

ANNUAL REPORT

UNIVERSITY COLLEGE
«CANADIAN INSTITUTE OF TECHNOLOGY»

FOR
ACADEMIC YEAR 2017-2018

Tirana, 2018

I. INTRODUCTION – LEGAL BASIS AND ACOPE OF THE REPORT

This report is drafted based on the article 32, point 1-2 of the law no. 80/2015, date 22.7.2015 "On Higher Education and Scientific Research in Higher Education Institutions in the Republic of Albania".

The University College "Canadian Institute of Technology" is licensed to open Bachelor programs, by Decision of the Council of Ministers No. 781, dated 10/11/2011 "On the licensing of the 'Canadian Institute of Technology'".

Whereas in 2012, by order of the Minister of Education No. 487 dated 18/10/2012, "CIT" received the license for opening curricula for the second cycle.

On 02 October 2016, through decisions no. 564, 565, 566, 567 of MoES, UC "CIT" was also licensed for the opening of four new programs, two in the first bachelor cycle and two in the second cycle of studies, master of sciences.

The institution is accredited by the Accreditation Board of ASCAL, according to decision no. 116, dated 15.12.2017, for a period of 5 years.

The report presents the work done and the results achieved by the University College "Canadian Institute of Technology" (CIT) during the academic year 2017-2018 and provides information to the "Ministry of Education and Sports" related to the number of students enrolled and graduated, the accademic – scientific staff, the financial state and other aspects of the institution's activity. It describes the state of the institution in a realistic manner at the end of the academic year 2017-2018

The purpose of this report is:

1. Information of monitoring and supervisory institutions, business partners, employees, students, and the general public on the realization of its mission and implementation of the applicable legal provisions by providing them with a complete, accurate and comprehensible picture of the "Canadian Institute of Technology" institution's activity.
2. To ensure transparency in front of monitoring and supervisory institutions, employees and students, as well as the general public by preparing and publishing complete, accurate and comprehensible information on its operations, developed programs, achieved results, and other aspects of the work of this institution.
3. Strengthen institutional and public responsibility through the establishment of a continuous accountability system to supervisors, students and other stakeholders.
4. Implementation of the Higher Education Law in Albania etc.

II. REALIZATION OF HIGHER EDUCATION MISSION - UC "CIT"'s GOALS FOR THE ACADEMIC YEAR 2017-2018

UC "Canadian Institute of Technology" is one of the few English language education institutions in Albania with the mission to prepare students with skills based on values and knowledge that they will use in the service of life, career and society. To achieve this goal, UC "CIT" has aimed to provide first and second cycle study programs with a high, consistent quality and promoting scientific activities that serve the needs of the local and national industry.

The University College "Canadian Institute of Technology" through the promotion of carefully prepared curricula, teaching, research, various organizations, etc., has pursued its mission of developing personal skills and opportunities, promoting competition and improving the quality of education in the service of society, respecting the cultural diversity and values of Albania.

During the academic year 2017-2018 have been a number of challenges, demands and achievements that UC "CIT" has tried to pass successfully and to achieve short-term objectives initially, as well as medium-term and long-term goals set by higher and decision-making collegial bodies of the institution. UC "Canadian Institute of Technology" as a consolidated institution has continued to pursue the academic process and strengthen other key processes, ranging from teaching, administration, students and academic staff support, scientific research, human resources management, student service etc.

The main objectives for the academic year 2017-2018 were those on institution development and academic life, as well as curriculum-student orientation, that through the care of a market-based development program, help students to be capable of responding to the self-employment needs, social welfare for labor market development and contribute in improving social and cultural life in general.

