



UNIVERSITY COLLEGE “CANADIAN INSTITUTE OF TECHNOLOGY”
Kolegji Universitar “Instituti Kanadez i Teknologjisë

Licensed by DCM no.781, date 10.11.2011
Accredited by Order no.06, date 27.01.2023
Quality Assurance Unit

CANADIAN INSTITUTE OF TECHNOLOGY (CIT)

QUALITY ASSURANCE UNIT

REPORT

CIT ACADEMIC STAFF SATISFACTION SURVEY

2025 - 2026

SUMMARY

As part of its commitment to continuous improvement and stakeholder engagement, the Canadian Institute of Technology (CIT) conducted the CIT Academic Staff Satisfaction Survey 2025-2026.

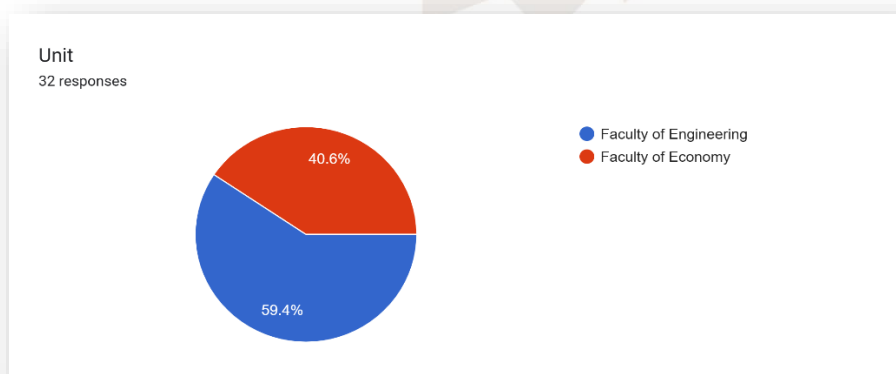
The survey was designed to better understand academic staff perceptions and experiences regarding their work environment, institutional leadership, communication practices, professional development opportunities, administrative support, research activities, internationalization, and overall satisfaction with the institution.

A total of 32 academic staff members participated in the survey, representing both the Faculty of Economy (40.6%) and the Faculty of Engineering (59.4%).

Overall, the results reflect a highly positive academic environment characterized by professionalism, mutual respect and institutional commitment. Responses were predominantly concentrated in the categories Agree and Strongly Agree, indicating a strong culture of engagement and confidence in institutional practices.

Academic staff expressed particularly positive views regarding leadership effectiveness, teamwork, communication, diversity and inclusion, administrative services, and opportunities for professional development.

The findings provide valuable evidence for institutional planning and reaffirm CIT’s commitment to maintaining a supportive academic environment and a culture of continuous quality enhancement.



1. INTRODUCTION

Academic staff play a central role in shaping the quality of higher education institutions. Their experience and engagement directly influence teaching quality, research activity, student outcomes, institutional development and overall academic performance.

As part of the institutional Quality Assurance framework, CIT regularly conducts satisfaction surveys to monitor staff perceptions and evaluate institutional effectiveness.

The Academic Staff Satisfaction Survey examined the following areas:

- Work Environment
- Supervision
- Professional Development and Training
- Management and Leadership
- Communication
- Teamwork and Collaboration
- Performance Assessment
- Diversity and Inclusion
- Employment Conditions
- Administrative Support Services
- Research and Internationalization
- Overall Institutional Satisfaction

2. OBJECTIVES

The survey was conducted with the following objectives:

- To assess overall satisfaction among academic staff;
- To identify institutional strengths and areas of good practice;
- To evaluate leadership effectiveness and communication processes;
- To understand perceptions regarding professional development and research support;
- To identify opportunities for institutional enhancement;
- To support quality assurance and accreditation processes;
- To provide evidence for future planning and decision-making.

3. METHODOLOGY

The survey was administered electronically through Google Forms and was available to all academic staff members.

A total of **32 responses** were collected.

Faculty Representation

Faculty	Percentage
Faculty of Economy	40.6%
Faculty of Engineering	59.4%

Employment Duration at CIT

<i>Employment Duration</i>	<i>Percentage</i>
<i>Less than 6 months</i>	12.5%
<i>6 months – 1 year</i>	15.6%
<i>1–3 years</i>	21.9%
<i>More than 3 years</i>	50.0%

The respondent profile reflects balanced participation across faculties and employment periods and provides a representative overview of academic staff perspectives.

