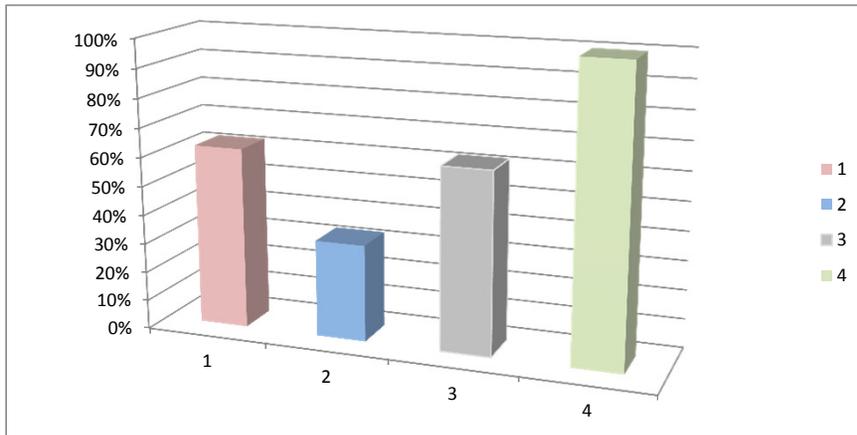


Survey Monkey List for IA Surveys FY2015

#	Date Created/ Sent	Title/Description	Auditor	Days Open	Date Closed	# of Surveys Sent out	# of Responses Received	%	Quarter
1	10/20/2014	Economic Development - Revolving Loan Fund Follow-Up Audit No. A2014-10	Elizabeth De La O	14	11/3/2014	3	1	33%	1st Quarter
2	10/13/2014	Human Resources Payroll 2nd Follow-up Audit No. A2014-06	Rebecca Gracia	16	10/29/2014	2	2	100%	
3	10/22/2014	Capital Improvement Program Budget Process Review A2014-02	Daryl Olson	15	11/6/2014	3	2	67%	
Total 1st Quarter:						8	5	63%	
4	12/9/2014	Federal Janitorial Contract Audit Follow-Up No. A2015-01	Lyz Gonzalez	8	12/17/2014	2	2	100%	2nd Quarter
5	1/6/2015	P-Card Elected Officials and City Manager's Staff P2015-02	Lyz Gonzalez	14	1/20/2015	1	0	0%	
6	2/4/2015	City Wide Cash Count Project P2014-06	Mike Montiel	15	2/19/2015	3	0	0%	
Total 2nd Quarter:						6	2	33%	
7	3/10/2015	Airport Accounts Payable Review Audit A2014-05	Daryl Olson	15	3/25/2015	2	1	50%	3rd Quarter
8	3/10/2015	Sun Metro Lift Operations Data Follow-Up Audit A2015-03	Lyz Gonzalez	15	3/25/2015	2	1	50%	
9	5/19/2015	Purchasing & Strategic Sourcing Department Audit No. A2014-12	Miguel Ortega	20	6/8/2015	2	1	50%	
10	5/19/2015	Community Development Neighborhood Stabilization Program Audit A2014-11	Rebecca Garcia	14	6/2/2015	2	2	100%	
Total 3rd Quarter:						8	5	63%	
11	6/2/2015	Kids Excel El Paso Contract Follow-Up Audit No. A2015-06	Lyz Gonzalez	1	6/3/2015	2	2	100%	4th Quarter
12	6/16/2015	Garbage Truck Maintenance Follow-Up Audit No. A2015-04	Miguel Ortega	1	6/17/2015	2	2	100%	
13	7/1/2015	Parking Meter Collections Internal Control Review Audit A2015-08	Lyz Gonzalez	15	7/16/2015	6	6	100%	
14	7/28/2015	IT - Telecommunication Billing Audit A2015-02	Liz De La O	13	8/10/2015	3	3	100%	
Total 4th Quarter:						13	13	100%	
Grand Total FY2015:						35	25	71%	



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Kids Excel El Paso Contract Follo...

Summary | Design Survey | Collect Responses | Analyze Results

CURRENT VIEW ?

+ FILTER + COMPARE + SHOW

No rules applied ?

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SAVED VIEWS (1) ?

 **Original View** (No rules applied)

+ Save as...

EXPORTS ?

SHARED DATA ?

No shared data

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RESPONDENTS: 2 of 2 [Export All](#) [Share All](#)

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  **Data Trends**
  **Individual Responses**

Respondent #2 [All Pages](#)

#2 **COMPLETE** [Edit](#) [Delete](#) [Export](#)

Collector: Web Link 1 (Web Link)
Started: Tuesday, June 02, 2015 6:02:29 PM
Last Modified: Tuesday, June 02, 2015 6:02:51 PM
Time Spent: 00:00:21
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.**
- 3 - Good
-
- 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.)

