

Framingham State University

Graduate Student Exit Survey Report 2019-20

Master of Healthcare Administration

Target Population:6

Total Respondents: 6

Response Rate: 100.00%

Office of Institutional Assessment

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How many years did it take you to finish this degree?

Answer	Response Percent	Response Count
Less than 2 years	50.00%	3
2 - 4 years	16.67%	1
4- 6 years	33.33%	2
6 - 8 years	0.00%	0
More than 8 years	0.00%	0
Total	100%	6

Majors of Graduate Respondents

Answer	Response Percent	Response Count
Master of Healthcare Administration	100.00%	6
Total	100%	6

How did you first hear about FSU graduate programs?

Answer	Response Percent	Percent of Cases*	Response Count
FSU Website	42.86%	50.00%	3
Other (please specify)	28.57%	33.33%	2
Word of Mouth from FSU Alumni	14.29%	16.67%	1
I am a FSU Alumni	14.29%	16.67%	1
Word of Mouth from current FSU Student	0.00%	0.00%	0
From an Undergraduate Faculty Member	0.00%	0.00%	0
Other Websites	0.00%	0.00%	0
Radio	0.00%	0.00%	0
Brochure	0.00%	0.00%	0
Graduate Fair/Career Fair	0.00%	0.00%	0
From an Employer	0.00%	0.00%	0
From a Co-worker	0.00%	0.00%	0
Newspaper	0.00%	0.00%	0
Total	100%		6

Other (please specify)
A friend

*Percent of Cases (Number of times the factor was selected divided by the sample size)

Why did you choose to attend FSU for your graduate program? Please rank your top 5 reasons.

In the table below respondents were asked to rank the top five most significant reasons why they chose to attend FSU for their graduate program. Respondents indicated the most significant reasons were (1) cost, (2) program/degree options and ability to complete degree/program/coursework online and/or hybrid, and (3) convenient course times.

Answer	Response Percent	Percent of Cases*	Response Count
Cost (1 st)	20.00%	100.00%	6
Program/Degree Options (2 nd)	16.67%	83.33%	5
Ability to complete degree/program/ coursework online and/or hybrid (2 nd)	16.67%	83.33%	5
Convenient Course Times (3 rd)	13.33%	66.67%	4
Location	10.00%	50.00%	3
Size of Academic Program	6.67%	33.33%	2
Academic Reputation	6.67%	33.33%	2
The Administrative Staff	3.33%	16.67%	1
Through Recommendations	3.33%	16.67%	1
Unique Program Offered at FSU	3.33%	16.67%	1
Research Facilities	0.00%	0.00%	0
The Faculty	0.00%	0.00%	0
Other (please specify)	0.00%	0.00%	0
Number of Graduate Students	0.00%	0.00%	0
Total	100%		6

*Percent of Cases (Number of times the factor was selected divided by the sample size)

Did you apply to any other universities for graduate school?

Answer	Response Percent	Response Count
Yes	16.67%	1
No	83.33%	5
Total	100%	6

What was your rating of FSU at the time you applied for admission?

