

Name: \_\_\_\_\_ Class: \_\_\_\_\_ Date: \_\_\_\_\_

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*Indicate whether the statement is true or false.*

1. There are four quartiles that divide the values in a data set into four equal parts.
  - a. True
  - b. False
  
2. A histogram is based on binning the variable, which means putting the variable into discrete categories.
  - a. True
  - b. False
  
3. The median is one of the most frequently used measures of variability.
  - a. True
  - b. False
  
4. The mean is a measure of central tendency.
  - a. True
  - b. False
  
5. A population includes all elements or objects of interest in a study, whereas a sample is a subset of the population used to gain insights into the characteristics of the population.
  - a. True
  - b. False
  
6. Mean absolute deviation (MAD) is the average of the squared deviations.
  - a. True
  - b. False
  
7. A distribution of a numerical variable with no skewness is said to be symmetric.
  - a. True
  - b. False
  
8. Data can be categorized as cross-sectional or time series.
  - a. True
  - b. False
  
9. The count of categories is the only meaningful way to summarize categorical data.
  - a. True
  - b. False
  
10. A variable (or field or attribute) is a characteristic of members of a population, whereas an observation (or case or record) is a list of all variable values for a single member of a population.
  - a. True
  - b. False
  
11. Because they represent such extreme values, outliers should be eliminated from statistical analyses.
  - a. True

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- b. False
- 12. Categorical variables can be classified as either discrete or continuous.
  - a. True
  - b. False
- 13. The core purpose of time series graphs is to detect historical patterns in the data.
  - a. True
  - b. False
- 14. The number of car insurance policy holders is an example of a discrete numerical variable.
  - a. True
  - b. False
- 15. All nominal data may be treated as ordinal data.
  - a. True
  - b. False
- 16. A frequency table indicates how many observations fall within each category, and a histogram is its graphical analog.
  - a. True
  - b. False
- 17. The value of the mean times the number of observations equals the sum of all of the data values.
  - a. True
  - b. False
- 18. Unlike histograms, box plots depict only one aspect of a variable.
  - a. True
  - b. False
- 19. Assume that the histogram of a data set is symmetric and bell shaped, with a mean of 75 and standard deviation of 10. Then, approximately 95% of the data values were between 55 and 95.
  - a. True
  - b. False
- 20. As a graphical tool, the histogram is ideal for showing whether the distribution of a numerical variable is symmetric or skewed.
  - a. True
  - b. False
- 21. Both ordinal and nominal variables are categorical.
  - a. True
  - b. False
- 22. The difference between the largest and smallest values in a data set is called the range.
  - a. True

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b. False

23. Abby has been keeping track of what she spends to rent movies. The last seven week's expenditures, in dollars, were 6, 4, 8, 9, 6, 12, and 4. The mean amount Abby spends on renting movies is \$7.

a. True

b. False

24. Suppose that a sample of 8 observations has a standard deviation of 2.50, then the sum of the squared deviations from the sample mean is 17.50.

a. True

b. False

25. In an extremely right-skewed distribution, the mean is much smaller than the median.

a. True

b. False

26. Phone numbers, Social Security numbers, and zip codes are examples of numerical variables.

a. True

b. False

27. Using dummy variables is an efficient way of determining counts of categorical variables.

a. True

b. False

28. *Cross-sectional* data are data on a population at a distinct point in time, whereas *time series* data are data collected over time.

a. True

b. False

29. In the term “frequency table,” frequency refers to the counts of observations in specified categories.

a. True

b. False

30. Time series graphs chart the values of one or more time series, using time on the vertical axis.

a. True

b. False

31. A data set is typically a rectangular array of data, with observations in columns and variables in rows.

a. True

b. False

32. Suppose that a sample of 10 observations has a standard deviation of 3, then the sum of the squared deviations from the sample mean is 30.

a. True

b. False

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33. Age, height, and weight are examples of numerical data.
- a. True
  - b. False
34. A distribution with a high kurtosis has almost all of its observations within three standard deviations of the mean.
- a. True
  - b. False
35. The median of a data set with 30 values would be the average of the 15<sup>th</sup> and the 16<sup>th</sup> values when the data values are arranged in ascending order.
- a. True
  - b. False

*Indicate the answer choice that best completes the statement or answers the question.*

36. A sample of 20 observations has a standard deviation of 4. The sum of the squared deviations from the sample mean is
- a. 400
  - b. 320
  - c. 304
  - d. 288
  - e. 180
37. What is the most common type of chart for showing the distribution of a numerical variable?
- a. time series graph
  - b. histogram
  - c. bin
  - d. box plot
38. Where will you find "time" on a time series graph?
- a. horizontal axis
  - b. first column
  - c. vertical axis
  - d. last column
39. The difference between the first and third quartile is called the
- a. interquartile range
  - b. interdependent range
  - c. unimodal range
  - d. bimodal range
  - e. mid range
40. A histogram that is positively skewed is also called
- a. skewed to the right
  - b. skewed to the left
  - c. balanced
  - d. symmetric
41. The average score for a class of 30 students was 75. The 20 male students in the class averaged 70. The 10 female students in the class averaged

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- a. 75
  - b. 85
  - c. 60
  - d. 70
  - e. 80
42. The interquartile range (IQR) represents what percent of the observations?
- a. lower 25%
  - b. middle 50%
  - c. upper 75%
  - d. upper 90%
  - e. 100%
43. What measure of distribution relates to extreme events, such as a stock market crash?
- a. asymmetric                      b. kurtosis
  - c. negatively skewed              d. skewness
44. In a generic box plot, the vertical line inside the box indicates the location of the
- a. mean
  - b. median
  - c. mode
  - d. minimum value
  - e. maximum value
45. If a value represents the 95<sup>th</sup> percentile, this means that
- a. 95% of all values are below this value
  - b. 95% of all values are above this value
  - c. 95% of the time you will observe this value
  - d. there is a 5% chance that this value is incorrect
  - e. there is a 95% chance that this value is correct
46. The median can also be described as the
- a. middle observation when the data values are arranged in ascending order
  - b. population mean
  - c. second percentile
  - d. the average of all values
47. A variable is classified as ordinal if
- a. there is a natural ordering of categories
  - b. there is no natural ordering of categories
  - c. the data arise from continuous measurements
  - d. we track the variable through a period of time
48. If the mean is 75 and two observations have values of 65 and 85, what is the squared deviation of each?

