**Masters of Science in Health Administration**

**Program Exit and Comprehensive Exam Survey – 2016**

MSHA program annually surveys the graduating students as a part of our program’s assessment. Your input is critical for us to see if we are meeting our goals and to help us improve the program in the future. Your responses will be anonymous.

DEMOGRAPHICS

1. What is your gender?

* Male
* Female
* Prefer not to say

1. At what age did you enter the MSHA program?

* 18 – 24 years
* 25 – 34 years
* 35 – 44 years
* 45 – 54 years
* 55 – 64 years
* 65 years or above
* Prefer not to say

1. Please specify your race/ethnicity?
   * Non-Hispanic White
   * Non-Hispanic Black or African American
   * Native American or Alaskan Native
   * Native Hawaiian / Pacific Islander
   * Asian
   * Hispanic
   * Multi-Race / Other
   * Prefer not to say
2. How many years did it take you to complete the program?

* 2 years
* 3 years
* 4 or more years

1. On average, how many units did you take each semester.

* 3 units (1 course)
* 6 units (2 courses)
* 9 units (3 courses)
* 12 units (4 courses)
* Over 12 units

EMPLOYMENT

1. How many years of healthcare work experience did you have before admission into the CSUN-MSHA program:

* 0 years
* Less than 1 year
* 1 – 3 years
* 4 – 6 years
* 7 – 9 years
* 10 or more years

1. On average, how many hours did you work during your program?

* 0 hours (I was not employed during the program)
* Part-time (less than 30 hours a week)
* Full-time (30+ hours a week)

1. Please indicate the best description of your primary plans following graduation:

* I have accepted a new job
* I will continue my current job with no plans to seek employment elsewhere
* I will continue my current job, but plan to seek employment elsewhere
* I am currently seeking or plan to seek employment for the first time in healthcare.
* I will be going to graduate school
* I don’t know, yet
* Other: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

ADVISOR

1. Please indicate how satisfied were you with each of the following, in relation to your interactions with the Graduate Coordinator.

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Level of Satisfaction** | | | | | |
| *Very Satisfied* | *Satisfied* | *Neutral* | *Dissatisfied* | *Very dissatisfied* | N/A |
| Availability of advisor | 🞏 | 🞏 | 🞏 | 🞏 | 🞏 | 🞏 |
| Time spent with advisor | 🞏 | 🞏 | 🞏 | 🞏 | 🞏 | 🞏 |
| Information provided about degree requirements | 🞏 | 🞏 | 🞏 | 🞏 | 🞏 | 🞏 |
| Information provided on course sequencing | 🞏 | 🞏 | 🞏 | 🞏 | 🞏 | 🞏 |
| Advisor’s knowledge of campus policies and procedures | 🞏 | 🞏 | 🞏 | 🞏 | 🞏 | 🞏 |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Level of Satisfaction (continued)** | | | | | |
|  | *Very Satisfied* | *Satisfied* | *Neutral* | *Dissatisfied* | *Very dissatisfied* | N/A |
| Advisor’s knowledge of post-graduation education options (e.g. fellowships, doctoral programs) | 🞏 | 🞏 | 🞏 | 🞏 | 🞏 | 🞏 |
| Advisor’s knowledge about post-graduation employment options | 🞏 | 🞏 | 🞏 | 🞏 | 🞏 | 🞏 |
| Availability of information on Moodle site | 🞏 | 🞏 | 🞏 | 🞏 | 🞏 | 🞏 |
| Overall academic advising | 🞏 | 🞏 | 🞏 | 🞏 | 🞏 | 🞏 |

1. How could advisement be improved?

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CURRICULUM

1. Did you find the MSHA orientation in the summer before you had started the program beneficial?

* Yes
* No
* Did not attend

1. Did you shift between course tracks (i.e. 2 year, 3 year, 4 year) while completing the degree program?

* Yes; why? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
* No

1. Were the courses in the program what you expected to find in a MSHA program?

* Yes
* I was surprised by the courses we had to take
* I didn’t know what to expect

1. Please indicate how prepared you feel in the following program competencies.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Competencies** | **Level of Preparedness** | | | |
| *Well prepared* | *Moderately prepared* | *Somewhat prepared* | *Not prepared* |
| Professional values and ethics |  |  |  |  |
| Cultural sensitivity and competence |  |  |  |  |
| Competitive and collaborative strategies |  |  |  |  |
| Working effectively with other professionals |  |  |  |  |
| Team development methods |  |  |  |  |
| Healthcare system components |  |  |  |  |
| Internal/external system structures and factors affecting them |  |  |  |  |
| Viewing issues from different perspective |  |  |  |  |
| Decisions in the presence of uncertainty |  |  |  |  |
| Quantitative analytical methods |  |  |  |  |
| Examine data both qualitatively and quantitatively |  |  |  |  |
| Information systems and knowledge management |  |  |  |  |
| Organization of workflow, economics, finance and decision theory |  |  |  |  |
| Strategic thinking, planning and management |  |  |  |  |
| Human resource management, change management, and organizational development |  |  |  |  |
| Continuous quality improvement concepts and skills |  |  |  |  |
| Impacts of legal, regulatory, and political environments |  |  |  |  |
| Major stakeholders of an organization |  |  |  |  |
| Social and human relationship skills |  |  |  |  |
| Articulate ideas and information |  |  |  |  |
| Use appropriate communication strategies |  |  |  |  |

1. Please list any content areas that you believe were not needed in the curriculum.

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1. Please list any content areas that you believe were redundant or duplicated in the curriculum.

