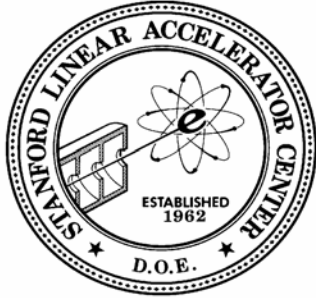


## EXHIBIT IV



# 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