

18 May 2017

Ms Ayanda Pamella Msomi (SN 204004182)
Graduate School of Business
College of Law and Management Studies
Westville Campus
UKZN
Email: mpuaya@gmail.com

Dear Ms Msomi

RE: PERMISSION TO CONDUCT RESEARCH

Gatekeeper's permission is hereby granted for you to conduct research at the University of KwaZulu-Natal (UKZN), towards your postgraduate studies, provided Ethical clearance has been obtained. We note the title of your research project is:

"A Model for Measuring E-Learning Systems Success in South African Universities: A case study of the University of KwaZulu-Natal (UKZN)".

It is noted that you will be constituting your sample as follows:

- by performing interviews with students, staff members and ICT staff on all five Campuses.
- with a request for responses on the website. The questionnaire must be placed on the notice system <http://notices.ukzn.ac.za>. A copy of this letter (Gatekeeper's approval) must be simultaneously sent to (govenderlog@ukzn.ac.za) or (ramkissoonb@ukzn.ac.za).

Please ensure that the following appears on your questionnaire/attached to your notice:

- Ethical clearance number;
- Research title and details of the research, the researcher and the supervisor;
- Consent form is attached to the notice/questionnaire and to be signed by user before he/she fills in questionnaire;
- gatekeepers approval by the Registrar.

You are not authorized to contact staff and students using 'Microsoft Outlook' address book.

Office of the Registrar

Postal Address: Private Bag X54001, Durban, South Africa

Telephone: +27 (0) 31 260 8005/2206 Facsimile: +27 (0) 31 260 7824/2204 Email: registrar@ukzn.ac.za

Website: www.ukzn.ac.za



100 YEARS OF ACADEMIC EXCELLENCE

Data collected must be treated with due confidentiality and anonymity.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Mokoena', written over a horizontal line.

MR SS MOKOENA
REGISTRAR