

**POST GRADUATE DIPLOMA IN
DISTANCE EDUCATION**

Term-End Examination

December, 2006

ES-313 : SUPPORT SERVICES

Time : 3 hours

Maximum Weightage : 75%

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 : 25

- (a) What are support services ? How do these services help distance learners ? Evaluate the effectiveness of some of the support services utilized by you as a distance learner at IGNOU.

OR

- (b) What is a Study Centre ? What are its functions ? Critically examine the role of an IGNOU study centre based on your own experience.

2. Answer any **four** of the following in about 300 words each : 25

- (a) What are the different categories of counselling ? Explain how counselling in distance education is different from teaching in a conventional institution.

- (b) Do all learners seek counselling ? What are the factors which dissuade some learners from seeking counselling ?
- (c) Explain the significance of tutor comments with emphasis on teaching type comments.
- (d) What is the purpose of a tutorial ? How is it different from a conventional classroom ?
- (e) Write a critical note on 'Quality Assessment' in open and distance learning system.
- (f) What are the functions of a Regional Centre in an Open University ?

- 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.

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