100% satisfied with their CSUN MSHA education

- Intellectual Growth: 80%
- Career Training: 47%
- Personal Growth: 60%

COMPETENCY PREPAREDNESS

- Well prepared
- Moderately prepared
- Somewhat prepared
- Not prepared

- Quantitative analytical methods
- Organization of workflow, economics, finance and decision
- Information systems and knowledge management
- Examine data both qualitatively and quantitatively
- Strategic thinking, planning and management
- Decisions in the presence of uncertainty
- Impacts of legal, regulatory, and political environments
- Human resource management, change management, and team development methods
- Working effectively with other professionals
- Use appropriate communication strategies
- Articulate ideas and information
- Major stakeholders of an organization
- Continuous quality improvement concepts and skills
- Viewing issues from different perspective
- Healthcare system components
- Competitive and collaborative strategies
- Professional values and ethics
- Social and human relationship skills
- Internal/external system structures and factors affecting
- Cultural sensitivity and competence
Results of 2017 MSHA Exit Survey

**5 Most Used External Support Services**

<table>
<thead>
<tr>
<th>Service</th>
<th>Frequency</th>
</tr>
</thead>
<tbody>
<tr>
<td>Klotz Student Health Center</td>
<td>(n=5)</td>
</tr>
<tr>
<td>Student Recreation Center</td>
<td>(n=5)</td>
</tr>
<tr>
<td>Oasis Wellness Center</td>
<td>(n=5)</td>
</tr>
<tr>
<td>University Student Union</td>
<td>(n=5)</td>
</tr>
<tr>
<td>Career Center</td>
<td>(n=4)</td>
</tr>
</tbody>
</table>

93% would recommend the CSUN MSHA program to others

**AREAS FOR IMPROVEMENT**

**ADVISOR**

1. Require mandatory advisement
2. Provide more career advisement & mentorship
3. Provide improvement strategies

**CURRICULUM**

Redundant Courses:
1. Health status (n=3)
2. Third party payer (n=2)
3. HIT courses (n=1)

Needed Courses:
1. Another finance course (n=8)
2. HIT (n=3)
3. Population health (n=2)

**FIELD EXPERIENCE**

![Circle chart showing Good Experience: 40%, Difficult Time: 13%, OK: 47%]

1. More placement opportunities (n=3)
2. Preceptor training (n=3)
3. More structure (n=2)
4. Offer in summer (n=2)

**COMPREHENSIVE EXAM**

1. Spread out exams
2. Too much memorizing
3. Project instead
4. More time for strategic planning
5. Health status too similar to health econ