



SCHOOL OF LEADERSHIP
AND EDUCATION SCIENCES

MA in Higher Education Leadership
School of Leadership and Education Sciences
University of San Diego
2018 Exit Survey Results

This report was prepared by the USD-SOLES Office of Accreditation & Assessment on November 6, 2018.

Report: Exit Survey – 2018**Program: MA in Higher Education Leadership****Institution: University of San Diego – School of Leadership and Education Sciences****Executive Summary****Exit Survey Overview**

The School of Leadership and Education Sciences (SOLES) - Office of Accreditation and Assessment administers the Exit Survey to graduating students at the University of San Diego (USD) annually. The Exit Survey affords students the opportunity to reflect on their program experiences and to provide valuable feedback utilized for program review. This report is specific to the results for the MA in Higher Education Leadership Program for 2018, with 2017 and 2016 data provided for comparison purposes.

Rating Scale

Three different five-point rating scales were used in this survey. The goal is to have response ratings in the four to five range for each item.

- Strongly Agree (5), Agree (4), Neutral (3), Disagree (2), Strongly Disagree (1)
- Extremely Well (5), Well (4), Moderately (3), Poorly (2), Not At All (1)
- Very Satisfied (5), Satisfied (4), Neutral (3), Dissatisfied (2), Very Dissatisfied (1)

Response Rate

Table 1 shows the percent of USD-Higher Education Leadership, MA graduating students who responded to the Exit Survey for the last three years. The three year trend (2016-2018) in response rates are 47%, 63%, and 69% respectively.

Table 1

Exit Survey Response Rates for Higher Education Leadership, MA Graduating Students

Program Completion Year	Total Number of Higher Education Leadership, MA Graduates*	Total Number of Higher Education Leadership, MA Respondents	Exit Survey Response Rate
2018	26	18	69%
2017	24	15	63%
2016	15	7	47%

*Note: Refers to the number of graduates for which correct email addresses were obtained.

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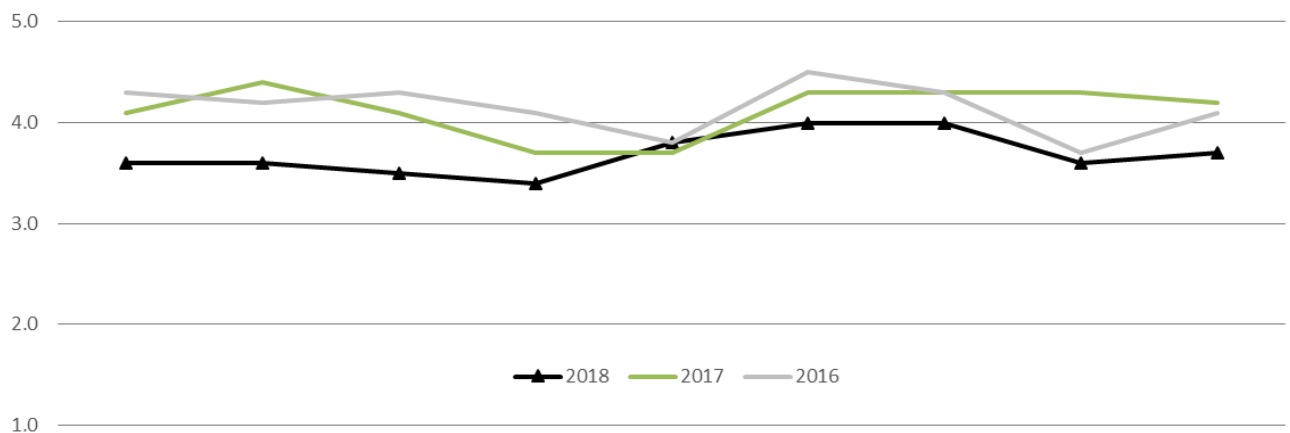
Program: MA in Higher Education Leadership

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Summary of Findings

Graduating students were asked to rate aspects of the Higher Education Leadership, MA Program in nine areas. For areas that Cronbach's alpha values are reported, the 2018 Cronbach's alpha values were as follows: faculty (.96); advisors (.94); intellectual climate (.88); program support and communication (.94); university support (.98); career preparation (.84); enhanced knowledge and skills (.91); higher education SASC/GA (.76); and the overall program (.93), suggesting relatively high internal consistency of survey item response. (Note that a reliability coefficient of .70 or higher is considered "acceptable" in most social science research situations.) Two of the 2018 mean ratings were in the desired four to five range (using a 5 point scale). Figure 1 shows the comparison of 2018 means with 2017 and 2016 means. These ratings indicate moderate levels of student satisfaction with the MA in Higher Education Leadership Program at the University of San Diego.

Figure 1. 2018, 2017, and 2016 Graduating Students' Exit Survey Ratings of the Higher Education Leadership, MA Program 2018 (N=18) 2017 (N=15) 2016 (N=7)



	Mean Faculty Rating*	Mean Advisor Rating*	Mean Intellectual Climate Rating*	Mean Program Support and Communication Rating*	Mean University Support Rating*	Mean Rating Career Preparation^	Mean Rating Enhanced Skills and Knowledge^	Mean Satisfaction With the Higher Education SASC/GA	Mean Satisfaction of Overall Program*
2018	3.6	3.6	3.5	3.4	3.8	4.0	4.0	3.6	3.7
2017	4.1	4.4	4.1	3.7	3.7	4.3	4.3	4.3	4.2
2016	4.3	4.2	4.3	4.1	3.8	4.5	4.3	3.7	4.1

*Rating Scale 1: Strongly Agree (5), Agree (4), Neutral (3), Disagree (2), Strongly Disagree (1)

^Rating Scale 2: Extremely Well (5), Fairly Well (4), Moderately (3), Poorly (2), Not At All (1)

†Rating Scale 3: Very Satisfied (5), Satisfied (4), Neutral (3), Dissatisfied (2), Very Dissatisfied (1)