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- a. 100
  - b. 20
  - c. 400
  - d. 10
49. Coding males as 1 and females as 0 in a data set illustrates the use of
- a. nominal variables      b. dummy variables
  - c. numerical variables      d. ordinal variables
50. In order for the characteristics of a sample to be generalized to the entire population, it should be:
- a. symbolic of the population      b. atypical of the population
  - c. representative of the population      d. illustrative of the population
51. Categorizing age variables as "young," "middle-aged," and "elderly" is an example of
- a. counting
  - b. ordering
  - c. value adding
  - d. binning
  - e. categorizing
52. How is the median defined if the number of observations is even?
- a. the average of the two middle observations
  - b. the difference between the two middle observations
  - c. the most frequent observation
  - d. the difference between the highest and smallest observation
53. The mode is best described as the
- a. middle observation
  - b. same as the average
  - c. 50<sup>th</sup> percentile
  - d. most frequently occurring value
  - e. third quartile
54. The length of the box in the box plot portrays the
- a. mean
  - b. median
  - c. range
  - d. interquartile range
  - e. third quartile
55. Data that arise from counts are called
- a. continuous data      b. nominal data
  - c. counted data      d. discrete data

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56. *Gender* and *State* are examples of which type of data?  
a. Discrete data      b. Continuous data  
c. Categorical data      d. Ordinal data
57. In a generic box plot, the  $x$  inside the box indicates the location of the  
a. mean      b. median  
c. minimum value      d. maximum value
58. A sample of a population taken at one particular point in time is categorized as:  
a. categorical      b. discrete  
c. cross-sectional      d. time-series
59. As a measure of variability, what is defined as the maximum value minus the minimum value?  
a. variance  
b. standard deviation  
c. mean  
d. range  
e. median
60. Which of the following statements is true for the following data values: 7, 5, 6, 4, 7, 8, and 12?  
a. The mean, median and mode are all equal  
b. Only the mean and median are equal  
c. Only the mean and mode are equal  
d. Only the median and mode are equal
61. Which of the following are the three most common measures of central tendency?  
a. Mean, median, and mode  
b. Mean, variance, and standard deviation  
c. Mean, median, and variance  
d. Mean, median, and standard deviation  
e. First quartile, second quartile, and third quartile
62. With symmetric, "bell-shaped" distributions, approximately what percent of the observations are within two standard deviations of the mean?  
a. 50%  
b. 68%  
c. 95%  
d. 99.7%  
e. 100%
63. Researchers may gain insight into the characteristics of a population by examining a  
a. mathematical model describing the population  
b. sample of the population  
c. description of the population  
d. replica

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64. Excel stores dates as  
 a. numbers      b. variables  
 c. records      d. text
65. Expressed in percentiles, the interquartile range is the difference between the  
 a. 10<sup>th</sup> and 60<sup>th</sup> percentiles  
 b. 15<sup>th</sup> and 65<sup>th</sup> percentiles  
 c. 20<sup>th</sup> and 70<sup>th</sup> percentiles  
 d. 25<sup>th</sup> and 75<sup>th</sup> percentiles  
 e. 35<sup>th</sup> and 85<sup>th</sup> percentiles
66. The daily closing values of the Dow Jones Industrial Average are examples of  
 a. cross-sectional data      b. discrete data  
 c. time-series data      d. continuous data

Below you will find summary measures on starting salaries for classroom teachers across the United States. You will also find a list of selected states and their average starting teacher salary. All values are in thousands of dollars.

**Starting salaries for classroom teachers across the United States**

	Salary
Count	51.000
Mean	35.890
Median	35.000
Standard deviation	6.226
Minimum	26.300
Maximum	50.300
Variance	38.763
First quartile	31.550
Third quartile	40.050

**Selected states and their average starting teacher salary**

State	Salary
Alabama	31.3
Colorado	35.4
Connecticut	50.3
Delaware	40.5
Nebraska	31.5
Nevada	36.2
New Hampshire	35.8
New Jersey	47.9
New Mexico	29.6
South Carolina	31.6
South Dakota	26.3

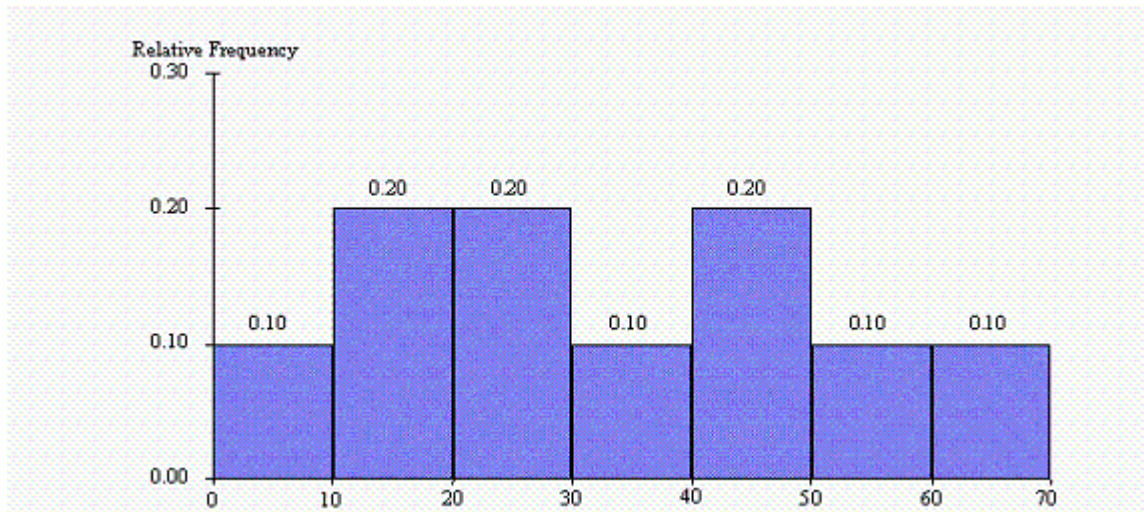


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Tennessee	33.1
Texas	32.0
Utah	30.6
Vermont	36.3
Virginia	35.0
Wyoming	31.6

67. Which of the states listed paid their teachers average salaries that are below 75% of all average salaries?

The histogram below represents scores achieved by 250 job applicants on a personality profile.

