



SCHOOL OF LEADERSHIP
AND EDUCATION SCIENCES

M.A. in Counseling

with a specialization in Clinical Mental Health Counseling

School of Leadership and Education Sciences

University of San Diego

2019 Exit Survey Results

This report was prepared by the USD-SOLES Office of Accreditation and Assessment on
December 2, 2019.

Program: Counseling, MA with a specialization in Clinical Mental Health Counseling
Institution: University of San Diego – School of Leadership and Education Sciences
Report: Exit Survey – 2019

Executive Summary

Exit Survey Overview

The School of Leadership and Education Sciences (SOLES) - Office of Assessment and Accreditation 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 Counseling with a specialization in Clinical Mental Health Counseling (CMHC) for 2019, with 2018 and 2017 included for comparison purposes.

Rating Scale

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

- Strongly Agree (5), Agree (4), Neutral (3), Disagree (2), Strongly Disagree (1)
- Extremely Well (5), Fairly 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-CMHC graduating students who responded to the Exit Survey for the last three years. The three-year trend (2017-2019) in response rates are 52%, 52%, and 45% respectively.

Table 1

Exit Survey Response Rates for CMHC Graduating Students

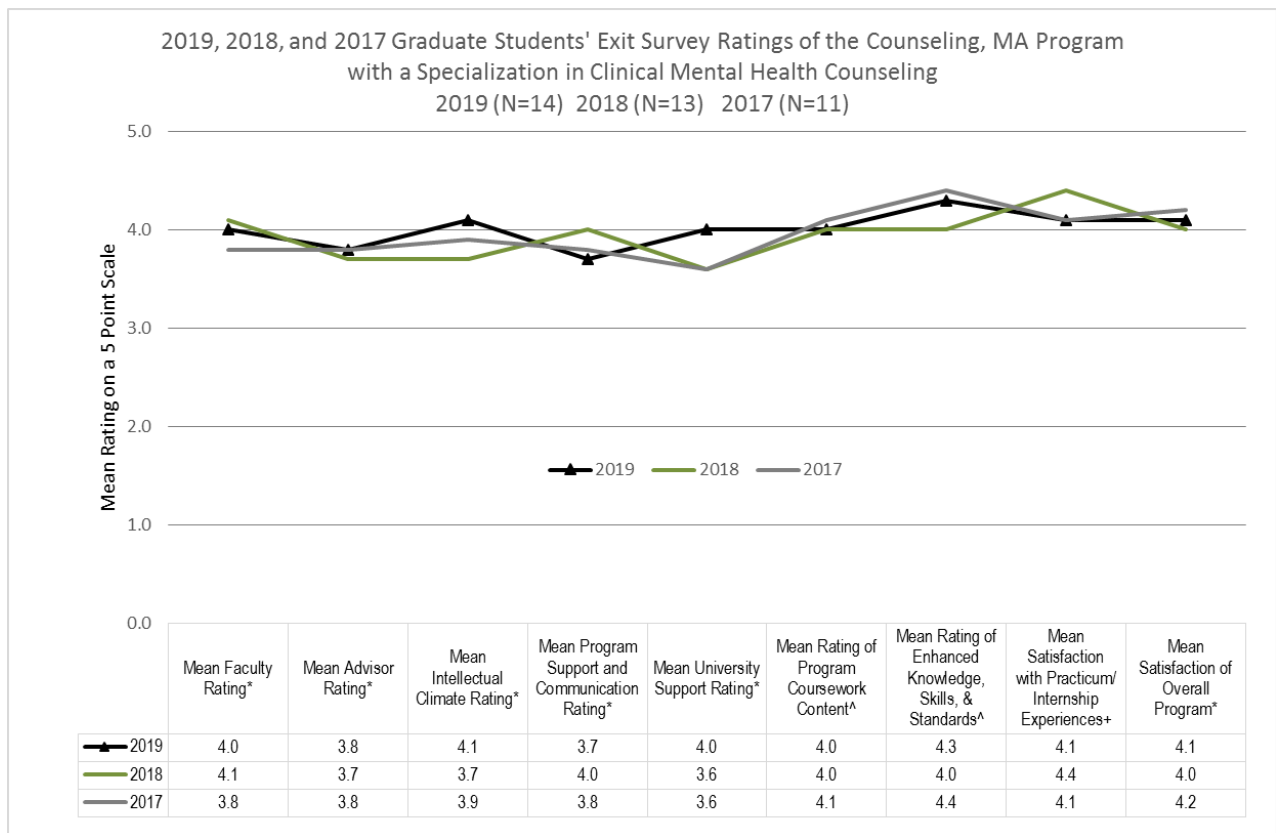
Program Completion Year	Total Number of CMHC Graduates*	Total Number of CMHC Respondents	Exit Survey Response Rate
2019	31	14	45%
2018	26	13	50%
2017	21	11	52%

*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 CMHC Program in nine areas. The 2019 Cronbach’s alpha values were as follows: faculty (.86); advisors (.93); intellectual climate (.70); program support and communication (.84); university support (.86); program course content (.86); enhanced knowledge, skills, and counseling standards (.89); practicum experience (.76); and the overall program (.89), suggesting relatively high internal consistency of survey item responses (Note that a reliability coefficient of .70 or higher is considered “acceptable” in most social science research situations.). Six of the nine mean ratings for 2019 were in the desired four to five range (using a 5-point scale). Figure 1 shows the 2019 means as compared to the 2018 and 2017 means. These ratings indicate general levels of student satisfaction with the MA in Counseling Program with a specialization in Clinical Mental Health Counseling at the University of San Diego.



*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)