

**POST GRADUATE DIPLOMA IN
DISTANCE EDUCATION**

Term-End Examination

00588

June, 2010

ES-313 : 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) Write an essay on the use of media in counselling. Give examples where appropriate.
 - (b) Critically analyse the problems associated with student learning in open universities.
- 2.** Answer *any four* of the following in about **300** words each :
- (a) Describe the role of moderator in computer conferences to support distance learners.
 - (b) Write a short note on resource - based learning.
 - (c) Compare the student support network of the Indira Gandhi National Open University (IGNOU) and Dr. B.R. Ambedkar Open University (BRAOU).
 - (d) What is the significance of tutor comments in distance education ?
 - (e) Describe the four step process of distance teaching.
 - (f) Write a short note on the three essential skills of a counsellor.

3. The following is an excerpt from an actual assignment response (See Appendix-I). Write your marginal 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 national 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**

Space for comments

Question and response

Question :

What are the positive and constructive comments in distance education ? Answer in about 300 words.

Answer :

Comments are important aspects 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-a-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 : While 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).

ASSESSMENT SHEET

Grade :

Tutor's Overall (global) Comments

Content		Structure and Presentation	
Accurate Information	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	Well Planned	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Inaccurate Information		Inadequately Planned	
Accurate Coverage	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	Concise	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Inaccurate Coverage		Too long or Too short	
Good Conceptual Analysis	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	Clearly Expressed	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Poor Conceptual Analysis		Not Clearly Expressed	