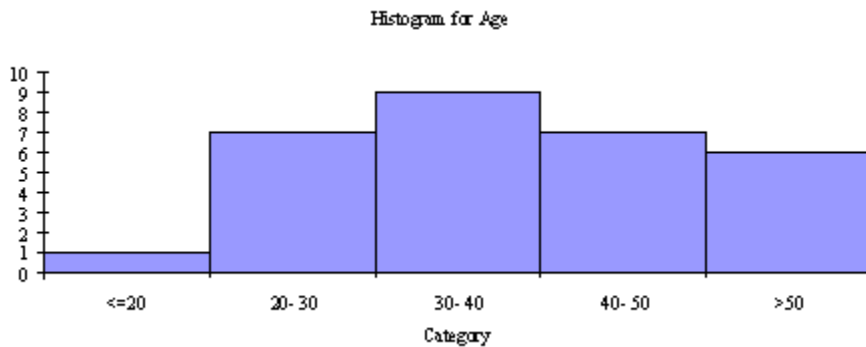


68. Seventy percent of the job applicants scored above what value?

69. Half of the job applicants scored below what value?

A financial analyst collected useful information for 30 employees at Gamma Technologies, Inc. These data include each selected employees' gender, age, number of years of relevant work experience prior to employment at Gamma, number of years of employment at Gamma, number of years of post-secondary education, and annual salary.

70. Based on the histogram shown below, how would you describe the age distribution for these data?



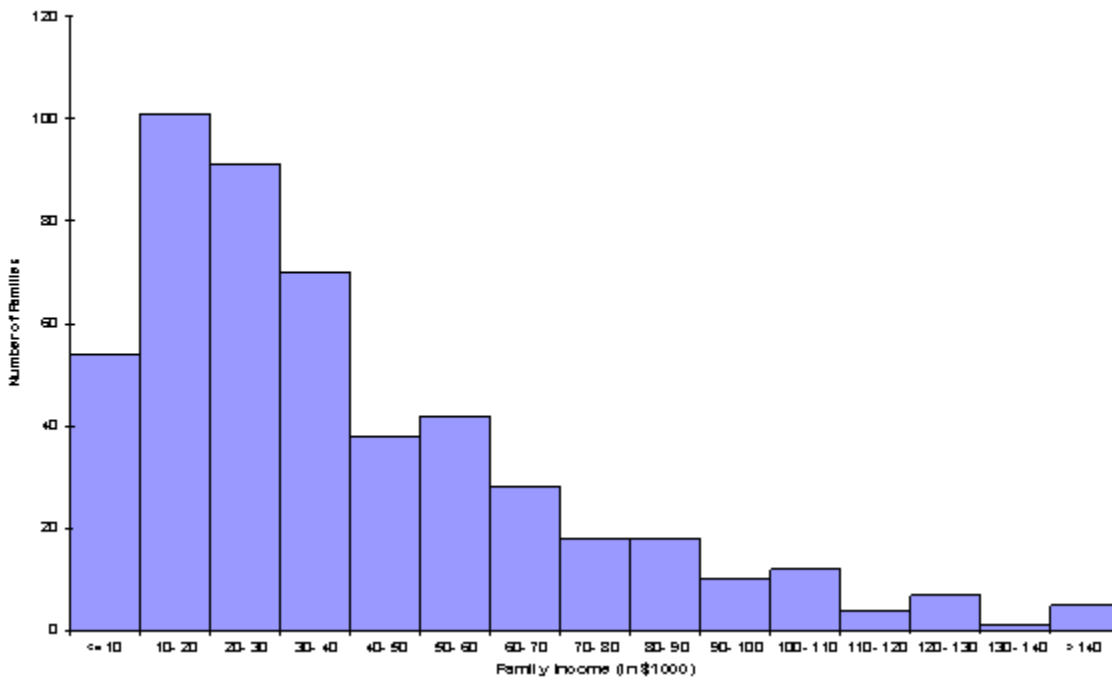
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71. A question of great interest to economists is how the distribution of family income has changed in the United States during the last 20 years. The summary measures and histograms shown below are generated for a sample of 500 family incomes, using the 1985 and 2005 income for each family in the sample.

Summary Measures:

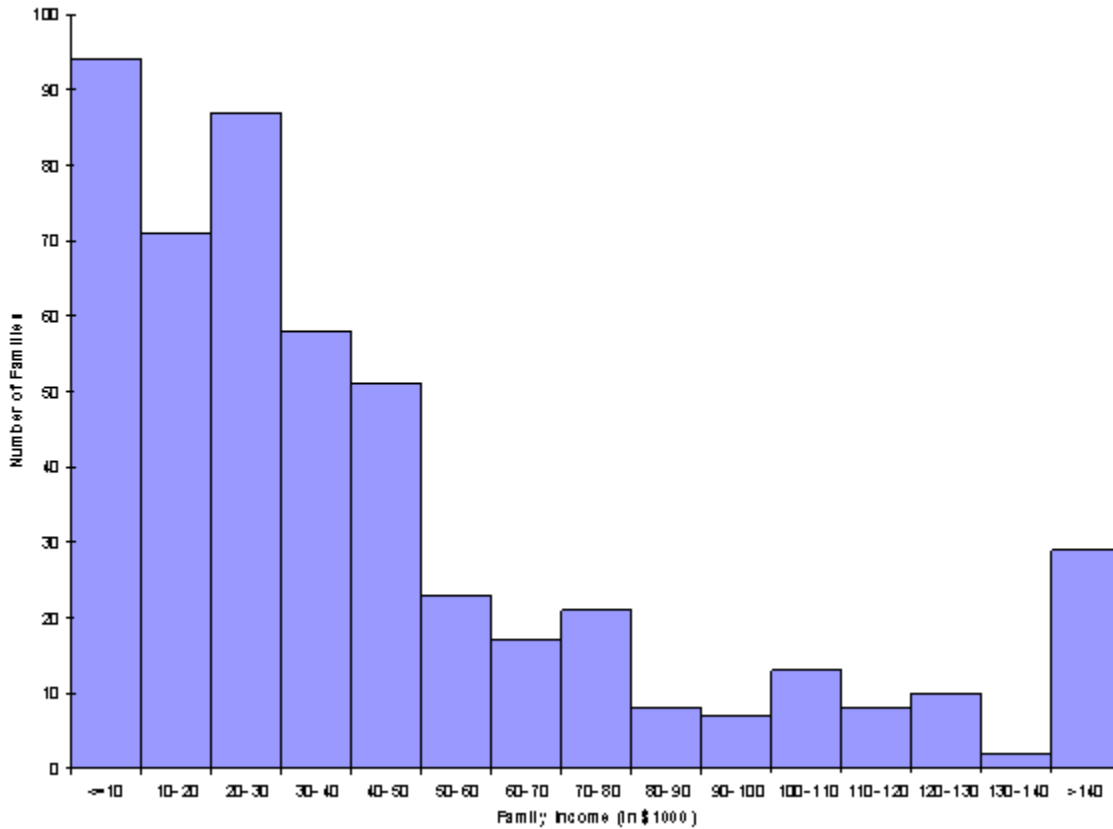
	Year 1985	Year 2005
Mean	40.216	45.916
Median	32.000	30.000
Standard deviation	31.530	46.992
First quartile	17.000	16.000
Third quartile	54.000	56.000
5th percentile	9.000	6.000
95th percentile	102.100	151.100

Histogram for Year 1985



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Histogram for Year 2005



Based on these results, discuss as completely as possible how the distribution of family income in the United States changed from 1985 to 2005.

