

**POST GRADUATE DIPLOMA IN DISTANCE  
EDUCATION (PGDDE)**

00260

**Term-End Examination**

**December, 2016**

**ES-313 : LEARNER SUPPORT SERVICES**

*Time : 3 hours*

*Maximum Weightage : 75%*

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**Note :**

- (i) *Attempt **all** the three questions.*
  - (ii) *All questions carry equal weightage.*
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1. Answer any **one** of the following questions in about 1200 words :
  - (a) Define 'learner support services' in your own words. "IGNOU provides learner support services through Headquarters, Regional Centres and Study Centres." Discuss this statement with examples.
  - (b) Differentiate between 'tutoring' and 'counselling' ? Critically discuss the role of Information and Communication Technology (ICT) in tutoring and counselling.

2. Answer any *four* of the following questions in about 300 words each :
- (a) Discuss in brief the factors which determine learner support services of a distance education institution.
  - (b) List the important reading and comprehension skills.
  - (c) What are global comments ? Discuss with examples.
  - (d) How can you enhance the motivation of the distance learners ?
  - (e) What is problem-solving counselling ? Give examples.
  - (f) Mention three important skills of a counsellor.
3. The following is an excerpt from an actual assignment response (see Appendix - I). Read the response and write your margin comments and global comments on the space provided. Award a grade to the assignment response on a five-point scale, using letter grades A, B, C, D and E with notional correlates as excellent, very good, good, satisfactory and unsatisfactory, respectively. After completing the tasks attach the Appendix - I to your answer script.
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