4. ANALYSIS OF FINDINGS

4.1 Work Environment

Survey findings suggest that academic staff generally experience a positive and supportive working environment.

Most respondents indicated that their workload is manageable and aligned with their responsibilities. (81.3 of respondents strongly agreed or agreed)

Staff also reported having access to the necessary equipment and institutional support to perform their work effectively. (96.9% of respondents strongly agreed or agreed)

A strong level of satisfaction was observed regarding role alignment and the nature of academic work carried out at CIT. (56.3% of respondents strongly agreed and 43.8% agreed)

These results suggest that the institution has created an environment that supports engagement, productivity, and professional fulfilment.

4.2 Supervision

Responses demonstrate a strong level of confidence in supervisors and institutional leadership. Academic staff generally reported that expectations are communicated clearly and that supervisors maintain supportive and professional relationships with staff. (86.9% of respondents strongly agreed or agreed)

This contributes positively to motivation, trust, and institutional stability.

4.3 Training

Professional development continues to be perceived as one of CIT’s strongest areas. Respondents expressed positive views regarding orientation processes, ongoing training and opportunities for growth and development. (85.9% of respondents strongly agreed or agreed) Open comments highlighted appreciation for conferences, certifications, and continuous learning opportunities. These findings indicate that investment in staff development continues to contribute positively to academic quality and institutional growth.

4.4 Management

Leadership received consistently positive evaluations. Academic staff expressed confidence in institutional leaders and generally perceived decision-making and management practices positively. (90 % of respondents strongly agreed or agreed) The results suggest that leadership remains an important contributor to organizational stability and institutional direction.

4.5 Communication

Communication emerged as a strong dimension of institutional performance. Staff generally agreed that communication is encouraged and that they feel comfortable expressing opinions and participating in institutional dialogue. (80.1% of respondents strongly agreed or agreed) Survey results further suggest that institutional goals and priorities are communicated effectively.

4.6 Teamwork

Academic staff reported positive relationships within departments and acknowledged a collaborative institutional culture. (77.2% of respondents strongly agreed or agreed) At the same time, several comments suggested that further strengthening coordination and collaboration across units may create additional opportunities for institutional effectiveness and interdisciplinary work.

4.7 Assessment

Perceptions regarding performance evaluation were positive.

Most respondents indicated that they receive appropriate guidance and constructive feedback. (84.1% of respondents strongly agreed or agreed)

At the same time, some responses suggested that continued refinement of evaluation and recognition practices may further support staff engagement and transparency.

4.8 Diversity

Diversity and inclusion were among the most positively evaluated dimensions.

Staff responses indicate that CIT is perceived as an environment that values different perspectives and promotes equal opportunities. (97% of respondents strongly agreed or agreed)

These findings support the institution's commitment to maintaining an inclusive academic culture.

4.9 Employment Conditions and Institutional Commitment

Results indicate strong levels of institutional attachment and overall satisfaction.

Particularly positive outcomes were observed regarding:

- Overall institutional satisfaction; (96.9% of respondents strongly agreed or agreed)
- Recommendation of CIT as a workplace; (100% of respondents strongly agreed or agreed)
- Recommendation of CIT to students; (97% of respondents strongly agreed or agreed)
- Pride in being associated with CIT. (100% of respondents strongly agreed or agreed)

These findings suggest high levels of engagement and positive institutional identity.

4.10 Administrative Support Services

Human Resources Department

The Human Resources Department received positive evaluations from staff members across different service areas. The quality of orientation provided by the department was rated as excellent by 56.5% of respondents, good by 30.4%, and fair by 13%, indicating that the majority of employees were satisfied with the support received during their integration into the institution. Current HR services were evaluated positively, with 56.3% of respondents rating them as excellent and 40.6% as good, while only a few respondents rated them as fair. The professionalism of the Human Resource Department during visa processing for non-Albanian staff members was evaluated positively, with 56.5% rating the service as good and 13% as excellent, indicating overall satisfaction with the support provided. Staf

Finance Department

The Finance Department received the strongest evaluation among the administrative support services. A total of 65.6% of respondents rated the quality of services provided by the department as excellent, while the remaining 34.4% rated them as good. Notably, no respondents selected fair or poor ratings. These results demonstrate a very high level of satisfaction and indicate that the department is viewed as reliable, efficient, and responsive in providing financial services and support.