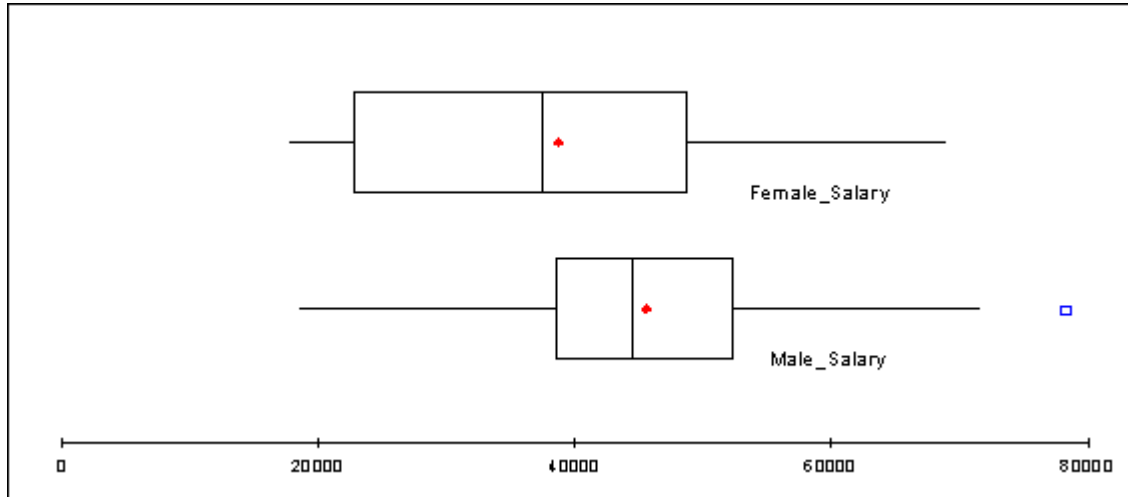
In an effort to provide more consistent customer service, the manager of a local fast-food restaurant would like to know the dispersion of customer service times in relation to their average value for the facility’s drive-up window. The table below provides summary measures for the customer service times (in minutes) for a sample of 50 customers collected over the past week.

Count	50.000
Mean	0.873
Median	0.885
Standard deviation	0.432
Minimum	0.077
Maximum	1.608
Variance	0.187
Skewness	-0.003

72. Explain why the mean is slightly lower than the median in this case.

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A manager for Marko Manufacturing, Inc. has recently been hearing some complaints that women are being paid less than men for the same type of work in one of their manufacturing plants. The box plots shown below represent the annual salaries for all salaried workers in that facility (40 men and 34 women).



73. What can you say about the shape of the distributions given the accompanying box plots?

74. Would you conclude that there is a difference between the salaries of women and men in this plant? Justify your answer.

The data shown below contains family incomes (in thousands of dollars) for a set of 50 families sampled in 2000 and 2010. Assume that these families are good representatives of the entire United States.

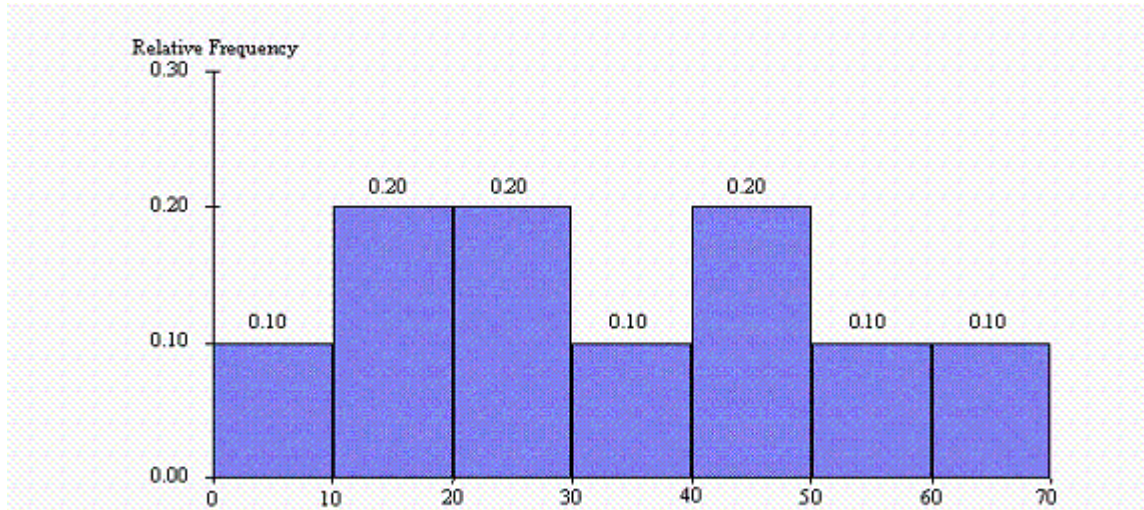
2000	2010	2000	2010	2000	2010
58	54	33	29	73	69
6	2	14	10	26	22
59	55	48	44	64	70
71	57	20	16	59	55
30	26	24	20	11	7
38	34	82	78	70	66
36	32	95	97	31	27
33	29	12	8	92	88
72	68	93	89	115	111
100	96	100	102	62	58
1	0	51	47	23	19
27	23	22	18	34	30
22	47	50	75	36	61
141	166	124	149	125	150
72	97	113	138	121	146
165	190	118	143	88	113
79	104	96	121		

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75. Generate a box plot to summarize the data. What does the box plot indicate?

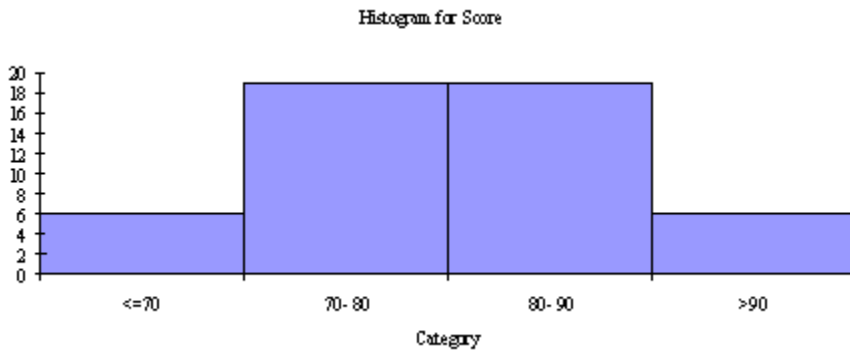
76. A political figure running for re-election claimed that the country was better off in 2010 than in 2000, because the average income increased. Do you agree?

