

**POST GRADUATE DIPLOMA IN  
DISTANCE EDUCATION**

00220

**Term-End Examination**

**December, 2010**

**ES-313 : LEARNER SUPPORT SERVICES**

*Time : 3 hours*

*Maximum Weightage : 75%*

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- Note :** (i) *Attempt all the three questions.*  
(ii) *All the three questions carry equal weightage.*
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1. Answer **any one** of the following questions in about **1200** words.
  - (a) How will you design collaborative learning environments using Computer Mediated Communication (CMC) ? Discuss the seven critical issues related to the design of collaborative learning environment mediated by computer conferencing in the socio - cultural context of your country.
  - (b) Discuss the non - directive Rogerian counselling in the context of distance education. Describe the *four* qualities of a counsellor with examples.
2. Answer **any four** of the following in about **300** words each:
  - (a) Write a short note on 'flexible learning'.
  - (b) Describe the task of a distance teacher in the context of evaluation of assignment responses.
  - (c) Discuss the role of Regional Center and Study Center in ODL system.
  - (d) Differentiate between academic counselling and non - academic counselling.
  - (e) Write a short note on SQ3R technique.
  - (f) Differentiate between the characteristics of learners in conventional and distance education system.

3. The following is an excerpt from an actual assignment response (See Appendix-I). 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 finishing the task attach Appendix -I to your answer script.

**Note : PLEASE TEAR OFF THIS APPENDIX (ASSIGNMENT RESPONSE)  
AND ATTACH IT WITH YOUR ANSWER SCRIPT AFTER YOUR  
ASSESSMENT**

Enrolment No:

Grade:

**APPENDIX I**  
**ES-313 : Support Services**

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Space for comments

Question and response

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**Question :**

**What do you mean by informing advising and counselling in Distance Education ? Explain in about 300 words.**

**Answer :**

Students in open universities and distance education system are isolated and study individually without peer and teacher support directly. They face a lot of challenges to continue studies and to complete the courses successfully. Most distance learners need help at every stage - joining a programme, during the study, and after completion of the study. It is this help system in distance education that is called counselling. It is a concept borrowed from clinical psychology, and it can be defined by three activities-informing, advising and counselling.

\* Informing is about giving correct information and facts to the learner. Thus, a counsellor should have requisite knowledge to provide counselling. The knowledge could be about the system or subject or any other domain.

\* Counselling is about helping the learner to clarify their needs and help them to decide on the course of action themselves. It is a facilitative exercise to identify student's problem, and help them to realise and solve it. So, counselling is specific to a learner and it is through open discussion that counselling can be exercised. It requires high level of interpersonal skills.

\* Advising on the other hand is more prescriptive in nature based on the expertise of the counsellor. A counsellor can advise the learner a specific course of action depending on the situation and available alternatives. So, in order to advise, it is important to have information as well as inter - personal skills.

\* In distance education , counselling plays a significant role in reducing student dropout. It deals with affective domain of the learning and the learner. Most teachers in distance education are subject experts drawn from the conventional education system, and they are not trained to handle student problems. However, counselling assume much importance in distance education, as we all can at least provide some level of counselling in the form of informing (About 300 words.)

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