The main goals of UC "CIT", based on the realization of the long-term institutional objectives and those of the main units for the academic year 2017-2018 are as follow:

1. *Creating a special environment for getting the right knowledge.*
2. *Creating a special environment for the efficient development of student's skills.*
3. *Creating a special environment for improving the quality of life within and outside the institution.*
4. *Building a comprehensive, cohesive and cooperative community within the university college.*
5. *Strengthening a broad culture in the field of Research, Development and Creativity (RDC).*

The main objectives for the academic year 2017-2018 have been:

- Completion of the institutional accreditation process, initiated by MoES-ASCAL in cooperation with the British Agency QAA;
- Accreditation of the Bachelor Program in Industrial Engineering;
- Improvement of curricula for Bachelor programs in "Industrial Engineering" and Master of Science in "Industrial Engineering";

- Realization of annual conferences, seminars and open lectures for guest lecturers in the institution;
- New arrangements for internships for students, to provide them with new and different opportunities to gain experience that will adapt them more quickly to the labor market;
- The viability of delivering high quality study programs;
- Using the latest literature on curricula, which will continue to be implemented under the cooperation agreement that UC "CIT" has with "McGraw-Hill Education";
- Student enrollment at an average that brings good students to the offered programs;
- To bring experienced academic staff and to create a comfortable environment for students to carry out the program goals in the most appropriate way;
- To bring students into the labor market who are independent and oriented to achieve their goals;
- To guide students towards internships and participation in competitions inside country and abroad;
- Each course program should include a minimum of a course project that can be implemented individually or in a group;
- Cooperate with alumni graduates in this institution (ALUMNI) to follow the trend of market demands and to improve themselves through their assessment;
- Reviewing curricula focusing on interviews with interest groups, businesses and companies operating in the labor market;
- Advertising the institution as well as the programs it offers extensively ;
- Following the agreement with "CEEPUS" for exchange and mobility of student and academic staff;
- Participation in ERASMUS projects and spaces created for exchange and mobility of staff and students;
- Promoting RDC (Research, Development & Creativity);
- The return of the magazine "CIT Review" to a genuine scientific journal.

III. REALIZATION OF THE MAIN OBJECTIVES OF THE INSTITUTION

The University College "Canadian Institute of Technology" for the academic year 2017-2018 has achieved most of the above mentioned objectives.

Below is a brief description of the successful achievement of some of the most important objectives.

- ***Institution accreditation decision and certification of teaching quality delivery according to the standards established by the MoES and ASCAL in cooperation with the British agency QAA***

Based on the agreement reached between the MASR and the British Agency for Accreditation of Accreditation Institutions for all HEIs in Albania, where "ICT" according to the decision of the Accreditation Board of ASCAL no. 116, dated 15.12.2017, was institutionally accredited for a period of 5 years, up to 2022.

➤ ***Accreditation of the Bachelor program in “Industrial Engineering”***

UC "CIT" applied within the deadlines for launching the accreditation process for the Bachelor Program in Industrial Engineering. After the first phase of the application, a visit was made to the institution by the External Evaluation Group, and at the end of these processes, the accreditation of the Bachelor program in "Industrial Engineering" was announced, according to the Decision of the Accreditation Board no. 38, dated 13.07. 2018.

➤ ***Changes in curricula of Bachelor and Master of Science in “Industrial Engineering”***

Immediately after institutional accreditation, UC "CIT" managed to submit to the MASR the request for some 20% change in the curricula of Bachelor's programs in "Industrial Engineering" (accredited) and the Master of Science in "Industrial Engineering" (accredited) . Also called for the change of name of these programs from Bachelor to "Industrial Engineering", Bachelor in "Engineering Telecommunication" and Master of Science in "Industrial Engineering" in the Master of Science in "Engineering Telecommunication" according to the dossier and argumentative documentation of presented by CIT.

Once, the improvement of these programs and their change in line with the market had also been a requirement of the assessment team during the institutional accreditation phase, noted in this and in the accreditation report.

The change of the program and curriculum name was accepted by the MASR for the Master Program of Science, according to the "Returns Answer" note no. 2737/1 Prot., Dated 24.04.2018.

While for the bachelor program, the change of name and curriculum was accepted according to the paper "Returns Answer", no. 8482/1 Prot., Dated 31.08.2018.