The histogram below represents scores achieved by 250 job applicants on a personality profile.



77. How many job applicants scored between 10 and 30?

78. An operations management professor is interested in how her students performed on her midterm exam. The histogram shown below represents the distribution of exam scores (where the maximum score is 100) for 50 students.



Based on this histogram, how would you characterize the students' performance on this exam?

Statistics professor has just given a final examination in his statistical inference course. He is particularly interested in learning how his class of 40 students performed on this exam. The scores are shown below.

77	81	74	77	79	73	80	85	86	73
83	84	81	73	75	91	76	77	95	76
90	85	92	84	81	64	75	90	78	78
82	78	86	86	82	70	76	78	72	93

79. Explain why the mean and median are different.

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The data shown below contains family incomes (in thousands of dollars) for a set of 50 families sampled in 2000 and 2010. Assume that these families are good representatives of the entire United States.

2000	2010	2000	2010	2000	2010
58	54	33	29	73	69
6	2	14	10	26	22
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71	57	20	16	59	55
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1	0	51	47	23	19
27	23	22	18	34	30
22	47	50	75	36	61
141	166	124	149	125	150
72	97	113	138	121	146
165	190	118	143	88	113
79	104	96	121		

80. Find the mean, median, standard deviation, first and third quartiles, and the 95<sup>th</sup> percentile for family incomes in both years.

Statistics professor has just given a final examination in his statistical inference course. He is particularly interested in learning how his class of 40 students performed on this exam. The scores are shown below.

77	81	74	77	79	73	80	85	86	73
83	84	81	73	75	91	76	77	95	76
90	85	92	84	81	64	75	90	78	78
82	78	86	86	82	70	76	78	72	93

81. What are the mean and median scores on this exam?

A financial analyst collected useful information for 30 employees at Gamma Technologies, Inc. These data include each selected employees' gender, age, number of years of relevant work experience prior to employment at Gamma, number of years of employment at Gamma, number of years of post-secondary education, and annual salary.

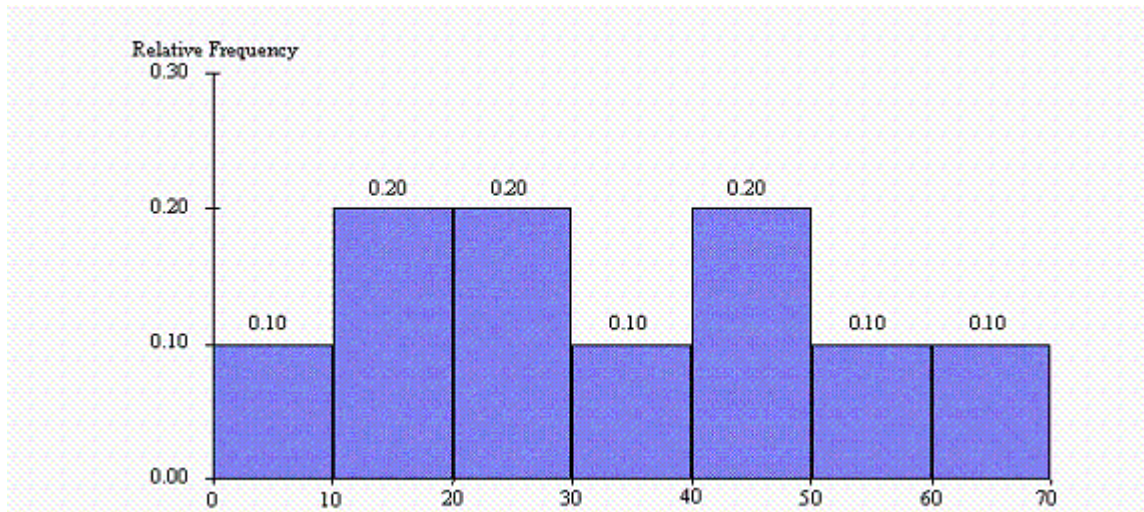
82. Indicate the type of data for each of the six variables included in this set.

The following data represent the number of children in a sample of 10 families from Chicago: 4, 2, 1, 1, 5, 3, 0, 1, 0, and 2.

83. Compute the mean number of children.

The histogram below represents scores achieved by 250 job applicants on a personality profile.

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84. How many job applicants scored above 50?

Suppose that an analysis of a set of test scores reveals that:  $Q_1 = 45$ ,  $Q_2 = 85$ ,  $Q_3 = 105$

85. Calculate the interquartile range. What does this tell you about the data?

The following data represent the number of children in a sample of 10 families from Chicago: 4, 2, 1, 1, 5, 3, 0, 1, 0, and 2.

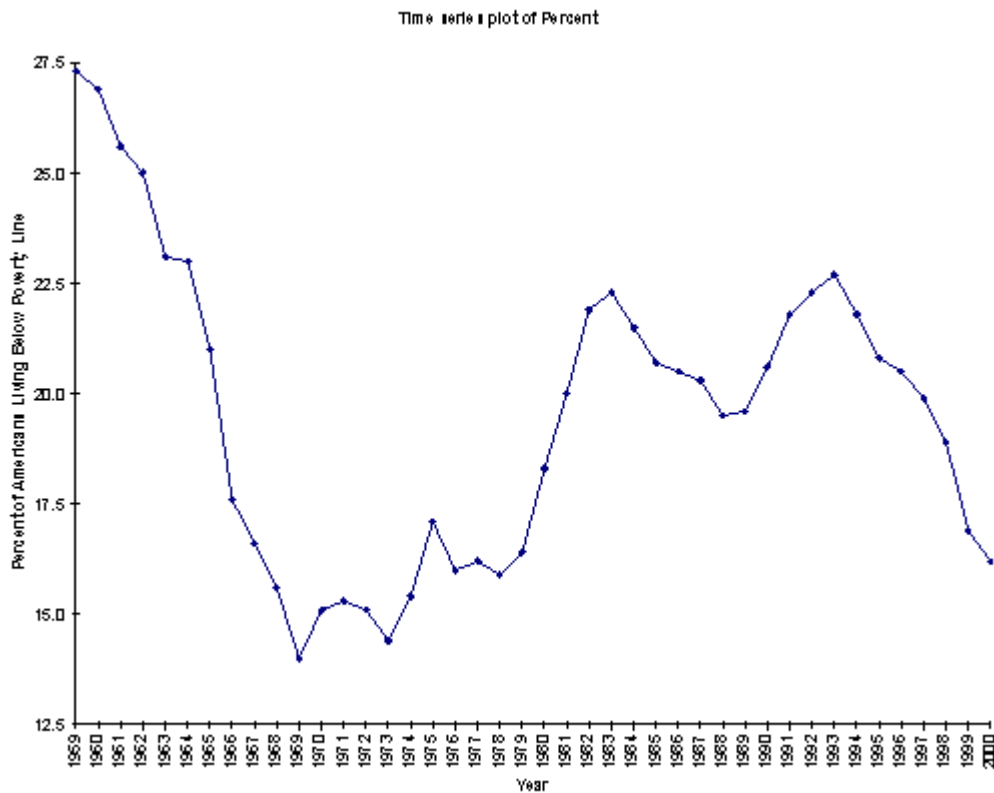
86. Is the distribution of the number of children symmetrical or skewed? Why?