Respondent skipped this question

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.)

Respondent skipped this question

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Collect Responses
Analyze Results

▼ CURRENT VIEW ?

+ FILTER + COMPARE + SHOW

No rules applied ?

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▼ SAVED VIEWS (1) ?

Original View (No rules applied) ▼

+ Save as...

▶ EXPORTS ?

▼ SHARED DATA ?

No shared data

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RESPONDENTS: 2 of 2
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 Data Trends
 Individual Responses

Respondent #1 All Pages

#1

COMPLETE

Collector: Web Link 1 (Web Link)

Started: Tuesday, June 02, 2015 5:57:59 PM

Last Modified: Tuesday, June 02, 2015 5:58:31 PM

Time Spent: 00:00:32

IP Address: 72.183.199.188

Edit
Delete
Export

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.)

Respondent skipped this question

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.)

Respondent skipped this question

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Garbage Truck Maintenance Follo...

Summary | Design Survey | Collect Responses | Analyze Results

CURRENT VIEW ?

+ FILTER + COMPARE + SHOW

No rules applied ?

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SAVED VIEWS (1) ?

Original View (No rules applied) ▾

+ Save as...

EXPORTS ?

SHARED DATA ?

No shared data

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RESPONDENTS: 2 of 2 Export All ▾ Share All

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Respondent #2 ▾ ◀ ▶ All Pages ▾ ◀ ▶

#2



COMPLETE

Collector: Web Link 1 (Web Link)
 Started: Tuesday, June 16, 2015 8:57:52 AM
 Last Modified: Tuesday, June 16, 2015 8:59:36 AM
 Time Spent: 00:01:44
 IP Address: 209.194.208.116

Edit Delete Export

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.**

3 - Good
- 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.)

Respondent skipped this question

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.)

Respondent skipped this question

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CURRENT VIEW ?

+ FILTER + COMPARE + SHOW

No rules applied ?

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SAVED VIEWS (1) ?

Original View (No rules applied) ▾

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EXPORTS ?

SHARED DATA ?

No shared data

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#1



COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, June 16, 2015 8:31:27 AM
Last Modified: Tuesday, June 16, 2015 8:51:49 AM
Time Spent: 00:20:21
IP Address: 209.194.208.116

Edit Delete Export

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.)

The audit actually helped us not only in improving our service but also in getting the extra help (techs) that we needed for an efficient operation.

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.)

I did not like the fact that the audit was done on ASL units only when we have a vast variety of HD equipment from other departments not only ESD. I think that the audit should at least have taken all equipment into consideration to get a better picture of the challenges that we have to overcome to provide service to everyone.

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CURRENT VIEW ?

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No rules applied ?

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SAVED VIEWS (1) ?

Original View (No rules applied) ▾

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EXPORTS ?

SHARED DATA ?

No shared data

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Respondent #6 ▾
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#6



COMPLETE

Collector: Web Link 1 (Web Link)
Started: Wednesday, July 15, 2015 5:34:29 PM
Last Modified: Wednesday, July 15, 2015 5:36:28 PM
Time Spent: 00:01:58
IP Address: 209.194.208.116

[Edit](#) [Delete](#) [Export](#)

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.**

3 - Good

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.)

Respondent skipped this question

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.)

PCI Issue. Team needs to become more familiar with the PCI certification process in order to properly judge department's and/or vendors compliance.

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SAVED VIEWS (1) ?

Original View (No rules applied)

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EXPORTS ?

SHARED DATA ?

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Respondent #5 All Pages

#5

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Wednesday, July 15, 2015 7:45:39 AM
Last Modified: Wednesday, July 15, 2015 7:47:34 AM
Time Spent: 00:01:55
IP Address: 209.194.208.116

Edit | Delete | Export

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.**

3 - Good
- Q8: Clarity of the Audit Report.**

3 - Good

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.)

Was very pleased with the willingness of the audit staff to actually observe the work being done regardless of the hour or conditions.

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.)

Respondent skipped this question

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CURRENT VIEW ?

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No rules applied ?

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SAVED VIEWS (1) ?

 **Original View** (No rules applied) ▾

+ Save as...

EXPORTS ?

SHARED DATA ?

