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## Impact of Web Technologies on Received Quality in India

Manoj KILLEDAR

Yashwantrao Chavan Maharashtra Open University, India

[manoj.killedar@gmail.com](mailto:manoj.killedar@gmail.com)

### ABSTRACT :

Web is a globally distributed, still highly personalized media for cost-effective delivery of multimedia information and services. Web is expected to have a strong impact on almost every aspect of how we learn. 'Total Quality' is the totality of features, as perceived by the customers of the product or service. Totality of features includes stated as well as implied needs and expectations of all types of customers. No quality improvement is possible without its unambiguous measurement. But, 'Total Quality' of the learning experience in 'Open and Distance Education System' cannot be measured unless it is expressed in measurable clear terms which include complete spectrum of student support and educational services. A model for 'Total Quality' of an open and distance education system was used to measure impact of the "Web Technology" on the 'Total Quality' of the learning experience in 'Open and Distance Education System'. Evidence indicates that application of the proposed model for 'Total Quality' and 'Web Technology' can simultaneously optimize quality, access and cost. Thus, a better learning experience can be provided even in open and distance education system, which can be comparable with the best. This study found that, regarding economy in time and money utilization, 'Virtual Classroom' is not more effective than the 'Traditional Classroom'.

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