

STUDENT SUPPORT SERVICES OF AIOU, PAKISTAN

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ABSTRACT

The objective of the Study was to investigate the Student Support Services provided by Allama Iqbal Open University, Pakistan and its deficiencies. All the officers of BPS-17 and above of Directorate of Regional Services and Directorate of Student Advisory and Counseling Services and 50% of 100 tutors for the semesters Spring and Autumn 2008 were included in the study. For the purpose of collection of data, three questionnaires were developed, separate for each sample. Data collected through questionnaires were tabulated, analyzed and calculated using mean scores. Major findings of the study reveal that (1) Tutors received intimation letters from the region about tutorship in time; (2) Tutors discourage late submission of assignments; (3) Regional heads occasionally visit the tutorials; (4) DRS plans, coordinates and monitors the work of regional centers; (5) Regions were equipped with modern A.V. aids; (6) DRS was provided sufficient funds; (7) Students Advisory and Counseling facilitates the learners. It was concluded that tutors discourage late submission of assignments, regions solved the problems of students, Student Advisory Service facilitates the distance learners and the staff of Students Advisory was trained. The recommendations made are included; assignments may be returned under postal cover; regional centers should respond to the queries of tutors; DRS should be provided trained staff; there should be transport facilities at the DRS; and the staff of Students Advisory and Counseling may be trained in their work.

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