



INTERNAL AUDITING DEPARTMENT – AUDIT CUSTOMER SURVEY

To help me continuously improve the audit function and provide Auditees with a better service, please complete the following survey concerning the audit of your department and return to the Internal Audit Department and the Office of the President. Results will be compiled and presented to the University’s President and Board of Trustees on an annual basis.

Evaluation Criteria	Very Good	Good	Fair	Poor
CUSTOMER SERVICE				
1. The extent to which the auditor demonstrated a profession and helpful attitude	4	3	2	1
2. The extent to which the audit addressed major questions and concerns	4	3	2	1
3. The degree to which the auditor provided a clear indication of the planned procedures	4	3	2	1
SCOPE OF WORK				
4. Selection of important operation areas	4	3	2	1
5. Pre-audit notification to you of audit purpose and scope	4	3	2	1
6. Inclusion of your suggestions for audit areas	4	3	2	1
PERFORMANCE OF AUDIT WORK				
7. Feedback to you of emerging issues during audit	4	3	2	1
8. The reasonableness of the time it took to complete the audit	4	3	2	1
9. The degree to which the audit was conducted so not to disrupt operations	4	3	2	1
10. The degree to which the auditor’s observations and recommendations were clearly communicated	4	3	2	1



11.	Value of the audit recommendations	4	3	2	1
12.	Clarity of written audit report	4	3	2	1

Additional comments:

Signature (optional)

Date