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1. Please use the space below to list any content areas, which you believe should be added to the curriculum.

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FIELD EXPERIENCE

1. Overall, my Field Experience was successful and I was able to apply the skills and knowledge I learned from the courses
   * Yes, in retrospect it was a good experience
   * No, I had a difficult time in the Field Experience
   * The Field Experience is just OK.
2. How can the Field Experience be improved?

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COMPREHENSIVE EXAM

1. If you studied with a group for the comprehensive exam, how helpful was the process?
   * Very helpful
   * Somewhat helpful
   * Not helpful
   * N/A – I studied mostly by myself
2. Overall, I felt that my preparation for the comprehensive exam was:

* Excessive
* Adequate
* Insufficient

1. Do you feel the 6 parts of the comprehensive exam covered the content of the CSUN MSHA program appropriately?

* Yes
* No

1. Please indicate how satisfied were you with each of the following, in relation to the comprehensive exam.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | **Level of Satisfaction** | | | | |
| *Very Satisfied* | *Satisfied* | *Neutral* | *Dissatisfied* | *Very dissatisfied* |
| Faculty tutorials | 🞏 | 🞏 | 🞏 | 🞏 | 🞏 |
| Format of written exam | 🞏 | 🞏 | 🞏 | 🞏 | 🞏 |
| Scheduling of written exam | 🞏 | 🞏 | 🞏 | 🞏 | 🞏 |
| Format of oral exam | 🞏 | 🞏 | 🞏 | 🞏 | 🞏 |
| Scheduling of oral exams | 🞏 | 🞏 | 🞏 | 🞏 | 🞏 |
| Overall comp exam experience | 🞏 | 🞏 | 🞏 | 🞏 | 🞏 |

1. What advise do you have for future students taking the comprehensive exam?

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1. How can the examination be improved?

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OVERALL IMPRESSION

1. How well do you feel CSUN MSHA program has met your needs in the following 3 areas?

|  |  |  |  |
| --- | --- | --- | --- |
|  | *Very well* | *Adequately* | *Poorly* |
| Intellectual growth | 🞏 | 🞏 | 🞏 |
| Career training | 🞏 | 🞏 | 🞏 |
| Personal growth | 🞏 | 🞏 | 🞏 |

1. Please rate each of the following characteristics of the CSUN MSHA program on the value you believe it brings to the program, where 1 is ‘not at all important’ and 5 is ‘very important.’

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | Not at all important |  |  |  | Very important |  |
|  | 1 | 2 | 3 | 4 | 5 | No Opinion |
| Faculty | 🞏 | 🞏 | 🞏 | 🞏 | 🞏 | 🞏 |
| Evening format | 🞏 | 🞏 | 🞏 | 🞏 | 🞏 | 🞏 |
| Curriculum | 🞏 | 🞏 | 🞏 | 🞏 | 🞏 | 🞏 |
| Fellow students | 🞏 | 🞏 | 🞏 | 🞏 | 🞏 | 🞏 |
| Field experience | 🞏 | 🞏 | 🞏 | 🞏 | 🞏 | 🞏 |
| Face-to-face instruction | 🞏 | 🞏 | 🞏 | 🞏 | 🞏 | 🞏 |
| Group projects / Team-based learning | 🞏 | 🞏 | 🞏 | 🞏 | 🞏 | 🞏 |
| Other (please specify): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | 🞏 | 🞏 | 🞏 | 🞏 | 🞏 | 🞏 |

1. Would you recommend the MSHA program to your colleagues?

* Yes
* No
* Not sure

1. How satisfied were you with your overall CSUN MSHA education?

* Very satisfied
* Satisfied
* Neutral
* Dissatisfied
* Very dissatisfied

1. Please use the space below to provide any final thoughts about the CSUN MSHA program that you would like to express that have not been addressed in this survey.

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ADDITIONAL INFORMATION

1. As part of the accreditation process for the CSUN MSHA program, we are required to periodically survey our alumni to seek basic information about their employment and thoughts on the program. If you are willing to participate, please provide a mailing and best email address that you will have access to after graduation (for at least the next 3 years):

Your name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Mailing address: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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Email address: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. In what methods would you be interested in being involved with the CSUN-MSHA program?
   * Serve as field experience preceptor
   * Serve as guest speaker
   * Serve as part-time faculty
   * Serve as a member of the practitioner advisory committee
   * Mentor MSHA students
   * Attend one or more off-campus Health Administration Alumni Chapter (HAAC) receptions
   * Attend one or more on-campus events
   * Join HAAC network on LinkedIn
   * Donate to the program
   * Other: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
2. Would you like to become a member of the Health Administration Chapter (HAAC)?
   * Yes – Please send my information on how to join
   * No