MA in Counseling

with a specialization in School 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 & Assessment on December 2, 2019.
Report: Exit Survey – 2019
Program: MA Counseling with a specialization in School Counseling
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 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 School Counseling (referred to as the School Counseling Program) for 2019, with 2018, and 2017 data provided 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-School Counseling graduating students who responded to the Exit Survey for the last three years. The three-year trend (2017-2019) in response rates are 48%, 38%, and 42% respectively.

<table>
<thead>
<tr>
<th>Program Completion Year</th>
<th>Total Number of School Counseling Graduates*</th>
<th>Total Number of School Counseling Respondents</th>
<th>Exit Survey Response Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>2019</td>
<td>33</td>
<td>14</td>
<td>42%</td>
</tr>
<tr>
<td>2018</td>
<td>26</td>
<td>10</td>
<td>38%</td>
</tr>
<tr>
<td>2017</td>
<td>23</td>
<td>11</td>
<td>48%</td>
</tr>
</tbody>
</table>

*Note: Refers to the number of graduates for which correct email addresses were obtained.
**Report:** Exit Survey – 2019  
**Program:** MA Counseling with a specialization in School Counseling  
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**Summary of Findings**

Graduating students were asked to rate aspects of the School Counseling Program in nine areas. The 2019 Cronbach’s alpha values were as follows: faculty (.96); advisors (.96); intellectual climate (.85); program support and communication (.89); university support (.93); program course content (.91); enhanced knowledge, skills, and counseling standards (.95); practicum experience (.85); and the overall program (.93), 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.) Eight of the nine 2019 mean ratings were in the desired four to five range (using a 5-point scale). Figure 1 shows the comparison of 2019 means, with 2018 and 2017 means. These ratings indicate high levels of student satisfaction with the MA School Counseling Program at the University of San Diego.

![Figure 1: 2019, 2018, and 2017 Graduating Students’ Exit Survey Ratings of the M.A. in Counseling with a Specialization in School Counseling](image-url)  

<table>
<thead>
<tr>
<th>Mean Faculty Rating*</th>
<th>Mean Advisor Rating*</th>
<th>Mean Intellectual Climate Rating*</th>
<th>Mean Program Support and Communication Rating*</th>
<th>Mean University Support Rating*</th>
<th>Mean Program Course Content Rating</th>
<th>Mean Rating of Enhanced Knowledge, Skills, and Counseling Standards</th>
<th>Mean Satisfaction Level with Practicum Experiences+</th>
<th>Mean Satisfaction of Overall Counseling Program*</th>
</tr>
</thead>
<tbody>
<tr>
<td>2019</td>
<td>4.0</td>
<td>4.1</td>
<td>4.0</td>
<td>3.8</td>
<td>4.3</td>
<td>4.4</td>
<td>4.2</td>
<td>4.2</td>
</tr>
<tr>
<td>2018</td>
<td>4.0</td>
<td>4.4</td>
<td>3.9</td>
<td>4.0</td>
<td>3.9</td>
<td>4.2</td>
<td>4.7</td>
<td>4.2</td>
</tr>
<tr>
<td>2017</td>
<td>4.3</td>
<td>4.5</td>
<td>4.4</td>
<td>4.4</td>
<td>4.0</td>
<td>4.3</td>
<td>4.2</td>
<td>4.5</td>
</tr>
</tbody>
</table>

*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)