Inspiration from Comparative Study of Distance-education Learning Support Services of China and UK

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Abstract

The theory and practice of OUUK learning support service has been widely praised, from the study of composition and dominant of OUUK learning support service system, and as Jiangyin Open Studying center, Wuxi, Jiangsu example, in-depth investigation and analysis of the present situation of China's distance-education learning support services, explore the reference value of the successful experience of OUUK and inspiration to the distance education in China.

Key words: OUUK, learning support service, distance education, inspiration

1. INTRODUCTION

The study and support services of the Open University of UK are widely praised by the industry and are one of the important factors in the success of their school. Learning support service thought theory is also the first study and development from the UK. Specifically, the UK Open University study support service system includes the following points.

- Clear management responsibilities and orderly services organization to ensure effective learning support services, the Open University has established the responsibilities clear, management and orderly tertiary study support service system. Milton administrative headquarters, they are mainly responsible for the multimedia teaching resources development, accounting, library resources management rules and regulations formulation, credits, student questionnaire survey analysis, etc. All England 13 district teaching center is mainly responsible for the registration payment, student loans and scholarships to extend, course selection and course counseling, career planning and disabled student services, etc. In addition, the Open University has set up more than 300 learning centers all over the country, mainly to issue face to award coach schedule, organize group of independent study, meet new students, provide limited IT facilities, video conference, elective promotional activities, to send and receive homework and exams, and so on.

- The entire process individualizing study instruction, gives the particular guidance to each student is English Opening University studies the support service the prominent characteristic. Provides entire process, the careful individualizing study instruction to each student, may satisfy the learner in different study stage each kind of need. Therefore English Opening University invites 8000 professional concurrent job teacher, to student's study period carries on the all-the-way tracking instruction service. The main form has imparts counselling, mainly carries on by the opening university institute's teachers, this counselling is biggest to student's study help. Moreover also has the curriculum to counsel that carries on generally by the special discipline teacher, mainly inspects the question, the student which the study progress and meets participates in the study skill the activity and various stages study content, the work revises with the studies instruction and so on. Guidance teacher also needs

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to be the student to study consultant, carries on before the matriculation the instruction, the foundation curriculum study instruction, the professional profession consultation instruction, to student's study and the work, with the family contradiction, and questions and so on study strategy, confidence, psychology, employment gives the help and the support.

- Rich in quality learning resources, the British Open University provides students with a well-designed multimedia course materials, this material is the experts through interdisciplinary division of labor design and preparation, collective cooperation to complete the high quality, high level of course materials. To the students in the form of multimedia teaching package, the course materials according to the characteristics of remote students, in order to cultivate students thinking and the ability to use in the teaching material structure and knowledge presentation and media arrangements have the nature of teaching, so that students self-learning process Get full counseling to reconstruct its own knowledge system. In addition, the design of the curriculum is very flexible, according to the nature of curriculum, ease and academic level, the course is divided into four grades, students can be free to choose based on their own needs, for learners to provide a more broad space for self-development. In terms of curriculum content, the Open University combination of unique design and compilation, the system complex course content into a relative independent part of the cut short, in this way, students will divide the whole course content into several parts and this method is suitable for adult learning time and the characteristics of scattered. Thought of the Open University for the students and to provide all kinds of students own the characteristics of the convenience of distance learning, has won the acceptance of the society, international distance education, and be more references in the school.

2. Present Situation and Investigation and Analysis of Distance Education Learning Support Service in China: Case Study of Aopeng Distance Education and Learning Center in Wuxi City Radio and Television University

Jiangyin Aopeng Learning Center According to the university, level and professional to the students to compile classes, equipped with full-time class teacher, the establishment of class QQ group, easy to class teacher and students timely communication between the students to learn the process to monitor and supervise that of the various types of problems, and provide emotional support, to create a class learning atmosphere, breaking the network education in the hearts of people feel nothing, so that students have a sense of belonging in school learning.