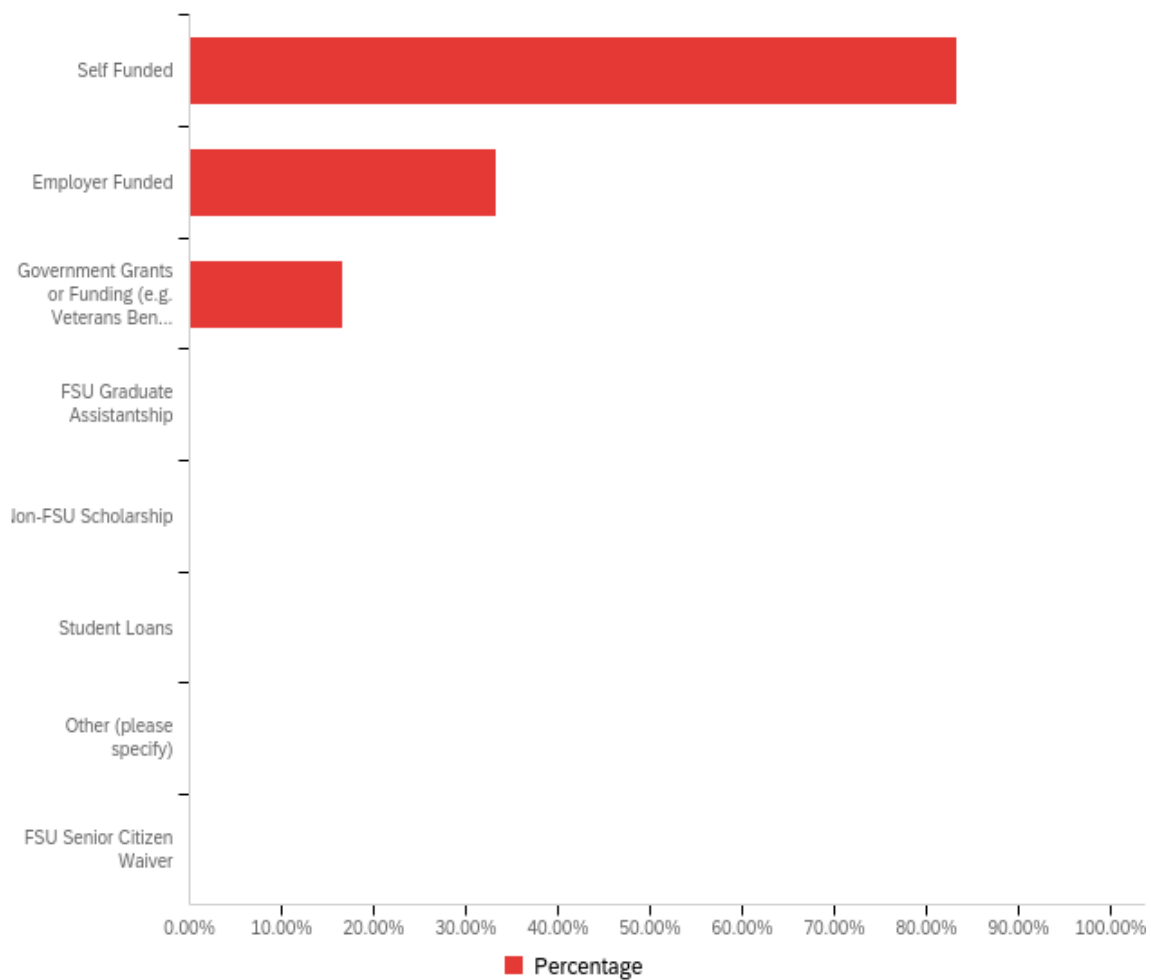
Answer	Response Percent	Response Count
1st Choice	83.33%	5
2nd Choice	16.67%	1
3rd Choice	0.00%	0
FSU was not one of my top three choices	0.00%	0
Total	100%	6

Please indicate the level of challenge presented by each item below based on your experience while pursuing your graduate degree:

