

MASTER OF ARTS IN DISTANCE EDUCATION (MADE)

Term-End Examination

June, 2013

01330

MDE-413 : LEARNER SUPPORT SYSTEMS AND SERVICES

Time : 3 Hours

Maximum Weightage : 75%

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- Note :** (i) *Attempt all the three questions.*
(ii) *All three questions carry equal weightage.*
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1. Answer **any one** of the following questions in about **1200** words :

- (a) What are learner support services ? Describe the learner support system of an institution that is making extensive use of technology for supporting its distance learners.

OR

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

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

- (a) Discuss briefly about the components of self-directed learning.
- (b) List at least five categories of media used in counselling. Explain in brief the way of using them.
- (c) What is the importance of planning, translating and reviewing in writing process ?
- (d) Do all learners seek counselling ? What are the factors that dissuade some learners from seeking counselling ?
- (e) Discuss briefly about the tasks of a distance tutor.
- (f) What is a study centre ? Describe its major functions.

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 comments in the margin provided and global comments on the assessment sheet enclosed. Award a grade to the assignment response on a five point scale, using letter grade A, B, C, D and E the national correlates of which 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)

Enrolment No :

Grade :

APPENDIX - I

MDE - 413 : Learner Support Systems and Services

Space for Comments

Assignment Response

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).