

GREETER'S DESK STATISTICAL ANALYSIS

Submitted by: Dr. Darlene Ann Parrish

An analysis of the patterns in the data collected for the Greeter's Desk was conducted. There were two limitations for this analysis. Data was collected from March 21, 2005 through April 29, 2005, which included four Tuesdays, Wednesdays and Thursdays, but only three Mondays and Fridays.

In order to standardize the data, I calculated the average number of questions per day for the three Mondays and Fridays and added this amount to the totals to account for the missing data from the fourth day. Additionally, the "Other" category was not added until later in the collection of data, so totals were tabulated without the "Other" category.

Here are some conclusions of the analysis.

- Wednesday was the busiest day, with a mean of 46.25 questions per day. Tuesday at 36.25 questions was the second busiest day, followed by Monday (25.33 questions), Thursday (24.24 questions) and Friday (16.33 questions).
- The busiest hour at the Desk appears to be 12 p.m. with a total of 255 questions. A calculated average for a fourth day for each time period was added into the results for Mondays and Fridays to get the following totals for all days:
 - 11 a.m. = 182 questions
 - 12 p.m. = 255 questions
 - 1 p.m. = 158 questions
- The totals for each day and time are included below, with the averages calculated in to account for the fourth day for Mondays and Fridays.

Mondays – 11 a.m. = 31 questions
12 p.m. = 47 questions
1 p.m. = 24 questions

Tuesday - 11 a.m. = 26 questions
12 p.m. = 80 questions
1 p.m. = 39 questions

Wednesday - 11 a.m. = 83 questions
12 p.m. = 72 questions
1 p.m. = 30 questions

Thursday - 11 a.m. = 31 questions
12 p.m. = 24 questions
1 p.m. = 42 questions

Friday - 11 a.m. = 11 questions
12 p.m. = 32 questions
1 p.m. = 23 questions

Recommendations

It appears that Friday at 11 a.m. had the least number of questions, followed by Friday at 1 p.m. Since there were two time periods on Friday that had the smallest number of questions, it may be determined that this service is only needed on Mondays through Thursdays from 11 a.m.- 1 p.m.

Additionally, since the total number of questions for the 1 p.m. time period for all days was the lowest (158 questions), this time period could possibly be eliminated from the schedule.