Question	Extremely Challenging	Challenging	Neutral	Not Challenging	Extremely Unchallenging	Total
Work or Financial Obligations	0.00% 0	16.67% 1	33.33% 2	33.33% 2	16.67% 1	100% 6
	16.67% 1			50.00% 3		
Family Obligations	0.00% 0	50.00% 3	16.67% 1	33.33% 2	0.00% 0	100% 6
	50.00% 3			33.33% 2		
Location/Transportation	16.67% 1	0.00% 0	33.33% 2	50.00% 3	0.00% 0	100% 6
	16.67% 1			50.00% 3		
Immigration Regulations	0.00% 0	0.00% 0	0.00% 0	33.33% 1	66.67% 2	100% 3
	0.00% 0			100.00% 3		
Program Requirements or Structure	0.00% 0	40.00% 2	20.00% 1	40.00% 2	0.00% 0	100% 5
	40.00% 2			40.00% 2		
Course Availability	0.00% 0	16.67% 1	33.33% 2	50.00% 3	0.00% 0	100% 6
	16.67% 1			50.00% 3		
Communication with Faculty	0.00% 0	16.67% 1	16.67% 1	66.67% 4	0.00% 0	100% 6
	16.67% 1			66.67% 4		
Communication with Graduate Office Staff	0.00% 0	16.67% 1	0.00% 0	83.33% 5	0.00% 0	100% 6
	16.67% 1			83.33% 5		
Communication with Graduate Advisor	16.67% 1	50.00% 3	16.67% 1	16.67% 1	0.00% 0	100% 6
	66.67% 4			16.67% 1		
Communication with Students Services Staff	0.00% 0	0.00% 0	25.00% 1	75.00% 3	0.00% 0	100% 4
	0.00% 0			75.00% 3		

Communication with Graduate Admissions Office Staff	0.00% 0	20.00% 1	0.00% 0	80.00% 4	0.00% 0	100% 5
	20.00% 1			80.00% 4		
Communication with Graduate Registrar Office Staff	0.00% 0	16.67% 1	0.00% 0	66.67% 4	16.67% 1	100% 6
	16.67% 1			83.34% 5		
Course Requirements and Coursework	0.00% 0	50.00% 3	16.67% 1	33.33% 2	0.00% 0	100% 6
	50.00% 3			33.33% 2		
Portfolio Requirement	0.00% 0	20.00% 1	80.00% 4	0.00% 0	0.00% 0	100% 5
	20.00% 1			0.00% 0		
Practicum Requirement	0.00% 0	60.00% 3	40.00% 2	0.00% 0	0.00% 0	100% 5
	60.00% 3			0.00% 0		
Comprehensive Exam	0.00% 0	33.33% 1	33.33% 1	0.00% 0	33.33% 1	100% 3
	33.33% 1			33.33% 1		

How did you finance your graduate education?



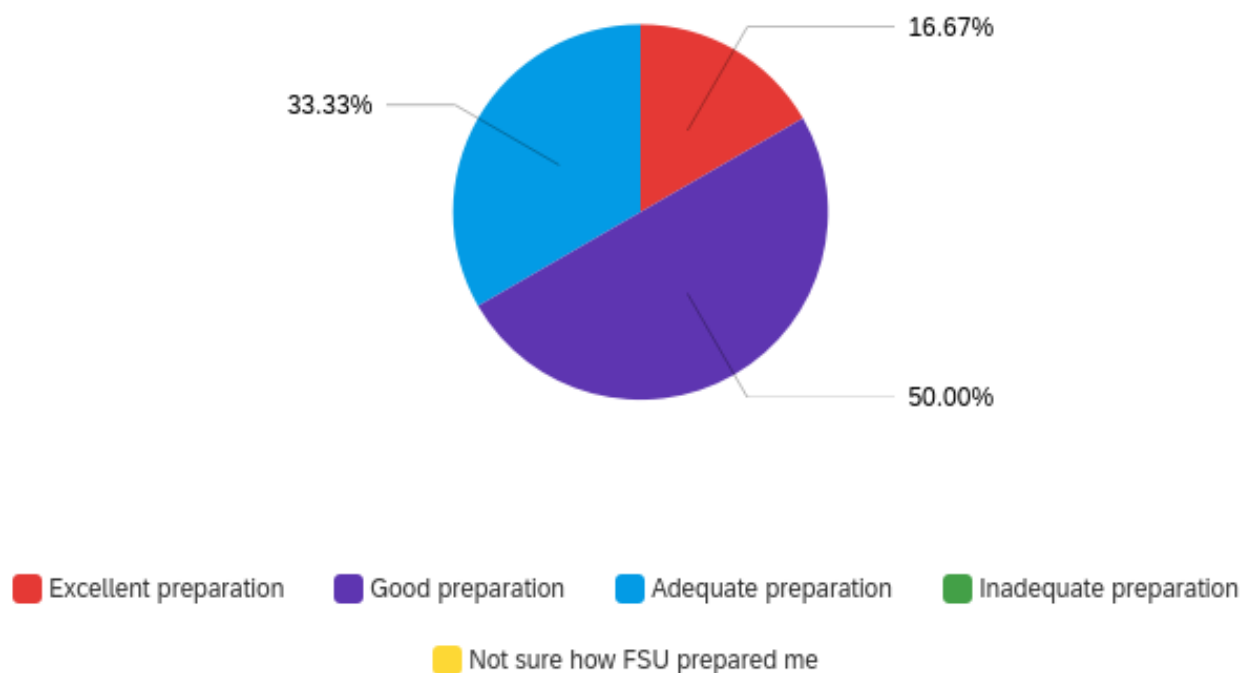
Answer	Response Percent	Percent of Cases*	Response Count
Self-Funded	62.50%	83.33%	5
Employer Funded	25.00%	33.33%	2
Government Grants or Funding (e.g. Veterans Benefits or GI bill)	12.50%	16.67%	1
FSU Graduate Assistantship	0.00%	0.00%	0
Non-FSU Scholarship	0.00%	0.00%	0
Student Loans	0.00%	0.00%	0
Other (please specify)	0.00%	0.00%	0
FSU Senior Citizen Waiver	0.00%	0.00%	0
Total	100%		6

