



SCHOOL OF LEADERSHIP  
AND EDUCATION SCIENCES

*MA in Nonprofit Leadership and Management*

*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 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 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 Nonprofit Leadership and Management, MA Program for 2019, with 2018 and 2017 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 (2017-2019) in response rates are 41%, 72%, and 93%, 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
2019	15	14	93%
2018	34	14	41%
2017	18	13	72%

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

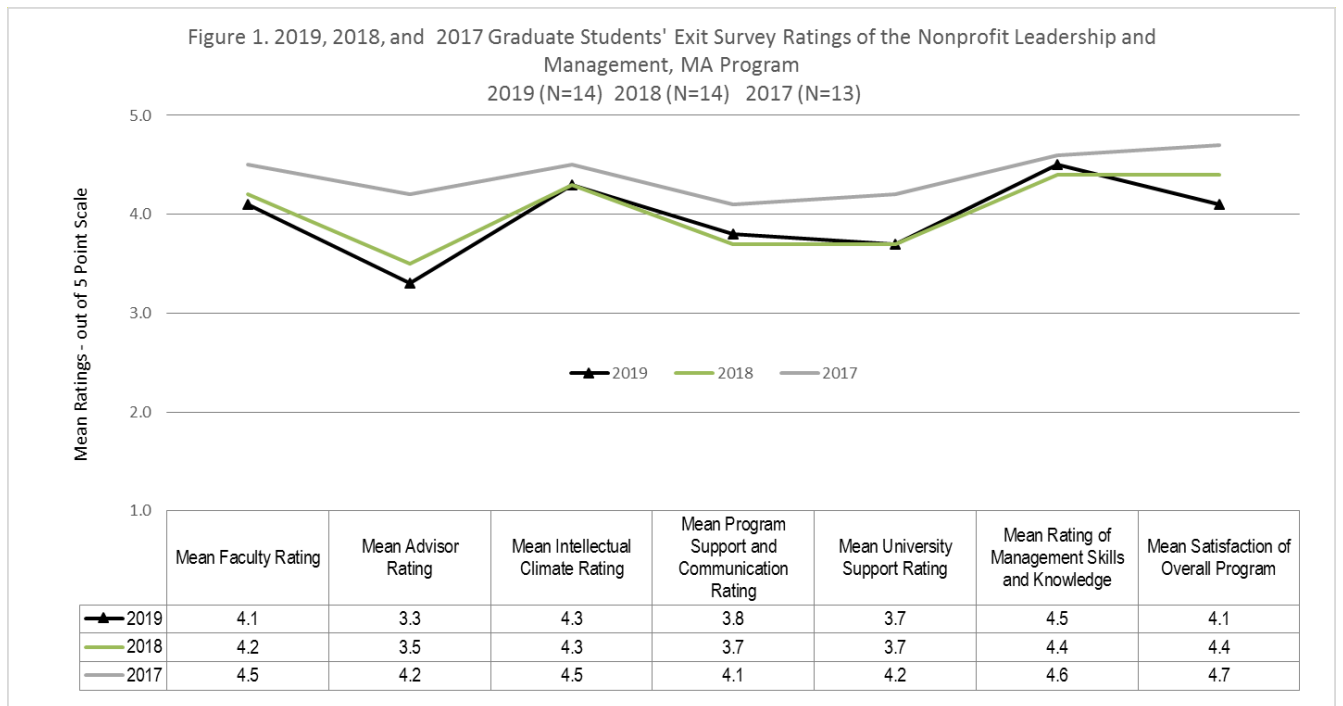
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*Summary of Findings*

Graduating students were asked to rate aspects of the Nonprofit Leadership and Management, MA Program in seven areas. The 2019 Cronbach’s alpha values were as follows: faculty (.85); advisors (.92), intellectual climate (.81), program support and communication (.65), university support (.73), enhanced management skills and knowledge (.86), and overall program satisfaction (.75); suggesting a range of relatively low, moderate and 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 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 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)