

REPORT

Freshmen Students Questionnaire

Academic Year 2024 – 2025

Introduction

This report was drawn up in accordance with a Law No. 80/2015, dated 22.07.2015 "On Higher Education and Scientific Research in Higher Education Institutions in the Republic of Albania", Institutional Statute, Institutional Regulation, Manual of Quality Assurance Unit.

This report provides an analysis of the feedback collected from freshmen students through questionnaires addressing their experiences with Canadian Institute of Technology onboarding processes. The aim is to evaluate the effectiveness of current practices and identify opportunities for quality enhancement.

The questionnaire is built in different sections as below

Nr	Sections	No. of questions
1	Hospitality to the University	3
2	Registration Procedures	3
3	First Impression	3
4	Comments and Suggestions	2

The total number of students included in the questionnaire and how many of them completed it. After a period of 2 weeks, the participation in the survey was as follows:

Freshmen students	Number	%
Total	200	
Participant in the questionnaire	49	24.5%

2. Methodology

2.1. Data Collection

- **Survey Population:** Enrolled students for the academic year 2024-2025.
- **Survey Distribution:** Sent via google drive.
- **Response Rate:** 24.5% of new students participated, ensuring a comprehensive dataset for analysis.

2.2. Data Analysis Techniques

- **Quantitative Analysis:** Statistical evaluation of satisfaction levels, response frequencies, and trend identification.
- **Qualitative Analysis:** Thematic analysis of open-ended responses to uncover recurring themes and specific suggestions.

3. Key Findings

3.1. Welcome to the University

- **Overall Satisfaction:** 97.9 % rated their welcome experience positively ("Very Satisfactory" or "Satisfactory").
- **Strengths:** Positive feedback was received regarding the staff's friendliness and well-organized orientation sessions and registrations procedures.
- **Areas for Improvement:** Requests to improve the air quality in the library.(open a window) Fresh air can definitely help with focus and concentration.

3.2. Registration Procedures

- **Ease of Process:** -- 93.9% found the registration and administration procedures.
- **Challenges:** -- 6 % experienced issues, primarily related to navigation difficulties with the online registration system, administration procedure, registration instructions and the documents submit.
- **Areas for Improvement:** -- On line registration system, administration procedure, registration instructions

3.3. First Impressions

- **Positive Aspects:** -- 87.7 % Students appreciated the campus facilities and accessibility .
- **Neutral ;** - 14.3 % first experience in contact with professors and academic staff.
- **Concerns:** 2 % Requests to improve the quality of the library environment
- **Suggestions:** Implement guided campus tours and streamline the orientation schedule.

3.4. Comments and Suggestions

Positive Feedback

First Impressions: Highlight that the initial experience has been well-received.

Premises and Procedures: Note the approval of the facilities and processes in place.

Suggestions for Improvement

Document Submission Clarity: Provide a detailed, clear list of required documents for registration to help streamline the process.

Transparency on Dates: Improve communication regarding application and registration timelines. Consider using a calendar or timeline graphic for clarity.

Library Supervision:

Address the request for dedicated personnel in libraries to assist users and oversee activities, enhancing support and resource accessibility.

4. Recommendations

4.1. Enhance Welcome Materials

- **Action:** Revise welcome packets to include comprehensive details about campus resources and services.
- **Implementation:** Create and distribute a welcome video or virtual tour to supplement physical materials.

4.2. Improve Registration Procedures

- **Action:** Simplify the registration platform and ensure consistency in information provided by different departments. Provide a detailed, clear list of required documents for registration to help streamline the process. Improve communication regarding application and registration timelines
- **Implementation:** Conduct a usability review of the registration system and establish a standardized information protocol across departments.
- **Recommendations:** -- Improving the CIT registration procedure can significantly enhance the student experience and streamline administrative processes. Here are several strategies to consider (Online Registration Portal; Enhanced Communication Channels; Personalized Experience; Training for Staff; Incorporating Technology; Community Engagement; Evaluation and Continuous Improvement). Implementing these strategies can lead to a more efficient, user-friendly registration experience that benefits both students and administrative staff.
- **Human resources** - request for a library staff

5. Conclusion

The feedback from new students highlights a generally positive reception of the university's welcome and registration processes. However, there are clear areas for improvement. Addressing these issues through targeted actions will enhance the quality of the student onboarding experience, ensuring a smoother and more supportive transition for future students.

6. Next Steps

- **Action Plan:** Formulation of a detailed action plan based on recommendations, assigning specific tasks to relevant departments.
 1. Review the feedback with your team to implement changes.
 2. Consider creating a section or a dedicated webpage for registration details.
 3. Explore the possibility of staffing solutions in libraries.
- **Follow-Up:** We plan to have two questions in the next survey to assess the impact of the changes and to continue collecting comments for continuous improvements.

This report provides the Quality Assurance Unit with a structured approach to improving the student onboarding experience. By addressing the identified areas for improvement, CIT can enhance the overall quality of its processes and support new students more effectively .

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