



SCHOOL OF LEADERSHIP  
AND EDUCATION SCIENCES

*MA in Nonprofit Leadership and Management*

*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 12, 2018.

**Report:** Exit Survey - 2018

**Program:** MA in Nonprofit Leadership and Management

**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 Nonprofit Leadership and Management, MA Program for 2018, with 2017 and 2016 data provided for comparison purposes.

### Rating Scale

A five-point rating scale was 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)

### Response Rate

Table 1 shows the percent of USD-Nonprofit Leadership and Management, MA graduating students who responded to the Exit Survey for the last three years. The three year trend (2016-2018) in response rates are 39%, 72%, and 41%, respectively.

Table 1

*Exit Survey Response Rates for Nonprofit Leadership and Management, MA Graduating Students*

Program Completion Year	Total Number of Nonprofit Leadership and Management, MA Graduates*	Total Number of Nonprofit Leadership and Management, MA Respondents	Exit Survey Response Rate
2018	34	14	41%
2017	18	13	72%
2016	23	9	39%

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

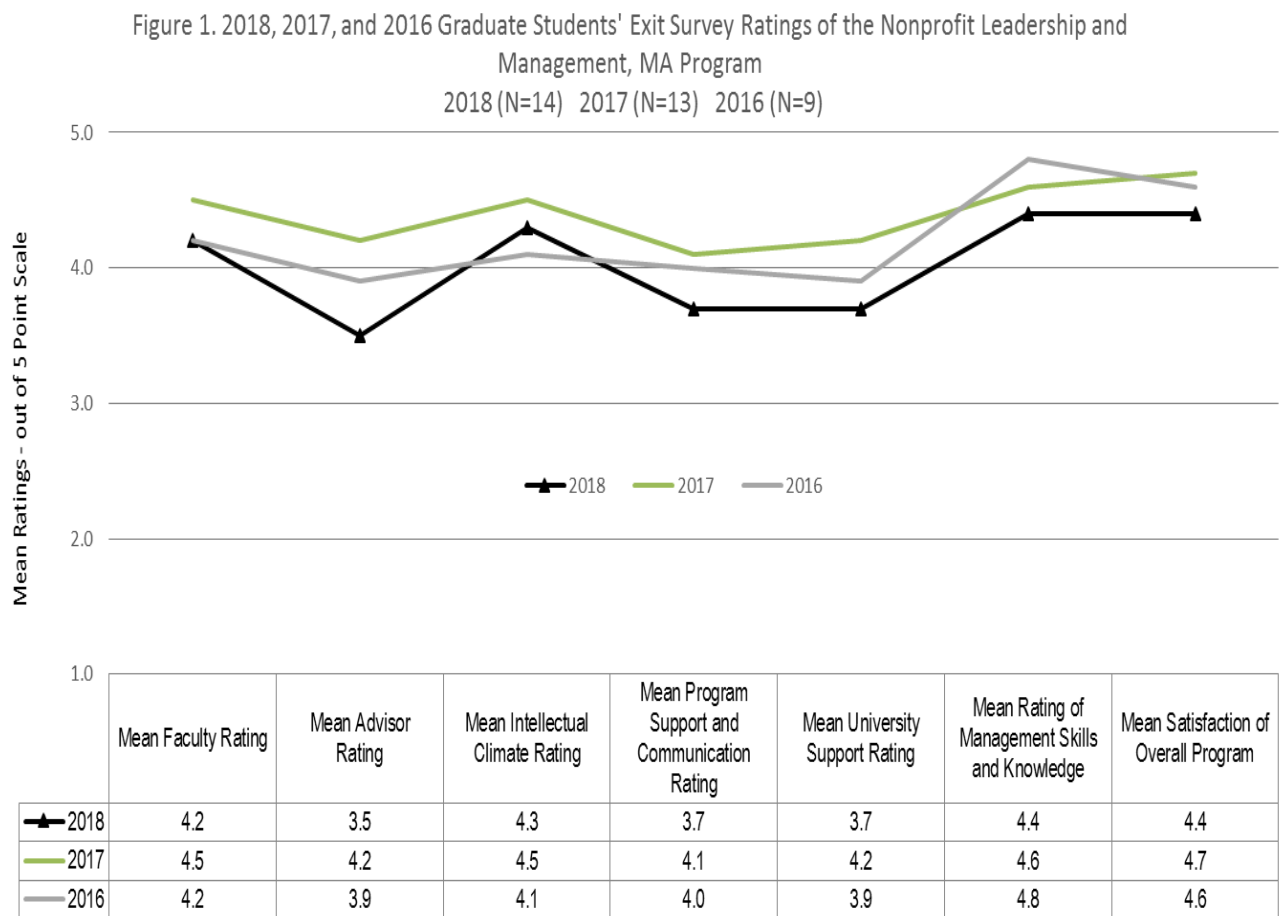
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*Summary of Findings*

Graduating students were asked to rate aspects of the Nonprofit Leadership and Management, MA Program in seven areas. The 2018 Cronbach’s alpha values were as follows: faculty (.92); advisors (.89), intellectual climate (.87), program support and communication (.91), university support (NA), enhanced management skills and knowledge (.94), and overall program satisfaction (.87); 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.) Four of the seven 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 high levels of student satisfaction with the MA in Nonprofit Leadership and Management Program at the University of San Diego.



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