

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	Date
Spanish Placement Exit Exam	4	4.5	4.75	4.25	4.5	3	3	4.25	32.25	25-Jul-08
Electronic Retrieval of AP Scores	4.5	4.75	4	4.5	4.5	0.5	2.25	3.5	28.5	25-Jul-08

Max Score

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Spanish Placement Exit Exam	5	5	5	5	5	4	5	5	35	25-Jul-08
Electronic Retrieval of AP Scores	5	5	5	5	5	2	4	4	29	25-Jul-08

Min 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	Date
Spanish Placement Exit Exam	3	4	4	4	4	0	0	3	30	25-Jul-08
Electronic Retrieval of AP Scores	4	4	3	4	4	0	0	3	28	25-Jul-08