Suppose that an analysis of a set of test scores reveals that:  $Q_1 = 45$ ,  $Q_2 = 85$ ,  $Q_3 = 105$

87. What can you say about the relative position of each of the observations 34, 84, and 104?

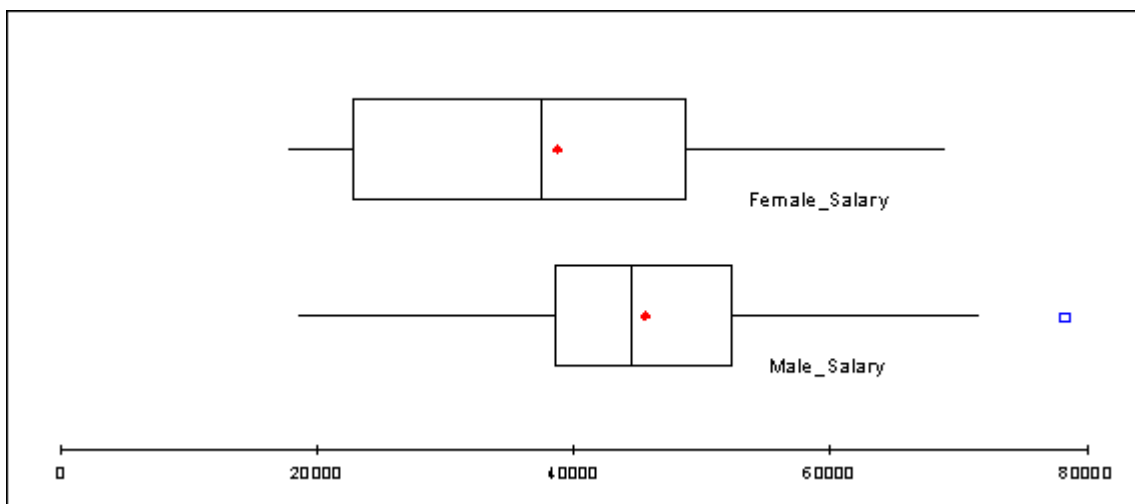
88. The proportion of Americans under the age of 18 who are living below the poverty line for each of the years 1959 through 2000 is used to generate the following time series plot.

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How successful have Americans been recently in their efforts to win “the war against poverty” for the nation’s children?

A manager for Marko Manufacturing, Inc. has recently been hearing some complaints that women are being paid less than men for the same type of work in one of their manufacturing plants. The box plots shown below represent the annual salaries for all salaried workers in that facility (40 men and 34 women).

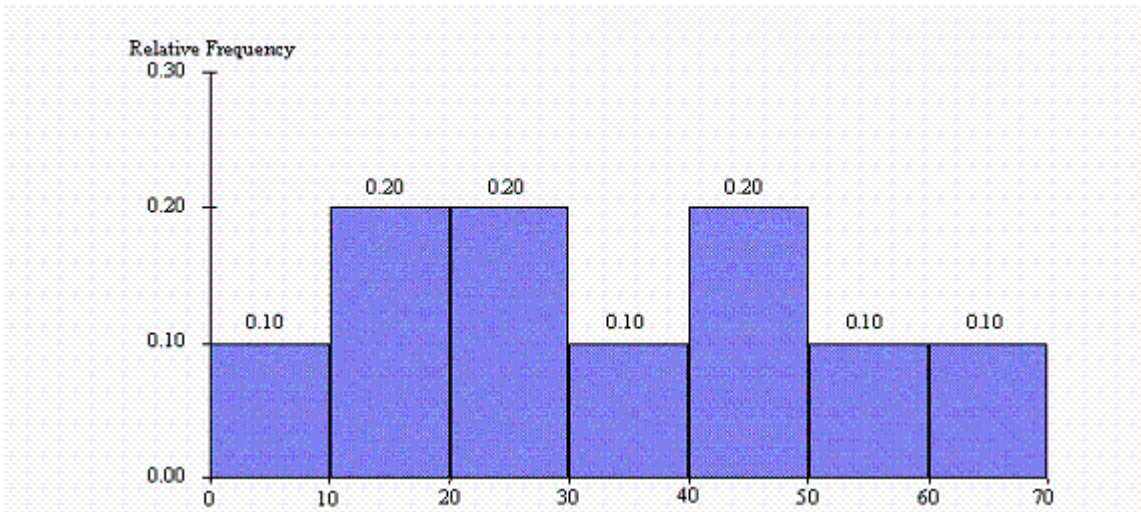


89. How large must a person’s salary should be to qualify as an outlier on the high side? How many outliers are there in these data?



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The histogram below represents scores achieved by 250 job applicants on a personality profile.



90. What percentage of the job applicants scored between 30 and 40?

Below you will find summary measures on starting salaries for classroom teachers across the United States. You will also find a list of selected states and their average starting teacher salary. All values are in thousands of dollars.