*Percent of Cases (Number of times the factor was selected divided by the sample size)

How applicable were the program requirements to your current/or future workplace?

Answer	Response Percent	Response Count
A Great Deal	16.67%	1
Quite a Lot	16.67%	1
Some	33.33%	2
A Little	16.67%	1
None	16.67%	1
Total	100%	6

After completing your graduate program, how would you classify your level of preparation?



Answer	Response Percent	Response Count
Excellent preparation	16.67%	1
Good preparation	50.00%	3
Adequate preparation	33.33%	2
Inadequate preparation	0.00%	0
Not sure how FSU prepared me	0.00%	0
Total	100%	6

Please indicate your level of satisfaction with FSU Graduate Services in the following areas:

Question	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Total
GRADUATE STUDIES OFFICE	0.00% 0	40.00% 2	40.00% 2	20.00% 1	0.00% 0	100% 5
	40.00% 2			20.00% 1		
GRADUATE ADMISSIONS OFFICE	20.00% 1	20.00% 1	60.00% 3	0.00% 0	0.00% 0	100% 5
	40.00% 2			0.00% 0		
REGISTRAR'S OFFICE	0.00% 0	40.00% 2	40.00% 2	20.00% 1	0.00% 0	100% 5
	40.00% 2			20.00% 1		
FINANCIAL AID & SCHOLARSHIPS	0.00% 0	20.00% 1	80.00% 4	0.00% 0	0.00% 0	100% 5
	20.00% 1			0.00% 0		

Please rate your level of satisfaction with the following aspects of your graduate education experiences related to your degree:

