

Survey Monkey List for IA Surveys FY2016

#	Date Created/Sent	Title/Description	Auditor	Days Open	Date Closed	# of Surveys Sent out	# of Responses Received	%	Quarter
1	9/17/2015	Environmental Services Department Purchasing Follow – Up Audit A2015-11	Lyz Gonzalez	14	10/1/2015	3	2	67%	1st Quarter
2	10/15/2015	Building Planning and Inspections Audit A2015-05	Daryl Olson	14	10/29/2015	3	2	67%	
Total 1st Quarter:						6	4	67%	



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Environmental Services Departme...

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EXPORTS

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RESPONDENTS: 1 of 1

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Question Summaries Data Trends Individual Responses

All Pages

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COMPLETE

Collector: Web Link 1 (Web Link)
Started: Thursday, September 17, 2015 4:57:49 PM
Last Modified: Thursday, September 17, 2015 5:02:19 PM
Time Spent: 00:04:30
IP Address: 209.194.208.116

PAGE 1: Audit Staff

Q1: Objectivity of the Internal Auditors.

4 - Excellent

Q2: Professionalism of auditors.

4 - Excellent

Q3: Knowledge of your business process/success factors.

3 - Good

Q4: Quality of relationship and rapport between auditors and your department.

4 - Excellent

PAGE 2: Scope of Audit Work/Audit Process & Report

Q5: Pre-audit notification to you of audit purpose and scope.

4 - Excellent

Q6: Feedback to you on emerging issues during audits.

4 - Excellent

Q7: Duration of the audit.

4 - Excellent

Q8: Clarity of the Audit Report.

4 - Excellent

PAGE 3

Q9: Was there anything about the audit(s) and/or other audit services such as consulting that you especially liked? (Include new or existing areas where you think audits should be increased and/or consulting services received or which would be helpful.)

Efficient time to research, and not rushing for information.

Q10: Was there anything about the audit(s) or other audit activities that you especially disliked? (Include areas where you think audits should be decreased and/or suggestions for how audit services could be improved.)

No there was nothing I found to dislike, it went well.

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Summary Design Survey Collect Responses Analyze Results

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Respondent #2

All Pages

#2



COMPLETE

Collector: Web Link 1 (Web Link)
Started: Thursday, September 24, 2015 1:53:21 PM
Last Modified: Thursday, September 24, 2015 1:54:44 PM
Time Spent: 00:01:23
IP Address: 209.194.208.116

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PAGE 1: Audit Staff

Q1: Objectivity of the Internal Auditors.

4 - Excellent

Q2: Professionalism of auditors.

4 - Excellent

Q3: Knowledge of your business process/success factors.

4 - Excellent

Q4: Quality of relationship and rapport between auditors and your department.

4 - Excellent

PAGE 2: Scope of Audit Work/Audit Process & Report

Q5: Pre-audit notification to you of audit purpose and scope.

4 - Excellent

Q6: Feedback to you on emerging issues during audits.

4 - Excellent

Q7: Duration of the audit.

4 - Excellent

Q8: Clarity of the Audit Report.

4 - Excellent

PAGE 3

Q9: Was there anything about the audit(s) and/or other audit services such as consulting that you especially liked? (Include new or existing areas where you think audits should be increased and/or consulting services received or which would be helpful.)

No, excellent job

Q10: Was there anything about the audit(s) or other audit activities that you especially disliked? (Include areas where you think audits should be decreased and/or suggestions for how audit services could be improved.)

Nothing, it was handled in a professional manner

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Building Planning and Inspections...

CURRENT VIEW

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All Pages

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#1



COMPLETE

Collector: Web Link 1 (Web Link)
Started: Thursday, October 15, 2015 6:20:49 PM
Last Modified: Thursday, October 15, 2015 6:26:41 PM
Time Spent: 00:05:51
IP Address: 209.194.208.116

PAGE 1: Audit Staff

Q1: Objectivity of the Internal Auditors.

4 - Excellent

Q2: What was your impression of the auditor who assisted you?

Knowledge	Excellent
Professionalism	Excellent
Promptness	Excellent
Willingness to help	Excellent
Overall impression	Excellent

Q3: Quality of relationship and rapport between auditors and your department.

4 - Excellent

PAGE 2: Scope of Audit Work/Audit Process & Report

Q4: Pre-audit notification to you of audit purpose and scope.

2 - Fair

Q5: Feedback to you on emerging issues during audits.

4 - Excellent

Q6: Duration of the audit.

4 - Excellent

Q7: Clarity of the Audit Report.

4 - Excellent

PAGE 3

Q8: Was there anything about the audit(s) and/or other audit services such as consulting that you especially liked? (Include new or existing areas where you think audits should be increased and/or consulting services received or which would be helpful.)

Seemed genuinely willing to help rather than just find problems. It was a pleasant and interesting experience.

Q9: Was there anything about the audit(s) or other audit activities that you especially disliked? (Include areas where you think audits should be decreased and/or suggestions for how audit services could be improved.)

Respondent skipped this question

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Respondent #2

All Pages

#2 COMPLETE



Collector: Web Link 1 (Web Link)
Started: Thursday, October 22, 2015 4:37:54 PM
Last Modified: Thursday, October 22, 2015 4:56:22 PM
Time Spent: 00:18:28
IP Address: 209.194.208.116

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PAGE 1: Audit Staff

Q1: Objectivity of the Internal Auditors.

4 - Excellent

Q2: What was your impression of the auditor who assisted you?

Knowledge	Excellent
Professionalism	Excellent
Promptness	Excellent
Willingness to help	Excellent
Overall impression	Excellent

Q3: Quality of relationship and rapport between auditors and your department.

4 - Excellent

PAGE 2: Scope of Audit Work/Audit Process & Report

Q4: Pre-audit notification to you of audit purpose and scope.

3 - Good

Q5: Feedback to you on emerging issues during audits.

4 - Excellent

Q6: Duration of the audit.

3 - Good

Q7: Clarity of the Audit Report.

4 - Excellent

PAGE 3

Q8: Was there anything about the audit(s) and/or other audit services such as consulting that you especially liked? (Include new or existing areas where you think audits should be increased and/or consulting services received or which would be helpful.)

It depicted professional standards for program improvement and clearly explaining the findings.

Q9: Was there anything about the audit(s) or other audit activities that you especially disliked? (Include areas where you think audits should be decreased and/or suggestions for how audit services could be improved.)

one of the fifteen cases that was used in the audit study was a flute. All parties noticed that it was not a creditable piece of data. it is correct to say that it was in the study group, but it should have been removed from the file years ago.

I would have hoped that the audit could have recognized it for the error it was and ask for a more representative case file . By using that data, it negatively skewed the review average significantly...that case has been corrected.

Overall, the audit was professionally done, and we are making the corrections listed in our response.

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