

Mean

Request	Customer Service	Employee Satisfaction	Learning Environment	Efficient use of Resources	Employee Efficiency	Legal Compliance	Outsourcing Potential	Workload /Impact ratio	Total	Date
Financial Aid Checklist	5.0	4.5	4.4	4.6	4.8	3.0	3.0	3.6	32.9	21-Nov-08
Address Updates	4.6	4.4	3.4	4.8	4.5	3.5	2.6	3.9	31.6	21-Nov-08
Phone System	5.0	3.9	3.5	4.1	4.6	0.1	2.8	4.0	28	31-Oct-08
Online Staff Directory	3.8	4.5	1.8	4.0	4.5	0.0	0.9	3.3	22.6	31-Oct-08

Max

Request	Customer Service	Employee Satisfaction	Learning Environment	Efficient use of Resources	Employee Efficiency	Legal Compliance	Outsourcing Potential	Workload /Impact ratio	Total	Date
Financial Aid Checklist	5	5	5	5	5	5	5	5	40	21-Nov-08
Address Updates	5	5	5	5	5	5	5	5	40	21-Nov-08
Phone System	5	5	5	5	5	1	5	5	35	31-Oct-08
Online Staff Directory	5	5	5	5	5	0	5	5	33	31-Oct-08

Min

Request	Customer Service	Employee Satisfaction	Learning Environment	Efficient use of Resources	Employee Efficiency	Legal Compliance	Outsourcing Potential	Workload /Impact ratio	Total	Date
Financial Aid Checklist	5	3	3	4	4	0	0	0	25	21-Nov-08
Phone System	5	3	1	3	4	0	0	3	22	31-Oct-08
Address Updates	3	3	0	3	3	0	0	0	21	21-Nov-08
Online Staff Directory	1	4	0	3	4	0	0	2	18	31-Oct-08