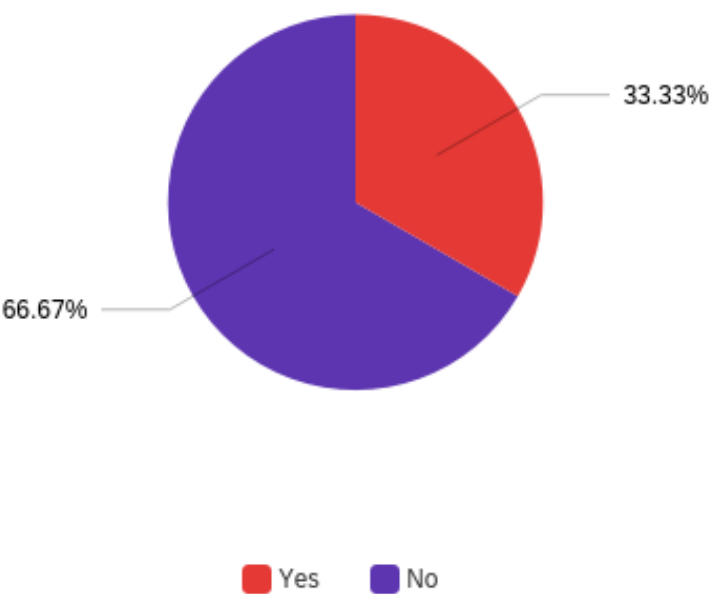
Question	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Total
Diversity of students with whom you took courses	40.00% 2	60.00% 3	0.00% 0	0.00% 0	0.00% 0	100% 5
	100.00% 5			0.00% 0		
Academic quality of students with whom you took courses	33.33% 2	33.33% 2	16.67% 1	16.67% 1	0.00% 0	100% 6
	66.67% 4			16.67% 1		
Quality of instruction in your courses	0.00% 0	33.33% 2	66.67% 4	0.00% 0	0.00% 0	100% 6
	33.33% 2			0.00% 0		
Faculty expertise	0.00% 0	50.00% 3	50.00% 3	0.00% 0	0.00% 0	100% 6
	50.00% 3			0.00% 0		
Feedback you received in courses from faculty	0.00% 0	50.00% 3	16.67% 1	33.33% 2	0.00% 0	100% 6
	50.00% 3			33.33% 2		
Accessibility of instructors	0.00% 0	100.00% 6	0.00% 0	0.00% 0	0.00% 0	100% 6
	100.00% 6			0.00% 0		
Finding and working with your graduate program coordinator	20.00% 1	40.00% 2	40.00% 2	0.00% 0	0.00% 0	100% 5
	60.00% 3			0.00% 0		
Quality of graduate advising from major professor or graduate advisor	0.00% 0	50.00% 2	25.00% 1	25.00% 1	0.00% 0	100% 4
	50.00% 2			25.00% 1		
Degree plan flexibility and elective choices	16.67% 1	50.00% 3	33.33% 2	0.00% 0	0.00% 0	100% 6
	66.67% 4			0.00% 0		
Program coverage of relevant content	0.00% 0	33.33% 2	66.67% 4	0.00% 0	0.00% 0	100% 6
	33.33% 2			0.00% 0		

Sequencing of content across program courses	0.00% 0	50.00% 3	50.00% 3	0.00% 0	0.00% 0	100% 6
	50.00% 3			0.00% 0		
Assistance with external certification process	0.00% 0	50.00% 2	50.00% 2	0.00% 0	0.00% 0	100% 4
	50.00% 2			0.00% 0		
Availability of field experience(s)/practicum(s)/internship(s)	0.00% 0	40.00% 2	60.00% 3	0.00% 0	0.00% 0	100% 5
	40.00% 2			0.00% 0		
Quality of your field experience(s)/practicum(s)/internship(s)	0.00% 0	75.00% 3	25.00% 1	0.00% 0	0.00% 0	100% 4
	75.00% 3			0.00% 0		
Timing of your field experience(s)/practicum(s)/internship(s)	0.00% 0	75.00% 3	25.00% 1	0.00% 0	0.00% 0	100% 4
	75.00% 3			0.00% 0		
Length of graduate program	16.67% 1	83.33% 5	0.00% 0	0.00% 0	0.00% 0	100% 6
	100.00% 6			0.00% 0		
Support in planning and completing thesis, projects in lieu, or portfolio, or comprehensive exam	0.00% 0	100.00% 5	0.00% 0	0.00% 0	0.00% 0	100% 5
	100.00% 5			0.00% 0		
Assistance with finding employment	0.00% 0	50.00% 1	50.00% 1	0.00% 0	0.00% 0	100% 2
	50.00% 1			0.00% 0		

