



THE OPEN UNIVERSITY OF SRI LANKA
POST GRADUATE DIPLOMA IN DISTANCE EDUCATION
FINAL EXAMINATION 2008
ESP 1124 – STUDENT SUPPORT SYSTEM IN DISTANCE EDUCATION
DURATION : THREE (03) HOURS

DATE : 28th March 2008

TIME : 9.30 a.m. – 12.30 p.m.

ANSWER ALL THE QUESTIONS IN PART I AND ANY THREE QUESTIONS FROM PART II

PART I

01. Write a definition for 'learner support' in the context of distance education.
02. List five (5) support services available to learners of a distance teaching institution familiar to you.
03. During the 'life time' of a distance learner there may be several 'critical points' at which the learner may need more support. Briefly explain three (3) such points.
04. Analyse three factors, which affect the provision of support to distance learners.
05. Define 'counselling'
06. State three characteristics of distance learners.
07. Briefly describe three (3) qualities a counselor should have.
08. Compare the benefits of counseling by letter and counseling by telephone.

PART II

09. Ravi and Kamala are two distance learners of the same distance education programme. Do you think both of them would need the same support to be successful in their studies? Explain your answer with suitable examples.
10. Discuss the support that can be provided to the learners of an online study course.
11. 'Interaction and Independence' are two elements in distance education. Analyse a distance education programme familiar to you and identify and discuss the instances where the two elements are present.
12. State the three skills a counselor should have. Consider a distance learner who needs counseling and describe how the skills you mentioned would enable the counselor to assist the distance learners.
13. Write short notes on any three of the following.
 - a) Barriers faced by distance learners
 - b) Developmental counseling
 - c) Academic counseling
 - d) Group counseling
 - e) Academic functions of the Regional Centres and Study Centres of the OUSL.

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