

QUALITY ASSURANCE UNIT

REPORT ON NEW ACADEMIC AND ADMINISTRATIVE STAFF ONBOARDING EXPERIENCE

1. Introduction

As part of CIT’s continuous commitment to enhancing institutional culture and improving quality management practices, the Quality Assurance Unit conducted a detailed analysis of the onboarding survey distributed to new academic and administrative staff. The main objectives of this assessment were to:

- Identify the strengths of the onboarding and integration process;
- Evaluate the effectiveness of the institutional orientation and support;
- Provide targeted recommendations for improving staff adaptation, professional development, and long-term integration within the CIT community.

By identifying both strengths and areas that may require improvement, the report seeks to contribute to the continuous enhancement of CIT’s staff induction and professional development framework.

2. Methodology

The survey was distributed through Google Form and targeted all new academic and administrative staff who joined CIT within the last eight months. Out of a total of 15 staff members, 12 of them completed the questionnaire, representing a participation rate of 80%.

The instrument included a combination of quantitative Likert-scale questions and qualitative open-ended questions designed to capture both measurable indicators of satisfaction and in-depth personal reflections. The data collected provide a comprehensive overview of staff perceptions regarding documentation clarity, orientation sessions, institutional culture, and the support received from colleagues and management during the onboarding phase.

3. Onboarding Experience

Overall Satisfaction- The results indicate that a large majority of respondents (approximately 91.7%) expressed overall satisfaction with their onboarding experience at CIT. Respondents highlighted several positive aspects, including the welcoming institutional culture, supportive colleagues, and clear communication provided throughout the employment process. These factors have contributed to a smooth and positive adaptation to their new roles.

A small minority (around 8.3%) noted that while their onboarding experience was good, it could be further enhanced through greater collaboration between experienced and newly hired staff members. This, they suggested, would promote mutual learning, strengthen teamwork, and foster a more dynamic exchange of knowledge, combining institutional experience with new perspectives and ideas.

SECTIONS:	
Part 1:	General Information
Part 2:	Employment Procedures
Part 3:	Introduction to The Institution
Part 4:	Impact and Integration
Part 5:	Reception and Understanding
Part 6:	Suggestions and Comments

4. Analysis by Section

PART 1: General Information

How did you get to know about CIT?

Source	Responses	%
Social Networks	4	33.3%
Web	0	0%
LinkedIn	3	25%
Suggestion / Referral	3	25%
Contacted by HR	2	16.7%

Data indicate that 33.3% of respondents first learned about CIT through social media, reflecting the positive impact of the institution's digital presence. A further 25% through LinkedIn and 25% via professional referrals demonstrate the strong reputation CIT holds in academic and professional circles. Only 16.7% were contacted directly by HR, suggesting that proactive institutional recruitment strategies could be strengthened to further expand CIT's visibility among potential candidates.

PART 2: Employment Procedures

Aspect	Category	Percentage	Number of Respondents
Clarity of documentation and employment procedures	Very Clear	83.3%	10
	Clear	16.7%	2
	Unclear	0%	0
Orientation and training process	Excellent	50%	6
	Very Good	25%	3
	Good	16.7%	2
	Fair	8.3%	1
	Poor	0%	0
Ease of obtaining necessary tools and technology	Very Easy	58.3%	7
	Easy	33.3%	4
	Medium	8.3%	1
	Hard	0%	0

This section shows high satisfaction levels with the clarity and efficiency of CIT's administrative procedures. A total of 83.3% found documentation *very clear*, while 91.7% rated orientation and training between *good* and *excellent*. Similarly, 91.6% reported that receiving the necessary tools and technology was *easy or very*

easy. These results demonstrate strong coordination between the HR and IT departments and a well-organized onboarding infrastructure. However, qualitative comments highlight a need for more structured and systematic training sessions, especially on internal platforms, procedures, and institutional systems.

PART 3: Introduction to the Institution

Aspect	Category	Percentage	Number of Respondents
Helpfulness of introductory meetings	Very Helpful	58.3%	7
	Helpful	25%	3
	Average	16.7%	2
	Not Helpful	0%	0
Information on institutional policy and culture	Very Useful	66.7%	8
	Useful	25%	3
	Average	8.3%	1
	Not Useful	0%	0
Clarity of information on institutional processes	Very Clear	66.7%	8
	Clear	33.3%	4
	Unclear	0%	0

The results demonstrate a consistently positive perception of CIT's introduction and cultural orientation process. About 92% of participants found the introductory meetings with colleagues *helpful or very helpful*, suggesting that interpersonal engagement and collegiality are well established. Nonetheless, qualitative responses revealed the absence of a structured mentorship component and limited guidance regarding the use of internal systems and operational processes.