IT Department

The IT Department also received positive feedback from staff. More than half of the respondents (53.1%) rated IT support services as good, while 37.5% evaluated them as excellent and 9.4% as fair. The absence of poor ratings indicates an overall positive perception of the department’s performance. However, when compared to the Human Resources and Finance Departments, the findings indicate that there is still scope for further improvement in order to enhance service quality, responsiveness, and efficiency, in line with the increasingly demanding expectations of staff.

4.11 Research and Internationalization

Research and international engagement continue to represent important priorities for institutional development.

Survey findings indicate a generally positive level of awareness regarding institutional support for research activities. Concerning the possibility of CIT covering expenses related to conference participation and the publication of academic papers, the majority of respondents provided positive evaluations, with 28.1% selecting rating 4 and 34.4% selecting rating 5. Additionally, 21.9% of respondents provided a neutral assessment (rating 3), while only a small proportion reported lower levels of awareness.

Regarding mobility opportunities, the results demonstrate a high level of awareness among staff. Specifically, nearly all respondents indicated that they are informed about mobility opportunities offered through the International Relations Office (IRO).

The findings suggest that communication regarding research support and internationalization initiatives is effective. Nevertheless, further efforts to promote available opportunities may contribute to even greater awareness and participation among staff.

5. INSTITUTIONAL STRENGTHS

Analysis of open responses identified several recurring strengths:

- Professionalism
- Academic excellence
- Supportive working environment
- Academic freedom
- Technology and innovation
- Professional development opportunities
- Teamwork and collegiality
- Diversity and inclusion
- International perspective
- Encouragement of research activities

The staff described CIT as a professional and forward-looking institution that supports both academic and personal development.

6. AREAS FOR FURTHER DEVELOPMENT

While the overall feedback was highly positive, staff responses highlighted several themes that may support future institutional development:

- Stronger collaboration across units
- Further development of strategic planning processes
- Additional opportunities for international engagement
- Increased support for entrepreneurship
- Continued focus on institutional growth.
- Administrative services, particularly HR and IT support, may benefit from continued enhancement.

7. OVERALL QUALITY ASSURANCE ASSESSMENT

The Quality Assurance Unit concludes that the findings provide strong evidence of a healthy and supportive academic environment.

Academic staff generally feel respected, valued, and engaged in the institutional mission.

Particularly positive outcomes were observed in leadership, professional development, communication, diversity, administrative support, and institutional reputation.

At the same time, the survey provides valuable insights that may support future enhancement initiatives and long-term institutional planning.

Overall, the findings confirm CIT’s continued commitment to academic excellence, innovation, and continuous quality improvement.

8. RECOMMENDATIONS

Based on the survey results, the Quality Assurance Unit presents the following recommendations for consideration by the relevant stakeholders:

1. Encourage ongoing collaboration and communication across departments.
2. Maintain and expand opportunities for staff development.
3. Continue promoting international engagement and mobility opportunities.
4. Enhance communication around institutional initiatives and development opportunities.
5. Further strengthen collaboration with external partners and industry.
6. Consider gradual improvements to campus facilities and learning environments.
7. Continue supporting innovation-oriented initiatives.
8. Explore opportunities to further streamline administrative processes.
9. Further develop the Human Resources orientation programme to ensure a clearer and more supportive onboarding experience for staff.
10. Further improvement of IT support to ensure the fulfillment of academic staff requirements, in line with their expectations.
11. Enhance the promotion and communication of mobility opportunities to improve staff awareness and participation.

The Academic Staff Satisfaction Survey 2025- 2026 confirms high levels of satisfaction across the main dimensions of institutional life.

The findings demonstrate that CIT continues to provide an academic environment characterized by professionalism, collaboration, inclusion, and institutional support.

These recommendations are intended to support the institution’s ongoing commitment to maintaining a positive academic environment while identifying opportunities for further growth and continuous improvement.

The results reinforce CIT’s continued commitment to quality, academic excellence, and sustainable institutional development.

Quality Assurance Unit