

Anjana *Editor*

# Technology for Efficient Learner Support Services in Distance Education

Experiences from Developing Countries

 Springer

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# An Introspection of the Responses of the Ruralites and the Elderly to Information and Communication Technology in Open Distance Learning



Kajal De and Sampurna Goswami

## List of Abbreviations

AV	<i>Audio-Visual</i>
DTH	<i>Direct-to-Home</i>
ICT	<i>Information and Communication Technology</i>
MOOCs	Massive Open Online Courses
MSW	Master of Social Work
NGO	Non-governmental Organisation
NSOU	Netaji Subhas Open University
ODL	<i>Open Distance Learning</i>
OER	<i>Open Educational Resources</i>
UNESCO	<i>United Nations Educational Social and Cultural Organization</i>

## Introduction

Education is a lifelong activity that begins from time when an infant comes into the womb of his mother and continues till he takes his last breath. Since the advent of the Welfare Model of State, 'education' made an important place for itself in the policy realms and nation states have adopted various reforms in order to achieve a substantial level of education for their citizens. The nations have also come together in the United Nations to cooperate in the fields of education and culture; thereby, the nations set up the United Nations Educational, Scientific and Cultural Organization in 1945. One of the major objectives of the UNESCO is to strengthen ties and cooperation among the nations, so that every child and citizen in every

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