

**POST GRADUATE DIPLOMA IN  
DISTANCE EDUCATION**

**Term-End Examination**

**December, 2007**

**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) Why do distance learners need support ? As a distance learner what kind of support was provided to you by IGNOU ? Critically evaluate your utilisation of support services provided.
- (b) What are tutor comments ? Differentiate between teaching type and non-teaching type comments. Describe their impact on students' learning with the help of suitable examples.

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

- (a) What are study skills ? Explain in brief the significance of study skills for distance learners.
- (b) Discuss some of the key attributes and skills of a good counsellor.

- (c) Explain the SQ3R technique and discuss its role in reading.
  - (d) What are the major functions of a study centre in an open university ?
  - (e) Describe problem solving counselling with the help of examples.
  - (f) Explain the terms 'informing', 'advising' and 'counselling' to bring out the differences in their emphasis.
- 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.