

## **ASHE documents on audits of institutions**

### **Feedback – 2, Feedback to be collected by ASHE after audits**

#### ***Feedback on the audit process***

The Agency/Chair of Audit group will obtain information from the parties who participated in an audit in order to adapt and improve on its own procedures. Members of Audit group will be requested to provide feedback on the adequacy of their training, leadership of the chair, value of the audit and satisfaction with logistical arrangements. The HEI will be asked to provide feedback on whether audit objectives were met, the competence and professionalism of the audit group and its chair, and whether the HEI has benefited from the process.

The Chair should be discussed with the Agency's representative the audit process, feedback on individual auditors and their contribution to the audit. The Agency will, on the basis of such feedback, review the performance of each individual auditors and chair, as well as the conduct of the entire audit process.

#### **CLIENT SATISFACTION AND AUDIT EFFECTIVENESS SURVEY [for HEIs]**

Review:

Client:

Date issued:

To assist us to continuously improve our services, we would be grateful if you would provide us with feedback on the quality of our services by completing the following questionnaire.

Once completed could you please return to the President of Audit team.

Please tick the appropriate box to indicate your rating.

#### **Audit planning**

- The audit objectives and scope were considered appropriate.
- The audit objectives were clearly communicated to me.

#### **Communication and conduct**

- The auditors consulted and communicated throughout the review.
- The auditors were helpful and professional.

#### **Quality of Audit report**

- Audit observations were clearly, objectively and adequately reported.
- Business Improvement Opportunities were practical and cost-workable.

#### **General**

- The review added value to my faculty/department
- My concerns were adequately addressed by the review.
- How would you rate the overall performance of the Audit Assurance team?