



SCHOOL OF LEADERSHIP  
AND EDUCATION SCIENCES

*MA in Higher Education Leadership*

*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 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 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 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 (2017-2019) in response rates are 44%, 69%, and 63% 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
2019	25	11	44%
2018	26	18	69%
2017	24	15	63%

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

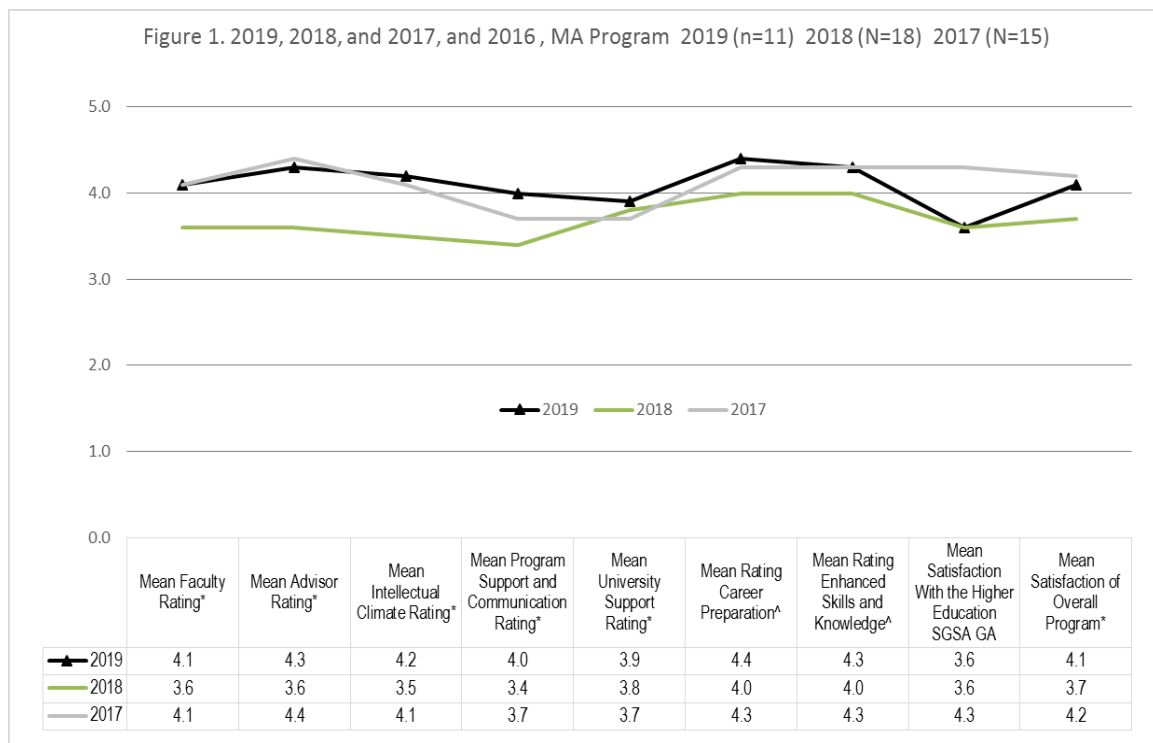
## Report: Exit Survey – 2019

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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 2019 Cronbach’s alpha values were as follows: faculty (.78); advisors (.90); intellectual climate (.84); program support and communication (.62); university support (.72); career preparation (.66); enhanced knowledge and skills (.91); higher education SASC/GA (.84); and the overall program (.88), 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.) Seven of the 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 moderate levels of student satisfaction with the MA in Higher Education Leadership Program 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)