[A] Level of MHA Competency Attainment, 2017/18-2019/20

Competency	Mean	Standard Deviation	Variance
Relationship management	4.10	0.74	0.54
Communication skills	4.20	0.79	0.62
Facilitation and Negotiation	4.00	0.67	0.44
Conflict Resolution	4.00	0.82	0.67
Leadership Skills and Behavior	4.30	0.82	0.68
Organizational Culture	4.50	0.53	0.28
Communicating Vision and Managing Change	4.40	0.84	0.71
Effective Decision Making	4.50	0.53	0.28
Strategic Management and Planning	4.50	0.71	0.50
Professional Development	4.50	0.85	0.72
Community and Professional Engagement	4.30	0.95	0.90
Integrity and Ethical Behavior	4.90	0.32	0.10
Healthcare Systems and Organization	4.80	0.42	0.18
Stakeholders	4.30	0.82	0.68
Population Health	4.40	0.84	0.71
Consumer's Perspective	3.80	0.92	0.84
Data Analysis & Innovation	4.11	0.93	0.86
Health Policy	4.80	0.42	0.18
Financial Management	4.70	0.48	0.23
Human Resource Administration	3.70	1.25	1.57
Marketing	3.60	1.26	1.60
Risk Management and Quality Improvement	4.20	1.03	1.07

Legend:
Excellent - 5
Good - 4
Neutral - 3
Fair - 2
Poor - 1

[B] Satisfaction with the MHA Program Effectiveness, 2017/18-2019/20

Program Effectiveness Characteristics	Mean	Standard Deviation	Variance
The overall quality of the MHA program	4.30	0.67	0.46
The usefulness of the program for employment possibilities	4.30	0.67	0.46
The commitment of the faculty to the program	4.50	0.97	0.94
Overall teaching effectiveness of the faculty in the department	4.20	0.92	0.84
The quality of faculty academic advising	4.20	1.14	1.29
The quality of faculty career advising	4.00	0.94	0.89
The quality of faculty support to pursuing your personal goals	4.10	0.88	0.77
The faculty gave timely assistance or responses	3.80	1.23	1.51
The quality of evaluation and grading practices in the program	4.30	0.67	0.46
The quality of online instruction in the program	4.40	0.70	0.49
The quality of research support from faculty in the program	4.30	0.95	0.90

Legend:
Very Satisfied - 5
Satisfied - 4
Neutral - 3
Dissatisfied - 2
Very Dissatisfied - 1

[C] Satisfaction with University Support System among MHA Students, 2017/18-2019/20

University Support Services	Mean	Standard Deviation	Variance
The university provided a welcoming atmosphere	4.33	0.87	0.75
Admissions processing	4.22	0.97	0.94
Financial Aid	3.78	0.83	0.69
Counseling	3.78	0.83	0.69
Internet based resources	4.56	0.53	0.28
Disability resource services	4.00	1.00	1.00
Library services	4.00	1.00	1.00
Computer facilities	3.78	0.97	0.94
Career planning and resources	3.44	0.88	0.78
Social events and activities	3.67	0.87	0.75
Diversity, Equity and Inclusion climate	4.22	0.83	0.69
The quality of physical facilities within the university	3.44	0.73	0.53

Legend:
Very Satisfied - 5
Satisfied - 4
Neutral - 3
Dissatisfied - 2
Very Dissatisfied - 1