EXHIBIT IV

SLAC PURCHASING DEPARTMENT SURVEY

Date:       June 14, 2005
To:         All Purchase Card holders
From:       Robert S. Todaro
            Purchasing Officer
Subject:    Survey of Purchasing Level of Service to Purchase Card holders

The Purchasing Department is currently measuring its performance for Fiscal Year 2005. Please complete the following survey by replying via email to Kimberly Swanson by June 17, 2005. Thank you for your time and participation.

1. You believe you are sufficiently trained by the Purchasing Department representative to efficiently understand your P-Card responsibilities.
   ___Strongly Agree ___Agree ___Neutral ___Disagree ___Strongly Disagree

2. When dealing with Purchase Card issues, the Purchasing representative responds to your questions and/or problems in a timely manner.
   ___Strongly Agree ___Agree ___Neutral ___Disagree ___Strongly Disagree

3. Your questions are thoroughly answered and clearly explained
   ___Strongly Agree ___Agree ___Neutral ___Disagree ___Strongly Disagree

4. You believe you are kept current on Purchase Card requirements and policy changes.
   ___Strongly Agree ___Agree ___Neutral ___Disagree ___Strongly Disagree

5. The Purchasing Representative responds to my voicemails and emails in a timely manner.
   ___Strongly Agree ___Agree ___Neutral ___Disagree ___Strongly Disagree

6. Overall, as a P-Card holder you are satisfied with the customer service provided.
   ___Strongly Agree ___Agree ___Neutral ___Disagree ___Strongly Disagree