➤ ***Engaging more qualified staff with degrees and titles***

CU "CIT" in the academic year 2017-2018 has continued to maintain its internal staff and recruit experienced staff prepared and where it is first necessary. The quality of full time and part-time staff can be seen in the table below:

<i>Internal Staff</i>	12, Dr (PhD) 23, Msc 4, Prof 3, Assoc.Prof	Total 42
<i>Guest Staff</i>	-	-
<i>External Staff</i>	3, Msc 4, PhD 3, Assoc. Prof	Total 10
Total		52

Tab. Nr. 1: Academic Staff, according qualifications

The distribution of academic staff has been in 11 programs offered by two faculties (Engineering and Economics) as well as four basic units and two scientific research units.

University College "Canadian Institute of Technology", as noted above, for the academic year 2017-2018 has aimed to preserve the continuity of cooperation and retention of academic staff, and has employed where the lack of experienced experts and specialists in required fields. The aim of the CU "CIT" continues to be the attractiveness of a qualified staff with degrees and scientific titles with distinguished expertise in the field of engineering and economics.

At the beginning of the academic year 2017-2018, at the Faculty of Engineering, the ratio of students / pedagogues was 334 students with 21 professors (excluding part-time teachers), so 15/1, whereas at the Faculty of Economics this ratio was 180 students with 21 pedagogues (excluding part-time teachers), so 8.5 / 1.

Including the part time professors for the Faculty of Engineering ratio was: 334 students with 27 pedagogues, 12/1. Meanwhile for the Faculty of Economics including part-time teachers, the ratio was 180 students with 25 pedagogues, 7/1.

For the University College "Canadian Institute of Technology" at the beginning of the academic year, the academic staff / student report (for the academic year 2017-2018), there were 514 students with 42 pedagogues (excluding those with part time), meaning a 12 / 1. Meanwhile, if we include part-time teachers this ratio would be (514 students with 52 teachers) 10/1.

In all study programs, the number of full time staff engaged in the implementation of the programs was within the norms: 70% full-time academic staff, and no more than 30% part-time academic staff.

<i>Number of base units</i>	6
<i>Number of main units (faculties)</i>	2
<i>Study Programs</i>	6, Bachelor 5, Master of Science

Tab. No. 2: Institution by units and programs

➤ ***The return of the magazine "CIT Review" to a genuine scientific journal***

UC "CIT" through the decision of the Academic Senate no. 8 dated 21.03.2018 decided to return the "CIT Review" magazine from a journal presenting the scientific activities of the institution, in a genuine scientific journal with ISSN and a board of internationally renowned personalities in the field of science such as:

Prof. Dr. h. c Heinz-Dieter Wenzel, *Otto-Friedrich-Universität Bamberg, Germany*

Professor Franco Nardin, *Bologna University, Italy*

PhD. Franco Moglie, *L'Università Politecnica delle Marche, Italy*

Professor Habib Hamam, *Moncton University, Kanada*

Assoc. Prof. Dr. Arjan Durrësi, *Indiana University-Purdue University School of Science, USA*

Professor Arben Çela, *Université Paris-Est, Paris*

Data for the magazine:

CIT REVIEW (CIT rev.) online publication has been recorded permanently in the ISSN Register as follows:

ISSN 2523-6962

Key title: CIT Review

Abbreviated key title: CIT rev.

Parallel title: Canadian Institute of Technology Review

The first issue of this magazine will be released in November 2018.

This magazine will enable academic staff of the "ICT" and scientific research groups to publish their findings and achievements and also enhance co-operation with members of the magazine's board, who are also distinguished personalities in foreign universities.

➤ **Mobility of staff and studentse (CEEPUS and Erasmus +)**

Since UC "CIT" is a member of the CEEPUS Program, academic staff as well as institution students had the opportunity during this academic year to take advantage of this program. There are altogether 9 UC "CIT" students from both faculties, who have participated in the mobility offered by CEEPUS. Mostly they are involved in the mobility of this program at the universities of Hungary, Slovenia, Slovakia and Bulgaria. Also, four CIT pedagogues participated in these mobility.

Similar to the CEEPUS engagement, CIT has signed an agreement within the Erasmus program with the University of Saarland in Germany, where part of the mobility has been a pedagogue and will also be students.

