

01463

**MASTER OF ARTS (EDUCATION)**

**Term-End Examination**

**June, 2010**

**MES-113 : LEARNER SUPPORT SERVICES**

*Time : 3 hours*

*Maximum Weightage : 70%*

- 
- Note :** (i) *All the **four** questions are **compulsory**.*  
(ii) *All the questions **carry equal** weightage.*
- 

1. Answer the following question in about **600** words :

Define "Study Skills". Explain the significance of teaching "Study Skills", to the learners.

**OR**

Define counselling ? Describe different categories of counselling in distance education.

2. Answer the following question in about **600** words :  
What are the qualities of a counsellor ? What skills does he /she require to be a successful counsellor ?

**OR**

What is supplemental communication ? Explain its significance in the teaching-learning process in open and distance education.

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

- (a) Describe different types of support services required for distance learners.
- (b) Describe the functions of a study centre in Open and Distance Education system.
- (c) Explain SQ3R technique and its use.
- (d) Describe the profile of a typical distance learner and his/her problems.
- (e) Explain three factors influencing assessment and grading in distance education.
- (f) Explain the use of concept mapping to improve student learning in distance education.

4. Answer the following question in about **600** words :  
Suppose you are working as a tutor at a study centre of a Open University. You have received a set of assignment responses for your evaluation. Explain different types of tutor comments you will write to provide feedback to the learners. Give examples.

---