

INTERNAL AUDITING DEPARTMENT-AUDIT CUSTOMER SURVEY

To help us continuously improve our audit function and provide auditees with a better service, please complete the following survey concerning the audit of your department and return it to the Audit Director. Results will be compiled and presented to management and the Board of Visitors on an annual basis.

Please rate the Internal Auditing Department in the following areas. If you cannot respond to a question, simply draw a line through it. Please circle only one number per response.

Evaluation Criteria	Very Good	Good	Fair	Poor
PROFESSIONAL PROFICIENCY				
1. Technical proficiency of auditors	4	3	2	1
2. Professionalism of auditors	4	3	2	1
3. Auditor knowledge of your business activity/success factors	4	3	2	1
4. Quality of relationship and rapport between auditors and department	4	3	2	1
SCOPE OF WORK				
5. Selection of important operation areas for audit	4	3	2	1
6. Pre-audit notification to you of audit purpose and scope	4	3	2	1
7. Inclusion of your suggestions for audit areas	4	3	2	1
PERFORMANCE OF AUDIT WORK				
8. Feedback to you of emerging issues during audits	4	3	2	1
9. Duration of audits	4	3	2	1
10. Timeliness of audit reports	4	3	2	1
11. Accuracy of audit findings	4	3	2	1

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| 12. | Value of audit recommendations | 4 | 3 | 2 | 1 |
| 13. | Clarity of written audit reports | 4 | 3 | 2 | 1 |
| 14. | Usefulness of audits in improving operations and control | 4 | 3 | 2 | 1 |
| 15. | Internal audit follow-up on corrective action | 4 | 3 | 2 | 1 |

MANAGEMENT OF INTERNAL AUDITING DEPARTMENT

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| 16. | Your understanding of internal auditing department's purpose | 4 | 3 | 2 | 1 |
| 17. | Effectiveness of internal audit management | 4 | 3 | 2 | 1 |
| 18. | Quality of staff for subsequent transfer to departments | 4 | 3 | 2 | 1 |
19. What are the greatest strengths of the internal audit department?
20. Do you have any suggestions about how the work of the internal audit department could be improved?
21. Additional comments.

Signature (optional) _____

If you have Adobe Acrobat 5.0, you can fill this out online and email it to mlindsay@longwood.edu.