For more information on students who have benefited from mobility you can refer to the table below:

Tab. No. 3: Students who have benefited from mobility

Code	Description	Participants	Period	Institution
CIII-BG-0722-06-1718 CIII-RS-1012-03-1718 CIII-SK-0044-12-1718	CEEPUS Week with participants from Kosovo, Albania, Poland and Romania.	4 students	7-11 May 2018	Szeged University, Hungaria, Faculty of Engineering
Albania-HU-0019	Student Mobility	Alerda Matrisi	01.11.2017-30.11.2017	University of Maribor, Faculty of Electrical Engineering and Computer Sciencies, Slovenia
CIII-HU-0019-13-1718	Student Mobility	Anisa Gurabardhi	02.11.2017-30.11.2017	Seley University, Faculty of Economics, Bratislave, Slovakia
CIII-HU-0019-13-1718-M-108975	Student Mobility	Giljana Limani	01.11.2017-30.11.2017	Paiisi Hilendarski Plovdiv University, Faculty of Mathematics and Informatics,

				Plovdiv, Bulgaria
CIII-HU-0019-13-1718	Student Mobility	Rafaela Aliaj	16.10.2017-10.11.2017	Constantine the Philosopher University in Nitra, faculty of Natural Sciences, Slovakia
CIII-SK-0044-12-1718	Student Mobility	Gleni Shehaj	12.03.2018-12.04.2018	Szeged University, Hungaria, Faculty of Engineering

Mobility of academic staff from UC "CIT" to institutions outside of Albania:

Tab. No. 4: The academic staff that has benefited from mobility

Code	Description	Participants	Period	Institution
CIII-BG-0722-06-1718 CIII-RS-1012-03-1718 CIII-SK-0044-12-1718	Staff Mobility CEEPUS Week with participants from Kosovo, Albania, Poland and Romania.	-Prof. Vaso Qano -PhD. Blendi Shima -MSc. Erjona Deshati -Dr.proc. Bledar Kaziu	7-11 May 2018	Szeged University, Hungaria, Faculty of Engineering
D SAARBRU01	Staff Mobility	Prof. Sokol Abazi	June-December	Saarland University, Germany

The mobility of academic staff from institutions outside of Albania in 'CIT':

Tab. No. 5: Academic staff who has come to UC "CIT"

Code	Description	Participant	Period
CIII-HU-0019-13-1718-M-109789	Staff Mobility	PhD. Stefan Gubo	05.05.2018-12.05.2018
CIII-HU-0019-13-1718-M-112219	Staff Mobility	PhD. Zoltan Feher	05.05.2018-12.05.2018

Mobility of students from institutions outside Albania in "CIT":

Tab. No. 6: Students who came to UC «CIT»

Code	Description	Participant	Period
CIII-HU-0019-13-1718-M-10977	Student Mobility	MSc. Jernei Huber	08.06.2018-01.07.2018
CIII-HU-0019-13-1718-M-112643	Student Mobility	MSc. Timotej Sumny	15.05.2018-15.06.2018

➤ *Promoting RDC (Research, Development & Creativity)*

Academic staff at UC "CIT", together with the CIRD Research Units, has applied and participated in these projects:

Name/Receiver/Code	Project / Associates / Organizers
CIII-AT-0042-13-1718	<p>Title: <i>Image Processing, Information Engineering & Interdisciplinary Knowledge</i></p> <p>Organization: (CEEPUS Project)</p>
CIII-HU-0019-13-1718	<p>Title: <i>International Cooperation in Computer Science</i></p> <p>Organization: (CEEPUS project)</p>
CIII-SK-0044-12-1718	<p>Title: <i>Applied Economics and Management</i></p> <p>Organization: (CEEPUS project)</p>
COORP Phase II	<p>Title: <i>Collaborative Online Offline Researcher Platform</i></p> <p>Organization: Helvetas Swiss Intercooperation Albania, under the framework of PERFORM, a project of the Swiss Agency for Development and Cooperation (SCD) implemented by HELVETAS Swiss Intercooperation and University of Fribourg and Center of Innovation Research and Development (CIRD)</p>

Tab. No. 7: Projects.