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  Data Trends
  Individual Responses

Respondent #4 ▾ ◀ ▶ All Pages ▾ ◀ ▶

#4



COMPLETE

Collector: Web Link 1 (Web Link)

Started: Wednesday, July 08, 2015 1:45:18 PM

Last Modified: Wednesday, July 08, 2015 1:48:30 PM

Time Spent: 00:03:12

IP Address: 209.194.208.150

[Edit](#) [Delete](#) [Export](#)

PAGE 1: Audit Staff

- Q1: Objectivity of the Internal Auditors.**

2 - Fair
- Q2: Professionalism of auditors.**

2 - Fair
- Q3: Knowledge of your business process/success factors.**

2 - Fair
- Q4: Quality of relationship and rapport between auditors and your department.**

2 - Fair

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

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

3 - Good
- Q6: Feedback to you on emerging issues during audits.**

2 - Fair
- Q7: Duration of the audit.**

1 - Poor
- Q8: Clarity of the Audit Report.**

2 - Fair

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.)

Staff very friendly

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.)

A few accusations far off base. And the time to completion for a short document was excessive. I understand everyone is busy.

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SAVED VIEWS (1) ?

Original View (No rules applied)

+ Save as...

EXPORTS ?

SHARED DATA ?

No shared data

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Question Summaries |
 Data Trends |
 Individual Responses

Respondent #3 All Pages

#3

COMPLETE

Collector: Web Link 1 (Web Link)
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Last Modified: Monday, July 06, 2015 1:30:40 PM
Time Spent: 00:08:18
IP Address: 209.194.208.116

Edit Delete Export

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.)

The audit was presented to us in a positive way which put me at ease.

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 I my opinion the Audit staff has perfected this process. Good job.

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SAVED VIEWS (1) ?

Original View (No rules applied)

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EXPORTS ?

SHARED DATA ?

No shared data

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Question Summaries |
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Respondent #2 All Pages

#2

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, July 06, 2015 7:49:05 AM
Last Modified: Monday, July 06, 2015 7:49:53 AM
Time Spent: 00:00:48
IP Address: 209.194.208.116

Edit Delete Export

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.)

Respondent skipped this question

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.)

Respondent skipped this question

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CURRENT VIEW ?

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No rules applied ?

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SAVED VIEWS (1) ?

Original View (No rules applied) ▾

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EXPORTS ?

SHARED DATA ?

No shared data

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Respondent #1 ▾ ◀ ▶ All Pages ▾ ◀ ▶

#1

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Wednesday, July 01, 2015 5:22:20 PM
Last Modified: Wednesday, July 01, 2015 5:27:21 PM
Time Spent: 00:05:00
IP Address: 209.194.208.116

Edit Delete Export

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.**

2 - Fair
- 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.)

Respondent skipped this question

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.)

Keep the upper management involve in all the process of the Audit, it was hard that most of the time only one person was know the needs of the Audit and the Auditor.

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CURRENT VIEW ?

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No rules applied ?

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SAVED VIEWS (1) ?

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EXPORTS ?

SHARED DATA ?

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Respondent #3
◀ ▶
All Pages
◀ ▶

#3



COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, August 10, 2015 5:41:44 PM
Last Modified: Monday, August 10, 2015 5:44:41 PM
Time Spent: 00:02:56
IP Address: 209.194.208.116

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PAGE 1: Audit Staff

- Q1: Objectivity of the Internal Auditors.**

3 - Good
- 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.**

3 - Good

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

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

3 - Good
- Q6: Feedback to you on emerging issues during audits.**

3 - Good
- Q7: Duration of the audit.**

4 - Excellent
- Q8: Clarity of the Audit Report.**

3 - Good

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.)

The transparent outreach, and inclusive delivery of findings report.

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.)

Respondent skipped this question

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CURRENT VIEW ?

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No rules applied ?

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EXPORTS ?

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Respondent #2 [All Pages](#)

#2



COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, August 10, 2015 4:36:33 PM
Last Modified: Monday, August 10, 2015 4:37:48 PM
Time Spent: 00:01:15
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.**

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.**

3 - Good
- Q6: Feedback to you on emerging issues during audits.**

Respondent skipped this question
- 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.)

I really enjoyed everyone's professionalism, and assistance.

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.)

N/A

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Respondent #1 [All Pages](#)

#1 **COMPLETE** [Edit](#) [Delete](#) [Export](#)

Collector: Web Link 1 (Web Link)
Started: Tuesday, July 28, 2015 3:13:08 PM
Last Modified: Tuesday, July 28, 2015 3:14:15 PM
Time Spent: 00:01:07
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.**

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.**

3 - Good
- Q6: Feedback to you on emerging issues during audits.**

3 - Good
- Q7: Duration of the audit.**

3 - Good
- Q8: Clarity of the Audit Report.**

3 - Good

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.)

Liz is a true professional, working with her is always a pleasant experience.

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.)

None

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