**Starting salaries for classroom teachers across the United States**

	Salary
Count	51.000
Mean	35.890
Median	35.000
Standard deviation	6.226
Minimum	26.300
Maximum	50.300
Variance	38.763
First quartile	31.550
Third quartile	40.050

**Selected states and their average starting teacher salary**

State	Salary
Alabama	31.3
Colorado	35.4
Connecticut	50.3
Delaware	40.5
Nebraska	31.5
Nevada	36.2
New Hampshire	35.8
New Jersey	47.9
New Mexico	29.6
South Carolina	31.6
South Dakota	26.3
Tennessee	33.1

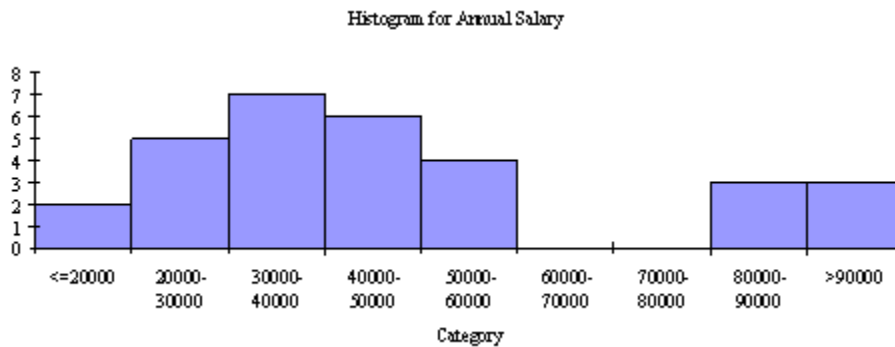
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Texas	32.0
Utah	30.6
Vermont	36.3
Virginia	35.0
Wyoming	31.6

91. Which of the states listed paid their teachers average salaries that exceed at least 75% of all average salaries?

A financial analyst collected useful information for 30 employees at Gamma Technologies, Inc. These data include each selected employees' gender, age, number of years of relevant work experience prior to employment at Gamma, number of years of employment at Gamma, number of years of post-secondary education, and annual salary.

92. Based on the histogram shown below, how would you describe the salary distribution for these data?



In an effort to provide more consistent customer service, the manager of a local fast-food restaurant would like to know the dispersion of customer service times in relation to their average value for the facility's drive-up window. The table below provides summary measures for the customer service times (in minutes) for a sample of 50 customers collected over the past week.

Count	50.000
Mean	0.873
Median	0.885
Standard deviation	0.432
Minimum	0.077
Maximum	1.608
Variance	0.187
Skewness	-0.003

93. Are the empirical rules applicable in this case? If so, apply them and interpret your results. If not, explain why the empirical rules are not applicable here.

Suppose that an analysis of a set of test scores reveals that:  $Q_1 = 45$ ,  $Q_2 = 85$ ,  $Q_3 = 105$

94. What do these statistics tell you about the shape of the distribution?

In an effort to provide more consistent customer service, the manager of a local fast-food restaurant would like to know the dispersion of customer service times in relation to their average value for the facility's drive-up window. The table  
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below provides summary measures for the customer service times (in minutes) for a sample of 50 customers collected over the past week.

Count	50.000
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95. Interpret the variance and standard deviation of this sample.

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**Selected states and their average starting teacher salary**

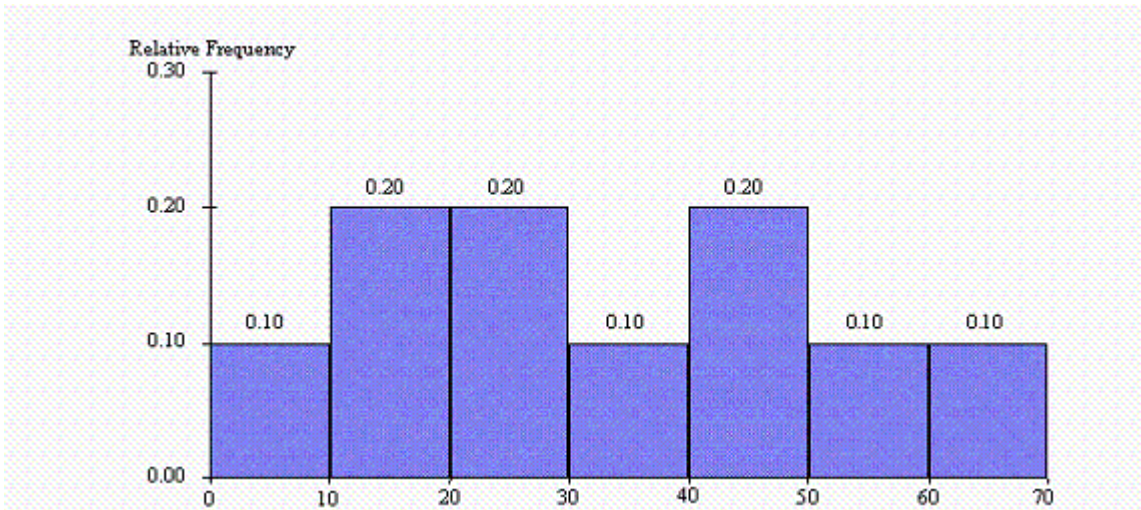
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Delaware	40.5
Nebraska	31.5
Nevada	36.2
New Hampshire	35.8
New Jersey	47.9
New Mexico	29.6
South Carolina	31.6
South Dakota	26.3
Tennessee	33.1
Texas	32.0
Utah	30.6
Vermont	36.3
Virginia	35.0
Wyoming	31.6

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96. How would you describe the salary of Virginia’s teachers compared to those across the entire United States? Justify your answer.

97. What salary amount represents the second quartile?

The histogram below represents scores achieved by 250 job applicants on a personality profile.



98. What percentage of the job applicants scored below 60?

99. The data below represents monthly sales for two years of beanbag animals at a local retail store (Month 1 represents January and Month 12 represents December). Given the time series plot below, do you see any obvious patterns in the data? Explain.



The following data represent the number of children in a sample of 10 families from Chicago: 4, 2, 1, 1, 5, 3, 0, 1, 0, and 2.

100. Compute the median number of children.

Name: \_\_\_\_\_ Class: \_\_\_\_\_ Date: \_\_\_\_\_

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**Answer Key**

1. False

2. True

3. False

4. True

5. True

6. False

7. True

8. True

9. True

10. True

11. False

12. False

13. True

14. True

15. False

16. True

17. True

18. False

19. True

20. True

21. True

22. True

23. True

24. False

25. False

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26. False

27. True

28. True

29. True

30. False

31. False

32. False

33. True

34. False

35. True

36. c

37. b

38. a

39. a

40. a

41. b

42. b

43. b

44. b

45. a

46. a

47. a

48. a

49. b

50. c

51. d

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52. a

53. d

54. d

55. d

56. c

57. a

58. c

59. d

60. a

61. a

62. c

63. b

64. a

65. d

66. c

67.  
Alabama at 31.3; Nebraska at 31.5; New Mexico at 29.6; South Dakota at 26.3; and Utah at 30.6 (all those < 31.55).

68.  
20

69.  
30

70.  
The age distribution is skewed slightly to the right. Largest grouping is in the 30-40 range. This means that most workers are above the age of 30 years and only one worker is 20 years old or younger.

