The Construction of Learning Support Service System of Distance Open Education Based on Sharing Theory

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Abstract. In order to better meet the learning needs of distance open education, researchers at home and abroad have carried out a lot of research on the subject of learning support services for a long time, but there is no standard to follow up. With the continuous development of Distance Open Education in China, the original learning support service system has exposed some limitations. Based on the practice and exploration of Shanghai Open University, this paper analyzes the existing and existing problems in the teaching process of Distance Open Education by means of questionnaire survey, and proposes to design the learning support service system from five dimensions (five-dimensional system) of teacher resource support service, teaching resource support service, teaching process support service, educational facilities support service and education management support service. Through the study of the operation process of five-dimensional system in distance open education, the concept of "learner centered" learning support service system is constructed, and the operation effect of learning support service system in innovation of teaching mode, integration of educational resources, and adaptation of learners' personalized needs is expounded.

Keywords: Learning Support Service, Open Education, Sharing Theory

1. Introduction
In view of the existing problems, combined with the practical experience of Distance Open Education in an open university, and based on the internal relations among the elements of the learning support service system of distance open education, we believe that we should build a new and comprehensive learning support service system[1]. This learning support service system consists of five dimensions: teacher resource support service, teaching resource support service, teaching process support service, education facility support service and education management support service.
2. Dimensions of teacher resource support services

The level of university teachers is related to the core competitiveness of higher education institutions. The main function of teacher resource support service is to provide all kinds of teacher information for distance learners, including full-time teachers, part-time teachers and teaching assistants. Learners can choose different types of teacher consultation related issues according to different needs. Teachers should be able to give personalized guidance to learners in a timely and serious manner. The teaching level of teachers reflects the teaching quality of an open university, which must be in line with the level of distance open education. The key to providing learning support services is to build a high-level faculty. In addition, it is particularly important to improve teachers' sense of service and their sense of responsibility. The key to improve teaching quality is to strengthen the education of teachers' professional ethics, correct teaching attitude and be responsible for the teaching objects [2]. Distance education institutions should also be equipped with full-time and part-time teachers and teaching auxiliary teams in proportion to form a reasonable teacher-student ratio, so that the teachers can undertake the teaching tasks of distance education and ensure the quality of teaching, and be able to timely transmit teaching information to learners, implement teaching guidance, guide practical links and organize online discussions.

3. Teaching resources support service dimension

Rich teaching resources and convenient access to education, teaching activities to build the basic conditions, conducive to the cultivation of learners' ability to learn independently. The main function of teaching resources support service in distance education institutions is to provide rich, convenient and timely updated learning resources for distance learners, so as to meet the needs of learners and teachers to carry out various teaching activities. Teaching resource support services mainly include three aspects: first, information resource services, namely, all kinds of technical support information, including audio-visual teaching materials, television media, communication network and other information resources, which are provided for the realization of distance education teaching, educational administration management and other information in a timely manner to help learners achieve a certain learning purpose; second, learning resource services, which include providing specialized information for learners Guiding documents such as industry teaching plan, curriculum outline, curriculum implementation, etc [3], provide multimedia auxiliary teaching resources such as curriculum resources, printed books and materials, audio-visual materials, VCD, CAI courseware and multimedia course materials learning package; third, library resources services, including paper literature resources, electronic books or electronic journal resources, library collection resources, database resources for learners It also provides electronic resources remote service, special topic query, paper retrieval and other services.

4. Teaching process support service dimension

Teaching process support service is the software guarantee for the construction of distance education learning support service system. Its main function is to provide distance learners with guidance,
assistance and supervision services [4]. It is an important part of the construction of service competitiveness of distance education institutions, just as the advantages and disadvantages of enterprise "customer service" system directly affect the competitiveness of its products. Among them, "guide learning service" is to make scholars know more about the characteristics of distance open education, make preparations for adapting to the new learning environment, and provide various guide learning information services for them, including helping learners to make personalized learning plans and adapt to the teaching mode of distance education; "help learning service" is far; the related help services provided by the institutions of distance education to help learners in the learning process For example, help learners to form different forms of learning groups, guide the learning groups to carry out thematic discussion activities, help them to resolve knowledge difficulties and eliminate learning obstacles; "supervision service" is a distance education institution to supervise and test the knowledge mastery of learners according to the established teaching implementation rules, and feed back the test results to learners and teachers in time, so as to play a role in teaching The monitoring function of learning process.

5. Dimensions of educational facilities support services
Education facility support service is the hardware guarantee of distance education learning support service system construction [5]. The main function of educational facilities support service is to provide audio-visual facilities, communication facilities and campus network support for distance learners. Among them, "audio visual facility service" is to provide distance education technology equipment or teaching media services for distance learners, generally including audio-visual reading room, multimedia classroom, computer room, etc; "communication facility service" is to provide distance learners with two-way communication and equipment services with teachers, counselors, learning team members, generally including telephone, e-mail, real-time or Non real time BBS. QQ, network communication system, etc.; "computer network service" is a stable and high-speed campus network facilities for distance learners, mainly including campus network teaching platform and multimedia education facilities.

6. Dimensions of education management support services
Education management support service is the central nervous system of the construction of distance education learning support service system, and the headquarters of distance education institutions' teaching activities [6]. The main function of educational management support service is to provide teaching management service, educational administration management service and counselor management service for teachers and learners. Among them, "teaching management service" is the service to manage the teaching activities of distance open education, mainly including teaching plan management, teaching objective management, teaching process management, teaching quality management, teacher management, learner management, teaching file management, etc. through the quality control of each stage and link of the teaching process, the teaching quality of distance education can be improved; "Educational administration management service" refers to the service for the management of educational administration activities in distance open education, mainly including registration management, student status management, textbook distribution, consulting service, examination management, score inquiry, certificate distribution, vocational planning and guidance service; "counselor management service" refers to the organization and guidance of class style construction and learning style construction, the establishment of learning groups, and the handling of class days Regulatory affairs. Each counselor needs to be familiar with the professional curriculum, teaching plan implementation of the class, and timely understand the learners' homework and correction rate.

7. Summary
In the whole system, we should give full play to the combination advantages and comprehensive
efficiency of various teaching modes and resources. The construction and improvement of the five dimensional support services need overall coordination and scheduling, scientific and strict guidance and supervision mechanism. If the five dimensions cannot be developed and coordinated, the overall teaching level of the school will not be greatly improved. Therefore, we should enhance and strengthen the five dimensions of learning support service system in an all-round way to make it develop in a balanced way. The learning support service system mentioned in this study is only practiced and explored in the distance open education of an open university, and there are still some limitations in the promotion and application. Learning support service is an indispensable element for learners, and its construction and development have a long way to go.

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