Jiangyin Aopeng learning center for first-year freshman, in the first semester start three classes: a, entrance education, start early, mainly to introduce themselves to enter oneself for an examination the colleges and universities online autonomous learning methods and learning requirements, university student status management regulations, as well as the examination of the content of the education, etc, and live demonstration and guide students to independent learning platform operation, understand the operation process and platform functions, so that as soon as possible into the new learners of the remote education role. B, job counseling, semester, the students work at ordinary times of counseling, guide the students fast high quality method, collect the problems in the students learning process, hire a professional teacher to disabuse, providing students with effective learning support services. C, helping, at the end of the semester, hire a professional teacher, answering questions and concentrate on the simulation test of colleges and universities, to provide the right way to the final review, at the same time, the teacher in charge restatement query method of platform test and arrange the test, to test the students honesty education, supervise and urge students to review, solid positive note. Class teacher make full use of computer network platform, telephone, business letter, e-mail, QQ chat room and other modern interactive tools, real-time.
interaction with students, the first time for the students Q&A, the student's learning process monitoring and management that provide effective learning support services.

The survey is selected school a year, two years of students and new students entering school as the research sample. Cut 150 people, the new 50 people; Male and female students accounted for 55.0% and 55.0% respectively; 18 ~ 30 students accounted for 70%, the largest proportion, 31 and 40 accounted for 20%, proportion, 41 to 50 years old of students accounted for 10%, lowest proportion and the result is shown in the following table.

<table>
<thead>
<tr>
<th>Survey Item</th>
<th>Survey options</th>
<th>Percentage (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Information support services</td>
<td>Satisfaction</td>
<td>68</td>
</tr>
<tr>
<td></td>
<td>General</td>
<td>25</td>
</tr>
<tr>
<td></td>
<td>Not satisfied</td>
<td>7</td>
</tr>
<tr>
<td>Emotional communication support status</td>
<td>It is good</td>
<td>28</td>
</tr>
<tr>
<td></td>
<td>General</td>
<td>35</td>
</tr>
<tr>
<td></td>
<td>Not good</td>
<td>37</td>
</tr>
<tr>
<td>Learning resource support status</td>
<td>Rich and advanced</td>
<td>18</td>
</tr>
<tr>
<td></td>
<td>General</td>
<td>60</td>
</tr>
<tr>
<td></td>
<td>Lack</td>
<td>22</td>
</tr>
<tr>
<td>Learning process supervision and counseling</td>
<td>Often</td>
<td>68</td>
</tr>
<tr>
<td></td>
<td>General</td>
<td>25</td>
</tr>
<tr>
<td></td>
<td>Not much</td>
<td>7</td>
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</tbody>
</table>

From the point of the investigation of the questionnaire content, students' study support service in learning center's overall evaluation is very good, but there are still some service lacks of problem and we can obtain the analysis of the following.

- The emotion exchange condition, based on the distance learning characteristic, the student mostly through the network independent study, teaches with study the separation causes between the teachers and students, the student to meet the exchange to be few, obtains through the investigation, although the center of learning provided has exchanged the platform, but the use factor was not high, between the student has not obtained the effective communication, center of learning teacher is also insufficient to the student care degree, the most students were unsatisfied.

- Learning resources to support, through the investigation, the majority of students are more satisfied, learning center in the light of the three classes of new tissue and difficult professional class teacher's explanation, answering questions that causes the student to harvest a lot, but for nationwide examination, some students think that learning resources,
learning center of material processing need more classic, to help students to nationwide examination pass as soon as possible.

- The information support service condition, through the investigation, the majority students chooses information support services and so on the class, payment, work, test to the center of learning quite to be satisfied, only then the extremely individual student promptly has not received the information, generally speaking quite is satisfied to the center of learning service work.