PART 4: Impact and Integration

Willingness to contribute to CIT projects

- Very much: 58.3% (7)
- Willing: 33.3% (4)
- Average: 8.3% (1)
- Not at all: 0%

Support from colleagues and managers

- Very good: 66.7% (8)
- Good: 25% (3)
- Average: 8.3% (1)
- Poor/Very Poor: 0%

The staff demonstrates very high motivation and engagement levels. Approximately 92% expressed strong willingness to contribute to institutional projects and initiatives. Likewise, 91.7% acknowledged *good to very good* support from managers and colleagues, indicating a healthy, collaborative workplace culture. This is a key institutional strength that reflects CIT's inclusive and cooperative ethos.

PART 5: Reception and Understanding

How do you rate the welcome from existing staff?

- Very Warm: 58.3% (7)
- Warm: 33.3% (4)

- Medium: 8.3% (1)
- Cold: 0%

With over 91% describing their welcome as *warm* or *very warm*, CIT stands out as a friendly and welcoming institution. This aspect reinforces the institution's cultural values of respect, collegiality, and inclusivity—key indicators of organizational health and quality culture.

PART 6: Expectations and Professional Development

Key qualitative themes identified:

- Expectation for continuous professional development through training, research collaboration, and innovation.
- Request for more frequent professional training (every two months).
- Desire for greater clarity on career progression opportunities.
- Interest in mentorship and guidance on research and institutional project involvement.
- Suggestion for early integration into interdisciplinary or cross-departmental projects.

The open-ended responses reveal a high level of enthusiasm and professional ambition among new staff. However, there is a noticeable lack of clear communication about career advancement pathways and the absence of a structured institutional framework for professional development.

The QAU identifies this as a strategic improvement area, recommending the creation of a Career Development and Mentorship Framework that formalizes training, internal certifications, and clear promotion criteria within CIT.

PART 7: Suggestions and Comments

From 8 detailed responses, the following key suggestions emerged:

1. Need for a more structured and standardized onboarding program.
2. Appointment of a mentor or contact person during the first weeks of employment.
3. Inclusion of cross-departmental tasks or small projects to encourage collaboration.
4. Implementation of regular feedback sessions between new staff, HR, and supervisors during the first three months.
5. Organization of training sessions focused on institutional tools, systems, and reporting requirements.
6. Providing early access to teaching materials and resources prior to the start of the semester to enhance preparedness.

3. Key Findings

Strengths	Areas for Improvement
Clarity of documentation (83.3%)	Structure of onboarding training
Warm and supportive environment (91.6%)	Mentorship system for new staff
Availability of tools and technology (91.6%)	Cross-departmental collaboration
Information on institutional culture (91.7%)	Clarity of career development pathways
Staff motivation to contribute (92%)	Structured feedback mechanisms

4. Conclusions

Overall, the results demonstrate that CIT has developed a positive, transparent, and collaborative working environment that aligns with its institutional values of professionalism, integrity, and inclusion. New staff members show strong motivation and willingness to contribute to CIT's mission and institutional growth. Nevertheless, the survey highlights the need to formalize the onboarding and professional development processes, ensuring systematic training, mentorship, and clear communication about career progression. These elements are essential for supporting effective staff adaptation, performance improvement, and long-term retention of qualified personnel.

5. Recommendations from the Quality Assurance Unit

1. Develop a Structured Onboarding Program (4-week plan)
 - A unified orientation schedule covering institutional culture, organizational structure, digital platforms, and administrative processes.
2. Implement a Mentorship
 - Assign a mentor for each new employee during the first three weeks to provide support, guidance, and cultural orientation.
3. Introduce Professional Development Sessions
 - Regular training every three months on pedagogy, research methods, digital tools, and Interdepartmental collaboration.
4. Promote Interdepartmental Integration Activities
 - Encourage new staff participation in interdisciplinary or interdepartmental projects to foster collaboration and understanding of institutional processes.
5. Establish Structured Feedback Mechanisms
 - Conduct follow-up meetings after the third month of employment to assess adaptation, challenges, and further support needs.

6. Final Statement

This analysis confirms that CIT has a strong institutional foundation for further enhancing its onboarding and staff development policies. By implementing the above recommendations, CIT will strengthen staff engagement, improve integration efficiency, and further cultivate its culture of quality, collaboration, and institutional excellence.

7. Next Steps

Develop an action plan based on recommendations, with timelines and assigned responsibilities. Conduct follow-up surveys to measure progress and continuously improve staff experiences.

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