

LIST OF CONTENTS

Chapter 1	INTRODUCTION	1
1.1	Statement of the Problem	8
1.2	Objectives of the Study	8
1.3	Need of the study	8
1.4	Significance of the Study	9
1.5	Scope of the study	10
1.6	Delimitation of the Study	10
1.7	Assumptions	11
1.8	Limitations of the study	11
1.9	Procedure of the study	12
	1.9.1 Population	12
	1.9.2 Sample	12
	1.9.3 Development of instruments	13
	1.9.4 Data collection	14
	1.9.5 Analysis of the data	14
	1.9.6 Data analysis after try out	15
1.10	Development of model	15
1.11	Operational definitions of terms	16
Chapter 2	REVIEW OF RELATED LITERATURE	17
2.1	The concept and scope of distance education	19

2.2	Concept of student support services	22
2.3	Significance of student support services	27
2.4	Process of student support services	33
2.5	Types of student support services	37
2.5.1	Tutorials	37
2.5.2	Regional offices	52
2.5.3	Library services	59
2.5.4	Guidance and counselling	60
2.5.5	Technical support	66
2.5.6	Media support	67
2.5.7	Mass media	69
2.5.8	Newspapers and magazines	70
2.5.9	Radio	71
2.5.10	Educational television (ETV) and instructional television	73
2.5.11	Multi media	76
2.5.12	Interactive learning	77
2.5.13	Computer conferencing	78
2.5.14	Telephone	79
2.5.15	Internet	80
2.5.16	New trends in distance education	81
2.5.17	Computer-assisted learning (CAL)	81

2.5.18	Computer managed learning	82
2.5.19	Techniques of on-line education	83
2.5.20	The WWW	84
2.6	Student support services in comparative perspectives	85
2.7	Student support services in Pakistan	87
2.7.1	Organizational Structure of AIOU	91
2.7.2	Regional Network of Allama Iqbal Open University	92
2.7.3	Role of a Tutor	93
2.7.4	Guidance and Counseling Services	94
2.7.5	Regional Library Services	95
2.8	UNITED KINGDOM OPEN UNIVERSITY (UKOU)	96
2.8.1	Organizational Structure of UKOU	104
2.8.2	Regional Student Support Services (UKOU)	106
2.8.3	Regional Network (UKOU)	107
2.8.4	Role of Tutor	108
2.8.5	Residential Schools	109
2.8.6	Guidance and Counseling Services	110
2.8.7	Learning Skill Development (Workshop)	111

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

210	TRAINING NEEDS	126
211	MODELS OF STUDENT SUPPORT	130
2.12	MODEL	131
213	NEED TO DEVELOP A MODEL OF STUDENT SUPPORT SERVICES	132
2.14	AN OPEN UNIVERSITY – TYPE MODEL	132
2.15	COMPONENTS OF MODEL	139
2.16	PREVIOUS RESEARCH STUDIES	140
Chapter 3	RESEARCH METHODOLOGY	145
3.1	DESIGN OF THE STUDY	145
3.2	POPULATION	146
3.3	SAMPLE	146
3.4	TOOLS FOR COLLECTION OF DATA	148
3.4.1	Internet/ By Mail	148
3.4.2	Survey	148
3.4.3	Questionnaires	148
3.5	PILOT TESTING AND VALIDATION OF RESEARCH TOOLS	149
3.6	TRYOUT THE PROPOSED MODEL	150

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	155
4.1		156
4.2		185
4.3		218
4.4		
4.5		
Chapter 5		
5.1		
5.2		
5.3		
5.4		