The University College "CIT" during the academic year 2017-2018 participated and cooperated in the organization of conferences with different partners; has organized roundtables and workshops or has participated in these organizations as partner and collaborator. One of the most important conferences organized by UC "CIT" is held in Vlora with the theme: *"International Conference on Economics, Business Trends and Technology"*, November 2017 (International Conference on Economics, Business Trends and Technologies ICEBTT'17, November 2017, Vlore, Albania). This conference was organized by the two faculties of the institution in cooperation with Independence University, Vlora.

Also in this aspect, the institution continued to give importance to the preparation of students with basic skills, theoretical preparation, modern literature and support for laboratory practice for the first cycle; while for the second cycle the aim is to increase the skills for the students of the scientific master through the technical and laboratory capacities to bring students capable of independently analyzing and concluding, capable of debating and making accurate, capable decisions to be geared immediately to the whole set of information and specifications of the sectors and branches where they specialize. In support of this, roundtables were organized with industry and banking sector representatives, as well as various students have worked their diploma themes in cooperation with the aforementioned sectors.

VI. GENERAL INFORMATION ON THE INSTITUTION

1. INSTITUTION MANAGEMENT

a. Heads of Institution, Units and Departments

The University College "Canadian Institute of Technology" for the academic year 2017-2018 has had a highly motivated and oriented staff to implement not only the annual objectives but also to contribute to the institution's development.

Like every academic year, the Academic Senate of the institution has taken a number of decisions, starting with the adoption of revised regulations, quotas according to programs, workload academic year, approval of annual objectives, agreements etc. Also, other collegial bodies such as Faculty Councils, Internal Quality Assurance Unit, or other academic committees are not only committed to their well-functioning as well as effectiveness against the annual objectives and goals of the institution to realize them better.

Function	Head
<i>Rector</i>	Prof.Dr. Habib Hamem
<i>Vise Rector</i>	Prof.Dr. Gëzim Karapici*
<i>Dean of Faculty of Engineering</i>	Prof.Dr. Sokol Abazi
<i>Head of Software Engineering Department</i>	PhD. Fabjan Lashi
<i>Head of Industrial Engineering Department</i>	PhD. Afrim Alimeti
<i>Head of the Scientific Research Unit "CIRD Engineering"</i>	PhD. Miranda Deda
<i>Dean of the Faculty of Economy</i>	Prof.as. Vaso Qano
<i>Head of Business Administration Department</i>	PhD. Altin Kulli
<i>Head of Business Administration and IT Department</i>	PhD. Eldi Metushi
<i>Head of the Scientific Research Unit "CIRD Economy"</i>	Dr. Edmira Cakrani
<i>Admission Officer</i>	Dr.proc. Kostanca Kasapi
<i>Responsible of Internal Quality Assurance Unit</i>	Dr. Bledar Komina
<i>Head of Library</i>	Msc. Orieta Dashi
<i>Head of Human Resources</i>	Msc. Greta Haxhistasa
<i>Head of Marketing</i>	Msc. Ilir Çekiri

Tab. No. 8: Heads of the institution

* From 16.05.2018 Prof.dr. Gezim Karapici is appointed rector of UC "CIT", due to health inability to keep this function Prof. Habib Hamem.

According to the statute and the regulations of the institution, the main policy of development and the recommendations of a strategic character at the institutional level is realized by the Board of Administration together with the Academic Senate, while on the faculty level the Faculty Council and Deanship are realized as the core decision-making and advisory bodies. Management and decision-making are carried out entirely by leading authorities such as the Rector, Dean, Heads of Departments, who fully accomplish their work according to the Law on

Higher Education and Scientific Research in the Republic of Albania and the guidelines of the MoES.

During academic year 2017-2018, UC "CIT" continued the teaching process in two faculties.

Each of them has provided study programs as follows:

1. FACULTY OF ECONOMY:

- a. In the first cycle of studies, for degrees*
“Bachelor in Business Administration”;
“Bachelor in Business Administration and Information Technology”;
“Bachelor in Finance and Accounting”.
- b. In the second cycle of studies, for degrees*
“Master of Science in Business Administration”;
“Master of Science in Finance and Accounting” (whith two profiles).