Please rate your level of agreement with the following statements:

Question	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Total
My graduate degree from FSU has brought me closer to achieving my goals	16.67% 1	50.00% 3	33.33% 2	0.00% 0	0.00% 0	100% 6
	66.67% 4			0.00% 0		
My graduate experience at FSU was rewarding	0.00% 0	100.00% 6	0.00% 0	0.00% 0	0.00% 0	100% 6
	100.00% 6			0.00% 0		
My graduate coursework at FSU was challenging	0.00% 0	66.67% 4	33.33% 2	0.00% 0	0.00% 0	100% 6
	66.67% 4			0.00% 0		
My graduate degree from FSU is marketable	16.67% 1	50.00% 3	16.67% 1	16.67% 1	0.00% 0	100% 6
	66.67% 4			16.67% 1		

Did you receive your undergraduate degree from FSU?



Answer	Response Percent	Response Count
Yes	33.33%	2
No	66.67%	4
Total	100%	6

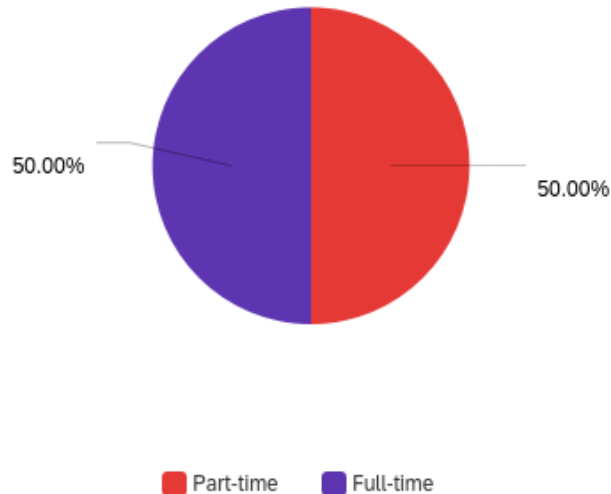
Would you select FSU if you were to begin graduate school all over again?

Answer	Response Percent	Response Count
Yes	100.00%	6
No	0.00%	0
Total	100%	6

Would you recommend FSU to other potential students?

Answer	Response Percent	Response Count
Yes	100.00%	6
No	0.00%	0
Total	100%	6

Did you complete this degree as a part-time or full-time student?



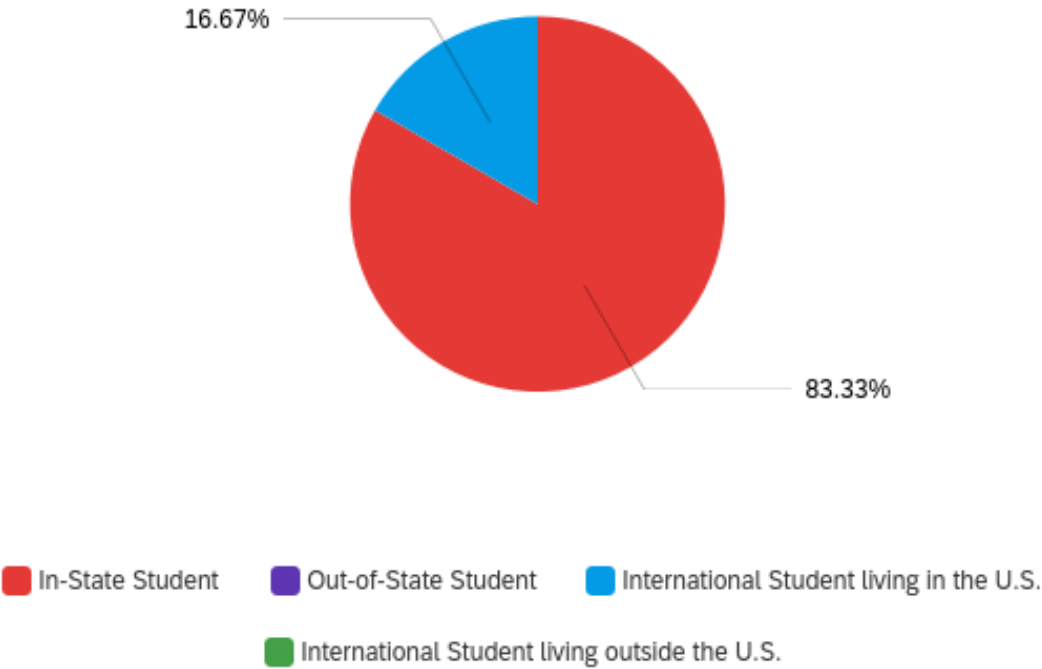
Answer	Response Percent	Response Count
Part-time	50.00%	3
Full-time	50.00%	3
Total	100%	6

