# LIST OF CONTENTS

<table>
<thead>
<tr>
<th>Chapter 1</th>
<th>INTRODUCTION</th>
<th>1</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.1</td>
<td>Statement of the Problem</td>
<td>8</td>
</tr>
<tr>
<td>1.2</td>
<td>Objectives of the Study</td>
<td>8</td>
</tr>
<tr>
<td>1.3</td>
<td>Need of the study</td>
<td>8</td>
</tr>
<tr>
<td>1.4</td>
<td>Significance of the Study</td>
<td>9</td>
</tr>
<tr>
<td>1.5</td>
<td>Scope of the study</td>
<td>10</td>
</tr>
<tr>
<td>1.6</td>
<td>Delimitation of the Study</td>
<td>10</td>
</tr>
<tr>
<td>1.7</td>
<td>Assumptions</td>
<td>11</td>
</tr>
<tr>
<td>1.8</td>
<td>Limitations of the study</td>
<td>11</td>
</tr>
<tr>
<td>1.9</td>
<td>Procedure of the study</td>
<td>12</td>
</tr>
<tr>
<td>1.9.1</td>
<td>Population</td>
<td>12</td>
</tr>
<tr>
<td>1.9.2</td>
<td>Sample</td>
<td>12</td>
</tr>
<tr>
<td>1.9.3</td>
<td>Development of instruments</td>
<td>13</td>
</tr>
<tr>
<td>1.9.4</td>
<td>Data collection</td>
<td>14</td>
</tr>
<tr>
<td>1.9.5</td>
<td>Analysis of the data</td>
<td>14</td>
</tr>
<tr>
<td>1.9.6</td>
<td>Data analysis after try out</td>
<td>15</td>
</tr>
<tr>
<td>1.10</td>
<td>Development of model</td>
<td>15</td>
</tr>
<tr>
<td>1.11</td>
<td>Operational definitions of terms</td>
<td>16</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Chapter 2</th>
<th>REVIEW OF RELATED LITERATURE</th>
<th>17</th>
</tr>
</thead>
<tbody>
<tr>
<td>2.1</td>
<td>The concept and scope of distance education</td>
<td>19</td>
</tr>
</tbody>
</table>
2.2 Concept of student support services  
2.3 Significance of student support services  
2.4 Process of student support services  
2.5 Types of student support services  
   2.5.1 Tutorials  
   2.5.2 Regional offices  
   2.5.3 Library services  
   2.5.4 Guidance and counselling  
   2.5.5 Technical support  
   2.5.6 Media support  
   2.5.7 Mass media  
   2.5.8 Newspapers and magazines  
   2.5.9 Radio  
   2.5.10 Educational television (ETV) and instructional television  
   2.5.11 Multi media  
   2.5.12 Interactive learning  
   2.5.13 Computer conferencing  
   2.5.14 Telephone  
   2.5.15 Internet  
   2.5.16 New trends in distance education  
   2.5.17 Computer-assisted learning (CAL)
2.8.8 Library Services 113
2.8.9 Services for Students with Disabilities 114
2.8.10 Tutorial Support Services (UKOU) 115

2.9 INTRODUCTION TO SRI LANKA 117
2.9.1 The Open University Sri Lanka (OUSL) 118
2.9.2 Audio-Visual Aids 119
2.9.3 Day Schools/ Discussion Classes/ Consultancy Sessions/ Tutor Clinics 120
2.9.4 Regional Educational Services 120
2.9.5 Student Counselling 122
2.9.6 Information Services 122
2.9.7 Audio-Visual Resource Centre (AVRC) 123
2.9.8 Laboratory Facilities 124
2.9.9 Computer Facilities 124
2.9.10 Student Council 124
2.9.11 Social Activities 125
2.9.12 Postal and Telephone Facilities 125
2.9.13 Financial Assistance 125
2.9.14 Student Affairs Division 126
3.6.1 Instrument Development 150
3.6.2 Validation of Instruments 150
3.6.3 Instrument Administration 151
3.6.4 Analysis of Responses 151

3.7 ADMINISTRATION OF QUESTIONNAIRE 152

3.8 STATISTICAL ANALYSIS 152

3.9 FINALIZATION OF MODEL 154

Chapter 4

PRESENTATION, ANALYSIS AND INTERPRETATION OF DATA

4.1 156
4.2 185
4.3 218

Chapter 5

5.1
5.2
5.3
5.4