DRAFT SURVEY

IIA Global Headquarters Services, Resources & Support for Institutes

The IIA Global Headquarters is seeking feedback on the communications, services and products offered to your Institute, as well as the needs and opportunities for the future. Our goal is to determine how institute leaders rate the existing communications, interactions, services and products and what can be enhanced in the future. We ask that you take 15 minutes to complete the survey (only one response per Institute).

1. Leadership Information

Your name:

	Institute	Current Institute Position Please select the title which best corresponds to your current position	Years in current position
Institute Information	(Click here for choices)	(Click here for choices)	

2. Overall communications: Please rate the quality of overall communications between IIA

Global Headquarters and your Institute based on a scale of "1 to 5".
"1" – significantly dissatisfactory
"2" – dissatisfactory
"3" – satisfactory but improvements needed
"4" – consistently satisfactory
"5" - exceedingly satisfactory

Overall Communications	1	2	3	4	5	Don't know
Conciseness						
Relevance						
Timeliness						
Transparency						
Usefulness						

***Please explain if your rating is “1”, “2” or “3”. In addition, list your suggestions for improvement. Be as specific as possible.**

3. Interaction with various areas at IIA HQ: Please let us know if you, have interacted or plan to interact with, and are satisfied with the following areas of IIA Global Headquarters.

	Have you interacted or plan to interact with the area?			How satisfied are you with the area?		
	Have interacted with	Have not interacted with but will in the future	Neither interacted, nor intend to interact*	Very satisfied	Satisfied	Not satisfied*
Academic Relations						
Accounting						
Bookstore						
Certification						
GAIN						
Institute Relations						
Membership (reporting)						
Onsite Training						
Professional Guidance						
Quality						

***Please explain why you selected "Neither interacted with, nor intend to interact with" or "Not satisfied".**

What improvement would you propose for these areas?

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4. Services/Products: Please let us know if you are aware, have used or plan to use, and are satisfied with these specific services/products.

Product or Service	Are you aware of the service/product?	Have you used or plan to use the service/product?				How satisfied are you with the service/product?		
	Yes/No	Have used	Did not use but will use in the future	Neither used, nor intend to use	Why do you not intend to use it?**	Very satisfied	Satisfied	Not satisfied*
General Services – Online Newsletters								
CAE Bulletin	Y/N							
CSA Sentinel	Y/N							
FSA Times	Y/N							
Gaming Auditorium	Y/N							
IIA Insight	Y/N							
IIA Research Foundation Report	Y/N							

Product or Service	Are you aware of the service/product?	Have you used or plan to use the service/product?				How satisfied are you with the service/product?		
	Yes/No	Have used	Did not use but will use in the future	Neither used, nor intend to use	Why do you not intend to use it?**	Very satisfied	Satisfied	Not satisfied*
Tone at the Top	Y/N							
General Services – Others								
IIA Website	Y/N							
Internal Audit Magazine Bulk Subscription	Y/N							
Institute Manual	Y/N							
Internal Audit Magazine Online Subscription	Y/N							
Leaders Support Web pages	Y/N							
Internal Audit Library Books	Y/N							
Leader's Link	Y/N							
Institute Website Template	Y/N							
Marketing Brochures	Y/N							

Product or Service	Are you aware of the service/product?	Have you used or plan to use the service/product?				How satisfied are you with the service/product?		
	Yes/No	Have used	Did not use but will use in the future	Neither used, nor intend to use	Why do you not intend to use it?**	Very satisfied	Satisfied	Not satisfied*
Staff/Volunteer Visits	Y/N							
Specialty Agreements								
Certification Agreement	Y/N							
CIA Learning System Agreement	Y/N							
Cooperative Education Agreement	Y/N							
Quality Agreement	Y/N							
Events Support								
Global Council Meeting	Y/N							
International Conference Support to your Institute from Global HQ	Y/N							

**The drop-down includes the following:
1. Language barrier
2. Technically not accessible
3. Financially not affordable
4. No local demand
5. Not qualified (for specialty agreements, etc.)

6. Other

*Please explain why you selected “Not satisfied at all" and specify any of your suggestions.

5. Please let us know what services/products, whether or not they are currently in existence, you would like IIA Global to provide in the next 12 month.

Services/Products	Do you have a specific proposal to support the new services/products?	If yes, please describe briefly.
	Y/N	
	Y/N	
	Y/N	

6. Please let us know what partnership opportunities may exist between your Institute and IIA Global Headquarters.

Partnership Opportunities	Please explain the potential benefits for your Institute, including your local members or the entire profession.	Please explain the potential benefits for IIA Headquarters or the profession/members worldwide.

Submit Survey