POST GRADUATE DIPLOMA IN DISTANCE EDUCATION

00750

Term-End Examination

June, 2011

ES-313 : LEARNER SUPPORT SERVICES

Time : 3 hours   *Maximum Weightage : 75%*

Note :   (i)   *Attempt all three questions.*

(ii)   *All the three questions carry equal weightage.*

1.   Answer *any one* of the following questions of about **1200** words :

(a)   Discuss the significance of tutor comments. Elucidate your answer with the help of suitable examples.

(b)   Explain the importance of academic counselling in distance education. How will you organise a counselling session on a topic of your choice ?

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

(a)   What are the essential skills that an academic counsellor should develop for being an effective counsellor ?

(b)   What are null comments ? Why are they categorised as non - teaching comments ?

(c)   Identify the problems in evaluating and grading an assignment response ?

(d)   What is a study centre ? Describe its major functions.

(e)   Rogerian counselling is non - directive. Comment.

(f)   Explain the SQ3R technique.

3.   The following is an excerpt from an actual assignment response (See Appendix I). Write your marginal 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 notional correlates of these letter grades 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.

Enrolment No : [   ]   Grade : [   ]

APPENDIX I

ES-313 : Support Services

Space for comments   Question and response

1   (i)   Describe in brief the likely future developments in Indian higher education with focus on Distance Education.

ANSWER

Indian higher education has had continuous renewal with the view of expanding, improving and making higher education relevant and work orientated. The likely future development in Indian higher education in relation to Distance Education lies in the aspects discussed below.

Globalization

India has entered the market of globalizing education by offering courses in other countries through distance mode, in programs like PGDDE and MADE just like other nations are offering higher education courses to Indian student. There is opportunity for the government of India to develop mechanisms and policy to support Indian institutions to intensify marketing their programs abroad through distance education mode, in order to balance the trade and provide internationally acceptable quality education which is related to world of work.

Private initiatives

With the ever increasing demand for higher education, establishment of private universities will result to increasing access to education. By lifting subsidies and legislative sanctions for private universities, the government of India will promote establishment of more private open universities which will offer distance education.

Open and distance education and pedagogy

There are a lot of developments linked to open and distance education. These include

- Increase in number of conventional universities offering distance education and open universities.

  Already there are more than 60 conventional universities offering distance education and 9 open universities and government intends to increase the number to 15.

- Increased opportunity in choice of courses and curriculum some of which conventional universities failed to offer.

- More flexible pedagogy

  There is a proposal to set up network of open universities so that all entre multi- channel learning.

Technological support

Institutes are moving on to using satellite based interactive distance mode. More and more colleges will be connected to the internet as such distance education will be promoted.

Therefore there are more prospects in the development of higher education in India through distance mode.

(ii)   What are the processes and structures in a distance education institution ?

ANSWER

STRUCTURES

Structures are formal and established patterns of relationship in an organization. The structures common to most of the distance education institutions include decision making bodies, organization and regional networks.

Decision making bodies

Planning board

It consists of outstanding academicians and educational administrators of the country. The take a holistic view of the institution as a system and plan for effective functioning and proper development of the institution.

Executive council

A governing body made up of people from different disciplines. It may include representative from media and a number from the government.

Academic council

It consists of academics from both the inside and outside the university. It supervises over implementation of academic policies, checks on quality of course development mechanism, monitor and regulates academic standards.

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Finance committee

This committee deals with finances such that it is involved in resource mobilization, utilization and expenditure control.

Distance education council

It promotes, coordinates and maintains the standards of distance education system.

Organization network : division of work

The following oversees the institution activities

Head of the institution

Usually a person exercising certain powers for instance head of state. He/she appoint vice chancellor and other people on the statutory body authority and advise the executive head.

Executive head or vice chancellor

He coordinates the system and has the vital role decision making

Pro - vice chancellor

There are several of them and each looks after a major sub system for instance, students service.

Directors

These are heads of divisions and school which take up academic activities.

Regional networks

This is the structure put in place to provide strong support to students by monitoring implementation of programs and provision of student services.

PROCESSES

The processes in Distance Education institutions include management, planning, monitoring and evaluation.

Management addresses issues of governance. It involves deciding on the composition, powers and functions of management bodies. It also ensures that the institution is cooperating and collaborating with other institution to enrich their resource base.

Planning process involves formulation of mission statement, institution objectives that are clear and measurable and are sufficiently flexible to permit review. It also involves identifying programs for attainment of the objectives. Planning is also in relation to staffing so that there is decision as regard permanent full time staff and part time staff.

Monitoring and evaluation involves putting in place management information systems to ensure control of the different activities of the institution so that they are in line with set objectives.

2. **DISCUSS IN BRIEF THE MECHANISM THAT SHOULD BE PUT IN PLACE WITHIN AN INSTITUTION TO MANAGE CHANGES.**

   ANSWER

   In order to achieve its mission, an institution has to rethink strategies, restructure the organization model, reassess achievements and reformulate goals. Such activities signify change. In order to manage the changes it will require mechanisms which have been reflected below.

   ### Building core competences

   The institution may face challenges posed by new technologies, competition, new needs to be met and new resources to be mobilized. As such carrying out SWOT analysis and concentrating on strengths, developing competences that seize new opportunities and converting them to advantages would be ideal. Core competences that can result to members feeling confident enough about the innovation should be developed. People with complementary competences should be encouraged to work as a team.

   ### Motivating and encouraging people to work with new model

   In order to motivate people to promote an innovation, involve members in brainstorming, collective thinking through issues and problems as they arise. Help members continuously think and clarify their visions about their roles in relation to the vision of the institution. Make them analyze their mental models and present them so that they become more open.

   ### Promoting flow and sharing information

   In order to manage change, make sure people are informed about the change by ensuring good information flow other than grape vine communication which results to distortion of information and creation of resistance.

   ### Team building

   People with different competences should be involved. For instance, academics, managers and administrators are involved from designing to delivery of the teaching and learning resources. Training and orientation can be useful in building team spirit.

   ### Systemic thinking

   Change should also be effected as a system otherwise can result to disequilibrium in the other parts of the system. More over what managers think are good practices should be documented and be shared within the system.

   Therefore in order to manage change, build core competences, motivate members, promote good flow of information and promote systemic thinking.

ASSESSMENT SHEET

(To be filled in Duplicate)

Enrolment No. _____   Programme _____   Assessment

Student's Name _____   Course _____   Grade [   ]

Assignment No. _____

Study Centre Code No. _____

Evaluator's Comments

If the space is not sufficient, please use back paper

Please tick ✓ in the relevent box below

CONTENT						STRUCTURE AND PRESENTATION					
Accurate Information	☐	☐	☐	☐	☐ Inaccurate Information	Well Planned	☐	☐	☐	☐	☐ Inadequately Planned
Adequate Coverage	☐	☐	☐	☐	☐ Inadequate Coverage	Concise	☐	☐	☐	☐	☐ Too long or Too short
Good Conceptual Analysis	☐	☐	☐	☐	☐ Poor Conceptual Analysis	Clearly Expressed	☐	☐	☐	☐	☐ Not Clearly Expressed

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