



**MOTHER TERESA WOMEN'S UNIVERSITY**  
(Accredited by NAAC with "A" Grade in the III Cycle)  
**KODAIKANAL**



# **CENTRE FOR DISTANCE AND ONLINE EDUCATION (CDOE)**



**LEARNER SUPPORT SERVICES**

## **GUIDELINES**

Learner support services are the services provided to the students who pursue their education through Open and Distance Learning Mode. The students are provided with the support services through the Centre for Distance and Online Education at Head Quarters and the Learner Support Services.

- a. Provide pre-admission counseling for prospective learners to provide informations to facilitate them in taking an informed decision on joining a specific programme
- b. Provide support for admission related matters including filling online application, select the Learner Support Centers, paying the prescribed fees
- c. Provide the syllabus and the details of the study materials and information on the website
- d. Delivery of the self learning materials to the learners
- e. Provide additional learning resources through on-line mode, Compact Disks etc;
- f. Ensure the availability of full time help desk well versed with the learner information data base providing single window services for all learner related queries
- g. Redressing the students grievances through the Grievance Redressal Cell
- h. Providing guidance and counseling through online and offline mode
- i. Provide the placement support to the final year students

The University shall ensure the learner at the time of admission, where she can get all the academic supports including Personal Contact Programmes, Assignments, Examinations and Library