2. FACULTY OF ENGINEERING:

- a. In the first cycle of studies, for diplomas*
“Bachelor in Software Engineering”;
“Bachelor in Industrial Engineering”;
“Bachelor in Computer Engineering and Information Technology”.
- b. In the second cycle of studies, for diplomas*
“Master of Science in Software Engineering”.
“Master of Science in Industrial Engineering”.
“Master of Science in Computer Engineering and Information Technology”
(with three profiles).

The form of study at the "Canadian Institute of Technology" is full-time. The teaching hour is extended throughout the day and the lessons take place from Monday to Saturday (according to study cycles).

b. Study Programs and Diplomas

Teaching activity at UC "CIT" during the academic year 2017-2018 was carried out in 11 (eleven) study programs: 5 (five) at the Faculty of Economy; and 6 (six) at the Faculty of Engineering.

UC "Canadian Institute of Technology" offers study programs in two cycles. In the first cycle Bachelor and in the second cycle Master of Science. In the first cycle of study, there are offered 6 programs in both faculties, while in the second cycle of study 5 programs are offered in both faculties. The institution intends that the delivery of these programs meets the needs of students who finish the first cycle at UC "CIT" and continue their studies in the second cycle at the same institution.

No.	Faculty/Cycle	<i>11 study programs in two cycles, developed in the academic year 2017-2018</i>	<i>11 study programs in two cycles, developed in the academic year 2018-2019</i>
FACULTY OF ECONOMY			
1.	First Cycle of Studies (Bachelor)	BSc. in: 1. Business Administration; 2. Business Administration and Information Technology; 3. Finance and Accounting.	BSc. in: 1. Business Administration; 2. Business Administration and Information Technology; 3. Finance and Accounting.
2.	Second Cycle of Studies (Master of Science)	"Master of Science" in: 1. Business Administration; 2. Finance and Accounting, with profiles: a. Finance and Banking b. Accounting and Auditing	"Master of Science" in: 1. Business Administration; 2. Finance and Accounting, with profiles: a. Finance and Banking b. Accounting and Auditing
FACULTY OF ENGINEERING			
1.	First Cycle of Studies (Bachelor)	BSc in: 1. Software Engineering; 2. Industrial Engineering; 3. Computer Engineering and Information Technology.	BSc in: 1. Software Engineering; 2. Industrial Engineering; 3. Computer Engineering and Information Technology.
2.	Second Cycle of Studies (Master of Science)	"Master of Science" in: 1. Software Engineering; 2. Industrial Engineering; 3. Computer Engineering and Information Technology "with profiles: a. Computer Engineering and Big Data b. Computer Networking and Cyber Security c. Multimedia-Design	"Master of Science" in: 1. Software Engineering; 2. Industrial Engineering; 3. Computer Engineering and Information Technology "with profiles: a. Computer Engineering and Big Data b. Computer Networking and Cyber Security c. Multimedia-Design

Tab. No. 9: Study Programs and Diplomas at the Canadian Institute of Technology

c. Students

The institution's presentation as well as the programs provided through the MoES and regional education directorates took place during the spring of 2017 where "CIT" presented with the graduates the information needed to apply on the basis of admission criteria for each study program.

Through brochures, printed programs and information about fees or scholarships, offices have provided the necessary information in their meetings with students.

For the academic year 2017-2018, CU "CIT" met 45% of the quotas submitted to MES and approved by it.

In the table below you will find the student enrollment according to the programs offered at the beginning of the academic year 2017-2018.

2. INFRASTRUCTURE

a. Extracurricular facilities and activities

The University College "Canadian Institute of Technology" is located in the center of Tirana. It is easily accessible by students. Its location is close to the various public and private services and institutions, educational and beyond.

The University College "CIT" offers for the students and staff the gym facilities, which provides opportunities for the development of sports activities, on the schedules selected by the students themselves and the staff. Also at CIT, for students and academic staff there is also a bar restaurant, which offers a discount for all services.

