Tricks for cleaning your data in R

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Data cleaning is a cumbersome task, and it can be hard to navigate in programming languages like R. When I was first learning R, I relied on familiar tools like Excel to clean my datasets before importing them into R to run analyses. This approach was often not ideal because it became hard to retrace my footsteps when I wanted to check my work. I always believed it would be better to have everything in one place, so I was motivated to learn how to clean my data in R.

R is a powerful tool for data cleaning and analysis. By default, it leaves a trail of code that documents all the work you've done, which makes it extremely useful for creating reproducible workflows.

In this workshop, I'll show you some examples of real-life "messy" datasets, the problems they present for analysis in R, and the "tidy" solutions to these problems.

Underlying this workshop is Hadley Wickham's principle of Tidy Data, which you can read about here.

1. Finding and replacing non-numeric characters like, and \$

Since we're in Boston, let's check out the city's Open Data portal, where the local government puts up datasets that are free for the public to analyze.

The Employee Earnings Report is one of the more interesting ones, because it gives payroll data for every person on the municipal payroll. It's where the *Boston Globe* gets stories like these every year:

- "64 City of Boston workers earn more than \$250,000" (February 6, 2016)
- "Police detective tops Boston's payroll with a total of over \$403,000" (February 14, 2017)

Let's take at the February 14 story from this year. The story begins:

"A veteran police detective took home more than \$403,000 in earnings last year, topping the list of Boston's highest-paid employees in 2016, newly released city payroll data show."

What if we wanted to check this number using the Employee Earnings Report?

We can use the read.csv() to load the csv file into R. We will call this data frame salary.

```
salary <- read.csv('employee-earnings-report-2016.csv')</pre>
```

We can use the head() function to inspect the first six rows of salary:

head(salary)

```
##
                         NAME
                                       DEPARTMENT NAME
## 1
              Abadi, Kidani A
                                  Assessing Department
## 2
            Abasciano, Joseph Boston Police Department
## 3
      Abban, Christopher John
                                Boston Fire Department
## 4
               Abbasi, Sophia
                                         Green Academy
## 5 Abbate-Vaughn, Jorgelina
                                  BPS Ellis Elementary
            Abberton, James P Public Works Department
## 6
                                   REGULAR RETRO
##
                         TITLE
                                                      OTHER
                                                               OVERTIME
             Property Officer
## 1
                                $46,291.98
                                                    $300.00
               Police Officer
                                 $6,933.66
                                                    $850.00
                                                                $205.92
## 2
## 3
                 Fire Fighter $103,442.22
                                                    $550.00 $15,884.53
## 4
         Manager (C) (non-ac)
                                $18,249.83
```

```
## 5
                      Teacher
                               $84,410.28
                                                 $1,250.00
## 6 Maint Mech (Carpenter)## $41,449.16
                                                    $81.00 $8,807.47
##
        INJURED
                   DETAIL QUINN.EDUCATION.INCENTIVE TOTAL.EARNINGS POSTAL
## 1
                                                         $46,591.98 02118
## 2 $74,331.86
                                         $15,258.44
                                                         $97,579.88 02132
                $4,746.50
## 3
                                                        $124,623.25 02132
## 4
                                                         $18,249.83 02148
## 5
                                                         $85,660.28 02481
## 6
                                                         $50,337.63
                                                                     02127
```

There are a lot of columns. Let's simplify by selecting the ones of interest: NAME, DEPARTMENT_NAME, and TOTAL.EARNINGS. We can do this using the select() function in dplyr. We will save them into a new data frame, salary.selected.

We load the dplyr pacakge using library('dplyr'):

We can also change these names to lowercase names for easier typing using tolower():

```
names(salary.selected) <- tolower(names(salary.selected)) # change variable names to lowercase
```

Let's use head() to visually inspect the first six rows of salary.selected:

head(salary.selected)

```
##
                                        department_name total.earnings
                         name
## 1
              Abadi, Kidani A
                                  Assessing Department
                                                            $46,591.98
## 2
            Abasciano, Joseph Boston Police Department
                                                            $97,579.88
## 3
      Abban, Christopher John
                                                           $124,623.25
                                Boston Fire Department
## 4
               Abbasi, Sophia
                                         Green Academy
                                                            $18,249.83
## 5 Abbate-Vaughn, Jorgelina
                                  BPS Ellis Elementary
                                                            $85,660.28
            Abberton, James P Public Works Department
                                                            $50,337.63
## 6
```

Now let's try sorting the data by total.earnings using the arrange() function in dplyr:

We can use head() to visually inspect salary.sort:

head(salary.sort)

```
##
                    name
                                        department_name total.earnings
## 1 Fowlkes, Lorraine E.
                                   Boston City Council
                                                              $1,000.00
## 2
        Lally, Bernadette
                                   Boston City Council
                                                              $1,000.00
## 3
            Nolan, Andrew
                                      Parks Department
                                                              $1,000.00
     White-Pilet, Yoni A BPS Substitute Teachers/Nurs
## 4
                                                              $1,006.53
## 5
             Dunn, Lori D
                                  BPS East Boston High
                                                              $1,010.05
## 6
         Hopkins, Susan R
                                 BPS Mather Elementary
                                                              $1,017.94
```

What went wrong?

