

Students' Acceptance and Experiences of the New Learning Management System (LMS) –Wiseup

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ABSTRACT E-learning Management System (LMS) known as Blackboard, which has been customized as WiSeUp, was introduced at Walter Sisulu University (WSU) in 2008 after its funding partners, Nuffic, realized high failure rate in the Faculty of Science and Engineering Technology (FSET). This study sought to investigate students' acceptance level and experiences of this new learning management system at WSU. It adopted a quantitative research methodology. A convenient sampling of 100 students out of 1169 students from the Faculty of Business Management Sciences and Law (FBML) were selected. The data was analyzed using statistical analysis software known as Statistical Package for the Social Science (SPSS). The results of the study indicated that unavailability of resources negatively affect the level of acceptance of Learning Management System. Time constraints have also been found to have a negative impact on the students' experiences with the LMS. A significant number of students complained about the unavailability of resources whilst acknowledging the role of the institution in trying to provide an excellent support system towards the new LMS. The support system, in this case, includes: qualified staff, E-learning centres, Internet, time and computers. The conclusion that can be drawn from this study is that there was a shortage of learning and teaching technology centres in the campus under study. The study therefore recommends that learning and teaching technology centres should be equipped, at all times, with computers that are connected to the Internet.