What percentage of your classes did you take online and what percentage would you have preferred?

Field	Average Percentage	Count
My courses were online:	55.67%	6
I would have preferred online:	67.20%	5

This question asked respondents to mark the percentage of courses taken online and the percentage they would prefer to take online using a slider that went from 0% - 100%.

Are you an in-state, out-of-state, or international student (living inside or outside the U.S.)?



Answer	Response Percent	Response Count
In-State Student	83.33%	5
Out-of-State Student	0.00%	0
International Student living in the U.S.	16.67%	1
Total	100%	6

During the Spring 2020 semester were you enrolled in face-to-face courses that moved to remote instruction?

Answer	Response Percent	Response Count
Yes	100.00%	6
No	0.00%	0
Total	100%	6

Rate your experience with the following technological issues during remote learning:

Question	Not Problematic	Somewhat Problematic	Problematic	Total
Access to reliable communication software/tools (e.g., Zoom, Skype, Google)	80.00% 4	20.00% 1	0.00% 0	100% 5
Access to reliable internet/service	100.00% 5	0.00% 0	0.00% 0	100% 5
Access to reliable digital devices (e.g., laptop, mobile device)	100.00% 5	0.00% 0	0.00% 0	100% 5
Access to specialized software (e.g., Adobe products, statistical packages)	100.00% 5	0.00% 0	0.00% 0	100% 5
Access to library resources	100.00% 5	0.00% 0	0.00% 0	100% 5

Rate your experience with the following learning/educational issues during remote learning:

Question	Not Problematic	Somewhat Problematic	Problematic	Total
Finding time to participate in synchronous courses (e.g., live-streaming lectures or video conferencing at a set time)	50.00% 2	25.00% 1	25.00% 1	100% 4
Unclear expectations around course/assignment requirements	50.00% 2	50.00% 2	0.00% 0	100% 4
Course lessons or activities that did not translate well to a remote environment	75.00% 3	25.00% 1	0.00% 0	100% 4
Competing work/personal schedules and class meetings	50.00% 2	25.00% 1	25.00% 1	100% 4
Difficulty focusing or paying attention to remote instruction or activities	75.00% 3	25.00% 1	0.00% 0	100% 4
Instructor availability/responsiveness	100.00% 4	0.00% 0	0.00% 0	100% 4
Personal motivation/desire to complete coursework	25.00% 1	75.00% 3	0.00% 0	100% 4

Given your experience with remote instruction during the past semester, please rate your agreement with the following statements:

Question	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Total
I would have preferred more courses were offered online vs on campus	0.00% 0	40.00% 2	20.00% 1	40.00% 2	0.00% 0	100% 5
I would have preferred more courses were offered on campus vs online	0.00% 0	40.00% 2	20.00% 1	20.00% 1	20.00% 1	100% 5
I would be more likely to enroll in a hybrid course than I was earlier	20.00% 1	40.00% 2	20.00% 1	20.00% 1	0.00% 0	100% 5
I would be less likely to enroll in a hybrid course than I was earlier	0.00% 0	0.00% 0	40.00% 2	40.00% 2	20.00% 1	100% 5