The problem is that there are non-numeric characters, , and \$, in the total.earnings column. We can see with class() that total.earnings is recognized as factor rather than numeric.

```
class(salary.selected$total.earnings)
```

```
## [1] "factor"
```

We need to find the , and \$ in total.earnings and remove them—in computer science lingo, "pattern matching and replacement." The str_replace function in the stringr package lets us do this easily.

Let's start by removing the comma and write the result to the original column. (The format for calling a column from a data frame in R is data frame.name\$column.name)

We load the stringr pacakge using library('stringr'):

```
# install.packages('stringr') # if you don't already have the package
library('stringr') # load the stringr package

salary.selected$total.earnings <- str_replace(
    salary.selected$total.earnings, # column we want to search
    pattern = ',', # what to find
    replacement = '' # what to replace it with
)</pre>
```

Using head() to visually inspect salary.selected, we see that the commas are gone:

```
head(salary.selected) # this works - the commas are gone
```

```
##
                         name
                                       department_name total.earnings
## 1
              Abadi, Kidani A
                                  Assessing Department
                                                             $46591.98
## 2
            Abasciano, Joseph Boston Police Department
                                                             $97579.88
## 3
      Abban, Christopher John
                                Boston Fire Department
                                                            $124623.25
## 4
               Abbasi, Sophia
                                         Green Academy
                                                             $18249.83
## 5 Abbate-Vaughn, Jorgelina
                                  BPS Ellis Elementary
                                                             $85660.28
            Abberton, James P Public Works Department
                                                             $50337.63
```

The dollar sign \$ is trickier. Let's try doing the exact same thing, except let's set pattern = '\$' instead of pattern = ',':

```
salary.selected$total.earnings <- str_replace(
    salary.selected$total.earnings, # column we want to search
    pattern = '$', # what to find
    replacement = '' # what to replace it with
)</pre>
```

Using head() to visually inspect salary.selected, we see that the dollar signs are still there:

head(salary.selected) # this didn't work - the dollar signs are still there

```
##
                                        department_name total.earnings
                         name
## 1
              Abadi, Kidani A
                                  Assessing Department
                                                             $46591.98
## 2
            Abasciano, Joseph Boston Police Department
                                                             $97579.88
## 3
      Abban, Christopher John
                                Boston Fire Department
                                                             $124623.25
## 4
               Abbasi, Sophia
                                          Green Academy
                                                             $18249.83
## 5 Abbate-Vaughn, Jorgelina
                                  BPS Ellis Elementary
                                                             $85660.28
## 6
            Abberton, James P Public Works Department
                                                             $50337.63
```

\$ is known as a "special character" or "metacharacter", along with * + . ? [] ^ { } | () \). Dealing with these is a bit complicated (more info on them here), but basically if we want R to literally find a dollar sign, \$, in salary\$total.earnings, we can add two backslashes before the dollar sign: \\\$, which lets R know to ignore or "escape" the special attributes of \$ on its own.

```
salary.selected$total.earnings <- str_replace(
    salary.selected$total.earnings, # column we want to search
    pattern = '\\$', # what to find
    replacement = '' # what to replace it with
)</pre>
```

Using head() to visually inspect salary.selected, we see that the dollar signs are gone:

head(salary.selected)

```
##
                                      department_name total.earnings
                        name
## 1
              Abadi, Kidani A
                                 Assessing Department
                                                             46591.98
## 2
            Abasciano, Joseph Boston Police Department
                                                             97579.88
## 3 Abban, Christopher John Boston Fire Department
                                                            124623.25
## 4
               Abbasi, Sophia
                                        Green Academy
                                                            18249.83
                                                             85660.28
## 5 Abbate-Vaughn, Jorgelina
                                 BPS Ellis Elementary
## 6
            Abberton, James P Public Works Department
                                                             50337.63
```

Now can we use arrange() to sort the data by total.earnings?

Let's take a look at salary.sort, using head():

head(salary.sort)

```
##
                                   department_name total.earnings
                         name
              Charles, Yveline BPS Transportation
## 1
                                                             10.07
## 2
         Jean Baptiste, Hugues
                                BPS Transportation
                                                             10.12
## 3
                Piper, Sarah A
                                                             10.47
                                BPS Transportation
## 4
           Laguerre, Yolaine M
                                BPS Transportation
                                                             10.94
## 5
                 Mayo, Wanda M Food & Nutrition Svc
                                                            100.00
## 6 Rosario Severino, Yomayra Food & Nutrition Svc
                                                            100.00
```

What's the problem?