Several scientific, social and cultural clubs, sports clubs etc. have been created by students, who continuously develop activities inside and outside the CIT. Every year, CIT has funded and supported students in cultural-tourism trips, thus offering and promoting a warm climate of cooperation between students and academic staff. All student activities are widely reflected in the "CIT Activities Catalog", which is published periodically. Also, all activities developed internally and externally by students or academic staff are also reflected on the website of "ICT" (www.cit.edu.al).

UC "CIT" has devoted a specific importance to environments, enabling academic staff, administrative staff, and student to find considerable spaces for activities, study and relax. All environments provide the necessary infrastructure with light, heating and cooling system, lighting, water, wireless, reading or study libraries, and laboratories where staff and students have the opportunity to advance in their duties and to enrich the knowledge.

b. Infrastructure

University College "The Canadian Institute of Technology offers an area of approximately 2700 m² (two thousand and one hundred and ninety-two square meters), spread over 8 floors. The facilities of the classrooms, laboratories, offices and other services are of a high standard and equipped with all the necessary infrastructure not only for the comfortable development and teaching process standards, but also for the facilities and benefits for students as well as for academic staff.

Six labs are available for the development of the teaching process, of which 4 computer laboratories, 1 Physics laboratory / Circuit Systems and 1 Kimie laboratory used for professional and subject practice.

All computing laboratories are equipped with appropriate programs for the progress of the learning process. Each computer has dual boot option. The operating systems are Windows (10) and Linux (Ubuntu 14.04). Each computer has the Office Professional 2010 or 2013 (Word, Excel, Access, Power Point, Outlook, etc.) package installed. The following professional programs are also installed:

- MS SQL Server 2014
- Microsoft Visual Studio 2015
- NetBeans 8.2

- Octave
- Wireshark
- Bizagi Modeler & Express
- Workbench
- Packet Tracer
- Wamp Server etj.

All installed programs are licensed under an annual contract with Microsoft Imagine Academy or are free. CIT is one of the few HEIs that have purchased software licenses used by students and pedagogues.

All laboratories are equipped with the didactic tools necessary for the most modern development of the teaching process. Installation, maintenance and updating of computer equipment is done by IT department staff. New software installations are made in real time based on the requirements of the lecturers.

c. Library

Lastly, based on the growing demand for updated literature, CIT has practiced in addition to the traditional system (transition from a print business model) to digital.

So, from 2016 until today, the institution has capitalized the creation of the Virtual Library of CIT. This was achieved in collaboration with McGraw-Hill Education, based on a signed agreement between the two parties.

Currently, the CIT Library has a rich fund of about 3000 titles. Mainly in the fields related to IT and Software Engineering, Business, Management, Industrial Engineering, English Methodology, English Literature, Arts etc.

Moreover, the CIT has 200 new and coherent titles in electronic and print format. While about 40% of them are for the Faculty of Software Engineering and Industrial Engineering, the rest belong to the field of Business and Economics. For each electronic copy, the CIT Library has a handy copy of the book and students have access to both forms of reading.

Also, on the Library's website, are made available to students, open database, the free academic databases, open books, free magazines, research data base and open online courses followed in many well-known universities worldwide. Regarding the purchase of textbooks, the needs of the Faculty are made known to the library through the list of requests in print or digital form submitted by the faculty. This procedure is done periodically during the year by sending an electronic / print "Purchase Request" to Deans and Heads of Departments and Academic Staff.

In addition, the library regularly requires co-operation of academic members, sharing information about potential subscribers on a variety of databases.

All requirements are analyzed in a number of criteria to ensure equal coverage in all subject areas.

The library remains open all the time of the advertised schedules. Students and staff can have 24 hours of online access to the library database and the Virtual Library through the CIT website.

d. Providing public services

During the academic year 2017-2018 UC "CIT" continued to provide direct and open (free or at reduced price) services to the public (students and high school students in Albania) including:

Library, Restaurant-cafeteria, Fitness Room. What was needed was just a student card or registration at "CIT" to access all these services or to benefit from a reduction in the service fee.

The library continued to remain open and continue its activity during the academic year 2017-2018 not only for students but for all citizens.