

Mean Score

Request	Impact on Customer Service	Impact on Employee Satisfaction	Impact on Learning Environment	Impact on Efficient use of Resources	Impact on Employee Efficiency	Legal Compliance	Outsourcing Potential	Workload /Impact ratio	Total
Math/Science Degree Translation	4.9	4.1	4.5	4.3	4.3	0.0	4.7	4.5	31
Athletics Database	4.4	4.4	2.0	4.1	4.6	0.0	4.8	4.1	28

Min Score

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Math/Science Degree Translation	4	1	3	2	1	0	3	3	24
Athletics Database	3	3	0	2	3	0	3	3	23

Max Score

Request	Impact on Customer Service	Impact on Employee Satisfaction	Impact on Learning Environment	Impact on Efficient use of Resources	Impact on Employee Efficiency	Legal Compliance	Outsourcing Potential	Workload /Impact ratio	Total
Math/Science Degree Translation	5	5	5	5	5	0	5	5	35
Athletics Database	5	5	3	5	5	0	5	5	33