flexibility

While most distance courses have predefined learning objectives, they nevertheless tend to be more adaptable than traditional courses in terms of the content and methods. This means that the student can design a programme of study to meet his/her own learning needs and interests. One-to-one communication with the instructor.

As class sizes in on-campus courses grow larger and larger, it becomes increasingly difficult for learners to interact directly

with the instructor. Some learners find that distance education actually offers more opportunity to communicate with the instructor than is available in traditional, face-to-face courses with the help of medium communication technologies.

Independence

As an online learner, the student can control when, where, and how he/she study. However, being independent doesn't mean that he/she will be isolated. The student still has lots of opportunities to communicate and work with other online learners.

Time to reflect

Content

Learners who are reluctant to comment on an issue or ask questions in class will find the opportunity to reflect upon their learning a real advantage-as will those who tend to come up with the "perfect" comment, question, or response only after the class is over. With its potential, flexibility, openness and cost effectiveness distance education can provide as an effective alternative or as one of the major alternative to the problems and challenges faced by the

conventional education. Distance education has already proved in India with a network of 70 directorates and 10 open universities catering to large and diverse clientele groups in both conventional and non-conventional academic programmes which are suiting to the present day societal and students need. Any planner or policy maker who wants to address the issue faced by conventional education system cannot avoid the distance education as one of the strategy.

ASSESSMENT SHEET

(To be filled in Duplicate)*

Enrolment No. _____ **Programme** _____ **Assessment**

Student's Name _____ **Course** _____ **Grade** ☐

Assignment No. _____

Study Centre Code No. _____

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	☐☐☐☐☐	Inaccurate Information	Well Planned	☐☐☐☐☐	Inadequately Planned
Adequate Coverage	☐☐☐☐☐	Inadequate Coverage	Concise	☐☐☐☐☐	Too long or Too short
Good Conceptual Analysis	☐☐☐☐☐	Poor Conceptual Analysis	Clearly Expressed	☐☐☐☐☐	Not Clearly Expressed