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## Client Satisfaction Survey (conducted via Qualtrics) Institute Audit, Compliance and Advisement

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| How did we do? Did we meet your needs? Your feedback on our performance is essential to help us improve our service to you, your colleagues, and the RIT Community. Please complete this short survey. Thank you! |
| **Name:**  |
| **Division/Department:**  |
|  |  |
| Please answer the following questions regarding your experience with IACA during your recent engagement.  |
|  | 1 = Strongly disagree 2= Disagree 3 = Undecided 4 = Agree 5 = Strongly Agree |
| ***During the engagement process:*** | 1 | 2 | 3 | 4 |  5 |
| 1. Management’s input was requested on areas planned to be covered by the engagement team.
 | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  |
| 1. The engagement objectives, scope, and timing were clearly communicated.
 | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  |
| 1. The engagement team made efforts to minimize disruption to your division/department throughout the engagement.
 | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  |
| 1. The engagement team became adequately knowledgeable of your operations, including processes, risks, and controls within the areas selected for review.
 | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  |
| 1. Observations/issues were clearly communicated throughout the engagement.
 | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  |
| 1. IACA demonstrated a professional and constructive approach.
 | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  |
| 1. The suggestions made during the engagement were beneficial for managing risk in your area.
 | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  |
| 1. The engagement report was easy to understand and accurately reflected the findings of the engagement.
 | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  |
| 1. All engagement scope areas finalized at the planning and entrance (if applicable) meeting(s) were covered during the engagement or, if needed, changes to the engagement scope were discussed with you.
 | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  |
| 1. IACA added value to your organization by providing assurance about controls, and providing an opportunity to improve operations, training, and/or utilization of your systems.
 | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  |
| ***We would also appreciate your response to the following questions:***Was there anything about the engagement that you especially appreciated?  |
| Was there anything about the engagement that we could have done more effectively? |
| How can IACA further support you in your efforts to improve internal controls? |
| Do you have any suggestions or ideas for future engagements? |
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