**Informed Consent Form**

28 August 2017

**RESEARCH: EFFICIENCIES AND CAPACITY OF SUPPORT SERVICES POST COLLEGE MODEL ADOPTION AT THE UNIVERSITY OF KWAZULU NATAL**

Greetings Community of the University of Kwa-Zulu Natal

My name is **Slindokuhle Shamase** (Student Number 200301659) from the University of KwaZulu Natal, Westville. I am conducting a study entitled: “Efficiencies and Capacity of Support Services Post College Model Adoption at the University of KwaZulu Natal”. This study is supervised by Dr Rosemary Sibanda at the Graduate School of Business and Leadership (GSB), University of KwaZulu Natal.

You are being invited to consider participating in this study that involves operations and ideas around the Support Services at the University. The purpose of this study is to evaluate the outcomes produced through the implementation of the College Model and its effect on the functions of support services in UKZN, post the external review of the college model in 2010. It will look specifically at challenges, successes and lessons learned. One of the overarching objective of this study is to look at the capacity of support services for sufficiency to adequately support staff and students towards meeting the university’s goals and objectives. The second objective relates to assessing the ability of the re-structured units to deliver on their mandates. The study is expected to enrol 150 participants who work in the university, particularly those working at the university before and after the reorganisation.

The study will use data collection methods including a questionnaire, one on one interviews, and focus group discussions. The duration of your participation if you choose to enrol and remain in the study is expected to be no more than 30 Minutes. The study will not involve any risks or discomfort to you, however I hope that the study will create participation of staff and their views in the operations of the university.

This study has been ethically reviewed and approved by the UKZN Humanities and Social Sciences Research Ethics Committee (Approval number **HSS/1340/017M**). In the event of any problems or concerns you may contact the researcher at: ***Graduate School of Business and Leadership, University of KwaZulu Natal, Durban Westville Campus, Cell: 082 742 2972, Extension:1178/5150 Email:*** [***shamase@ukzn.ac.za***](mailto:shamase@ukzn.ac.za) ***or*** [***slindo.shamase@gmail.com***](mailto:slindo.shamase@gmail.com)or the UKZN Humanities and Social Sciences Research Ethics Committee/administration, Contact details as follows: ***Research office, Westville Campus, Govan Mbeki Building, Private Bag X 54001, Durban, 4000, Kwazulu Natal, South Africa, Tel: 031 260 4557, fax: 301 260 4609, email: HSSREC@ukzn.ac.za***

Thank you for agreeing to take part in the study. Before we start I would like to emphasize that:

1. Your participation in this research is entirely voluntary;
2. Your names and details will not be disclosed in the research study;
3. You are free to refuse to answer any questions;
4. You may stop at any time to ask for clarity;
5. And, you are free to withdraw from the survey at any time.

The survey will be kept strictly confidential and will be available only to members of the research team. You are however advised that the contents of this survey may be disclosed if disclosure is required by the Law. Excerpts from the surveys may be made

**DECLARATION**

**I………………………………………………………………………… (full names of participant) hereby confirm that I understand the contents of this document and the nature of the research project, and I consent to participating in the research project.**

**I understand that I am at liberty to withdraw from the project at any time, should I so desire.**

**SIGNATURE OF PARTICIPANT DATE**

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