

**POST GRADUATE DIPLOMA IN
DISTANCE EDUCATION**

Term-End Examination

June, 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 :

- (i) What are learner support services ? Describe the learner support system of an institution that is making extensive use of technology for supporting its distance learners.

OR

- (ii) Describe the functions of a typical Study Centre and Regional Centre. Select an open university of your choice and describe the kind of support it provides through its Regional Centres and Study Centres.

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

- (i) Explain some of the key attributes and skills of an ideal academic counsellor.
- (ii) List at least five categories of media used in counselling. Explain in brief the ways of using them.

- (iii) How are global comments different from marginal comments ?
- (iv) Explain the SQ3R technique and discuss its role in reading.
- (v) Is it possible to arrive at perfect grading in the distance education context ? Substantiate your answer.
- (vi) Describe personal and supplemental communication with the help of examples.

3. The following is an excerpt from an actual assignment response (See Appendix I). Write your 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 grades A, B, C, D and E, the notional correlates of which 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.

Draw the design of the unit on the following lines :

- Title of the topic
- Structure
- Objectives
- Introduction of the topic
- Two or three sections
- Their sub-sections, if any
- SAQs
- Summary of the unit
- Answers to SAQs