- Learning process supervision and counseling status, distance education is characterized by students to self-learning, the entire learning process cannot be separated from the supervision and counseling of teachers, while providing more suitable for learners learning methods. The survey concluded that most of the participants were very satisfied with the learning support services of the learning center. For the few students who were dissatisfied, we conducted an in-depth investigation and concluded that the face-to-face counseling of the special courses was not enough and could not completely solve the learning problems. Individualization of the lack of guidance, we can see that the learning center in these areas has yet to be strengthened and improved, which may be the learning center of the common problem.

3. Inspiration from the UK Mode

For the English Opening University of the reason that becomes the model, if strict highly effective education service mechanism close correlation, therefore, our country modern distance learning first must establish conforms to oneself characteristic to have the personalized service system. First, sets up the teacher in charge, and sets up the student example. The distance learning characteristic is teaches with study the separation, the bridge which the impresario if the university and the student communicates, uploading to issue each kind of information, carries on the daily management and the monitoring supervision to the student, the teacher in charge sets up can solve the student to study each kind of question promptly which in the process meets; Sets up the student example, may promote the negative lazy student to change own condition, is helpful in teacher in charge's management. Next, sets up the education and the curriculum instruct the teacher. It mainly carries on study instructions and so on method, study flow, long-distance study platform use and psychology, emotion, employment to the long-distance student, simultaneously the specialized question which meets in the study process carries on the Q/A to the student to dispel doubt, is helpful to the student studies smoothly, has the campus sense of belonging. Once more, sets up the teacher to inspect the mechanism. As a result of the distance learning characteristic, the student studies dispersible, the management has certain difficulty, adds the adult university teachers to face the situation which the competition intense, the working conditions day by day change day by day, more and more many teachers appeared the varying degree occupation to be tired, the adult university teachers especially were obvious, therefore had the necessity to set up the inspection mechanism which the teacher worked, the job performance fit and unfit quality and the year's end achievements inspection suspension hook, the rewards and punishment was distinct, promoted teacher's work enthusiasm and the professional sense of responsibility.

The Open University of UK's attention and guidance to students throughout the learning process, with continuity from beginning to end. His mountain stone, you can attack jade, and actively learn from the successful experience of the United Kingdom, improve our distance education learning center learning support service system. The whole system should include: through the pre-admission counseling, enrollment teachers and then according to the needs of students to guide the correct, so that students can choose their own schools and professional; learning process to carry out the necessary guidance and curriculum counseling, so that students Learning to support the service
process should pay more attention to stimulate students' potential and learning subjective initiative, and strive to break the status of mixed diploma, so that students in the learning center of quality services, learn from the income, learn from the students, Have learned, later learned to use; and after graduation students to strengthen contact, timely access to graduate feedback. Learning center to support the whole process of supporting services require thoughtful and meticulous, all for students, for all students, play a bridge between college and students role, and strive to students throughout the learning process of the road lights.

Humanistic care into effect to make humanistic care warmth permeates the student heart, penetrated into each link of the process of learning respect each student, the right attitude towards diversity and particularity of students, students of special with special treatment and services. Once again, to establish its alumni and distance education learning center should be every graduates establish its alumni, and attach learning center, the teacher in charge and the instructor's contact information. Conducive to learning center for graduates from social feedback information in time that is easy to constantly adjust and perfect learning support services, at the same time to strengthen the connection between the students to enhance students' friendship, enhance relationships which is conducive to social harmony.

4. Conclusion

The Open University of the UK not only provides students with a wealth of learning resources, but also provides an open, flexible and diverse learning style for students to learn, including self-study, group learning and short-term study, online learning and other forms to Adapt to the diverse needs of students. At present our country distance learning mainly by the independent study, the online study primarily, simultaneously, also should set up the appropriate study group, selects progresses that is glad helps the human, the sense of responsibility strong student is positively group leader, in the group the member under group leader's impetus the regular fixed-point cooperation study, carries on in the discussion study the question, supervises mutually, progresses together that obtains the gain maximization the knowledge quantity.

Reference