71.  
These summary measures say quite a lot. The mean has increased for 2005 when compared with 1985, although the median has decreased. There is also more variation. In fact, the 5th percentile has decreased slightly for 2005 when compared with 1985, whereas the 95th percentile is much larger -- indicating that the rich people are getting richer. This behavior is also evident in the two histograms, which use the same categories for ease of comparison.

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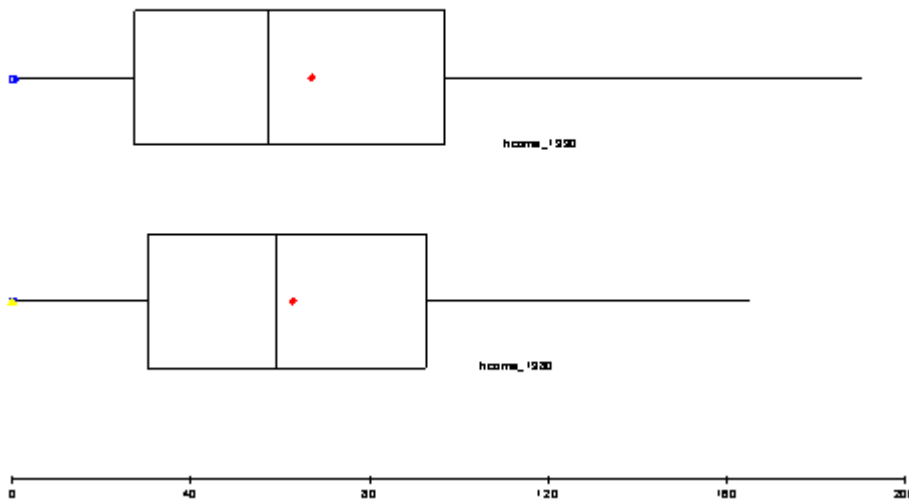
72.

The data is slightly skewed to the left. This causes the mean to be slightly lower than the median. It is important to understand that service times are bounded on the lower end by zero (it is impossible for the service time to be negative). However, there is no boundary on the maximum service time. Therefore, the smaller service times cause the mean to be somewhat lower than the median.

73.

They both appear to be slightly skewed to the right (both have a mean > median). The total variation seems to be close for both distributions (with one outlier for the male salaries), but there seems to be more variation in the middle 50% for the women than for the men. There seem to be more men's salaries clustered more closely around the mean than for the women.

74. Yes. The men seem to have higher salaries than the women do in many cases. We can see from the box plots that the mean and median values for the men are both higher than for the women. You can also see from the box plots that the middle 50% of salaries for men is above the median for women. This means that if you were in the 25<sup>th</sup> percentile for men, you would be above the 50<sup>th</sup> percentile for women. You can also see that the mean and median salaries for the men are about \$10,000 above those for the women.



75.

The box plot shows that there is not much difference between the two populations.

76.

It is true that the mean increased slightly, but the median decreased and the standard deviation increased. The 95<sup>th</sup> percentile shows that the mean increase might be because the rich got richer.

77.

100

78.

Exam scores are fairly normally distributed. Majority of scores (76%) are between 70 and 90 points, while 12% of scores are above 90 and 12% of scores are 70 or below.



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79.

There are few higher exam scores that tend to pull the mean away from the middle of the distribution. While there is a slight amount of positive skewness in the distribution (skewness = 0.182), the mean and the median are essentially equivalent in this case.

	Income 2000	Income 2010
Mean	62.820	67.120
Median	59.000	57.500
Standard deviation	39.786	48.087
First quartile	30.250	27.500
Third quartile	92.750	97.000
95 <sup>th</sup> percentile	124.550	149.55

81.

Mean = 80.40, Median = 79.50

82.

- Gender – categorical, nominal
- Age – numerical, continuous
- Prior experience – numerical, discrete
- Gamma experience – numerical, discrete
- Education – numerical, discrete
- Annual salary – numerical, continuous

83.

Mean = 1.90

84.

50

85.

$IQR = Q_3 - Q_1 = 60$ . This means that the middle 50% of the test scores are between 45 and 105.

86.

The distribution is positively skewed because the mean is larger than the median.

87.

Since 34 is less than  $Q_1$ , the observation 34 is among the lowest 25% of the values. The value 84 is a bit smaller than the middle value, which is  $Q_2 = 85$ . Since  $Q_3 = 105$ , the value 104 is larger than about 75% of the values.

88.

Americans have been relatively unsuccessful in winning the war on poverty in the 1990s. This is especially true when you compare recent poverty rates with those of the years from 1969 through 1979. However, at least the curve is trending downward in the more recent years.

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89. A person's salary should be somewhere above \$70,000. There is one male salary that would be considered an outlier (at approximately \$80,000)

90.  
10%

91.  
Connecticut at 50.3; Delaware at 40.5; and New Jersey at 47.9 (all those  $> 40.05$ ).

92.  
The salary distribution is skewed to the right. There appears to be several workers who are being paid substantially more than the others. If you eliminate those above \$80,000, the salaries are fairly normally distributed around \$35,000.

93.  
Considering that this distribution is only very slightly skewed to the left, it is acceptable to apply the empirical rules as follows:  
Approximately 68% of the customer service times will fall between  $0.873 \pm 0.432$ , that is between 0.441 and 1.305 minutes.  
Approximately 95% of the customer service times will fall between  $0.873 \pm 2(0.432)$ , that is between 0.009 and 1.737 minutes.  
Approximately 99.7% of the customer service times will fall between  $0.873 \pm 3(0.432)$ , that is between 0 and 2.169 (lower end is set to zero because service times cannot assume negative values).

94.  
The fact that  $Q_2 - Q_1 = 40$  is greater than  $Q_3 - Q_2 = 20$  indicates that the distribution is skewed to the left.

95.  
The variance = 0.187 (minutes squared) and this represents the average of the squared deviations from the mean. The standard deviation = 0.432 (minutes) and is the square root of the variance. Both the variance and standard deviation measure the variation around the mean of the data. However, it is easier to interpret the standard deviation because it is expressed in the same units (minutes) as the values of the random variable (customer service time).

96.  
Virginia' teacher salary = \$35,000, which is also the median. Virginia is at the 50<sup>th</sup> percentile, meaning that 50% of the teachers' salaries across the U.S. are below the Virginia teacher salary and 50% of the salaries are above.

97.  
\$35,000 (median)

98.  
90%

99.

This is a representation of seasonal data. There seems to be a small increase in months 3, 4, and 5 and a large increase at the end of the year. The sales of this item seem to peak in December and have a significant

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dropoff in January.

100.

Median = 1.5