Again, we can use the class() function to check on how the total.earnings variable is encoded.

```
class(salary.selected$total.earnings) # a character, not numeric
```

```
## [1] "character"
```

It's a "character" now (still not numeric), because we didn't tell R that it should be numeric. We can do this with as.numeric():

```
salary.selected$total.earnings <- as.numeric(salary.selected$total.earnings)</pre>
```

Now let's run class() again:

```
class(salary.selected$total.earnings)
```

```
## [1] "numeric"
```

Now let's sort using arrange():

```
department_name total.earnings
##
                        name
## 1
                               BPS Transportation
          Jameau, Bernadette
                                                              2.14
## 2
      Bridgewaters, Sandra J
                               BPS Transportation
                                                              2.50
## 3
         Milian, Sonia Maria
                               BPS Transportation
                                                              3.85
## 4 Burke II, Myrell Nadine
                               BPS Transportation
                                                              4.38
## 5
        Gillard Jr., Trina F Food & Nutrition Svc
                                                              5.00
## 6
         Lucas.Mona-Lisa L. Food & Nutrition Svc
                                                              5.36
```

One last thing: we have to specify desc(total.earnings) within arrange() because the function by default sorts the data in ascending order.

```
##
                  name
                                 department_name total.earnings
## 1
            Lee, Waiman Boston Police Department
                                                        403408.6
## 2
      Josey, Windell C. Boston Police Department
                                                        396348.5
## 3
        Painten, Paul A Boston Police Department
                                                        373959.3
## 4
         Brown, Gregory Boston Police Department
                                                        351825.5
         Hosein, Haseeb Boston Police Department
## 5
                                                        346105.2
## 6 Kervin, Timothy M. Boston Police Department
                                                        343818.2
```

We see that Waiman Lee from the Boston PD is the top earner with >403,408 per year, just as the Boston Globe article states.

The Boston Police Department has a lot of high earners. We can figure out the average earnings by department, which we'll call average.earnings, by using the group_by() and summarise() functions in dplyr.

Now would be a good time to introduce %>%, known as the pipe operator.

%% is an extremely valuable tool in R, because it allows functions to be chained rather than nested. %% looks strange but can be read as "then"—it tells R to do whatever comes after it to the stuff comes before it.

```
salary.average <- salary.selected %>% # take the salary.selected data frame, THEN
group_by(department_name) %>% # group by department_name, THEN
summarise(average.earnings = mean(total.earnings)) # calculate the mean of total.earnings for each de
```

If we were to do this without piping, it would look like

```
summarise(group_by(salary.selected, department_name), average.earnings = mean(total.earnings))
Let's look at salary.average using head():
```

head(salary.average) # first six rows of average salary by department (alphabetical order)

```
## # A tibble: 6 x 2
##
                  department_name average.earnings
##
                                               <dbl>
                            <fctr>
## 1
                                          102073.28
                   Accountability
## 2
                  Achievement Gap
                                           60105.52
## 3
      Alighieri Montessori School
                                           55160.03
## 4
              ASD Human Resources
                                           67236.15
      ASD Intergvernmtl Relations
## 5
                                           83787.58
## 6 ASD Office of Budget Mangmnt
                                           73946.04
```

We can find the Boston Police Department using filter():

```
salary.average %>% filter(department_name == 'Boston Police Department')

## # A tibble: 1 x 2

## department_name average.earnings
## <fctr> <dbl>
## 1 Boston Police Department 124787.2
```

Exercise: The salary average data frame is currently ordered alphabetically by department. How would you sort this dataset by average earnings, from highest to lowest?

2. Merging datasets

Now we have two main datasets, salary.sort (the salary for each person, sorted from high to low) and salary.average (the average salary for each department). What if I wanted to merge these two together, so I could see side-by-side each person's salary compared to the average for their department?

We want to join by the department_name variable, since that is consistent across both datasets. Let's put the merged data into a new dataframe, salary.merged:

```
salary.merged <- merge(x = salary.sort, y = salary.average, by = 'department_name')</pre>
```

Now we can see the department average, salary.average, next to the individual's salary, total.earnings: head(salary.merged)

```
##
                                           name total.earnings
     department_name
## 1 Accountability Guttenberg, Nicole Desiree
                                                       120132.7
## 2 Accountability Hedley-Mitchell, Angela E
                                                       120373.0
## 3
     Accountability
                                 Martin, Dean M.
                                                       117132.9
                             Solomon, Stacey L.
## 4 Accountability
                                                       109129.7
## 5 Accountability
                                 Lipkin, Linda S
                                                       115418.4
## 6 Accountability
                                Anderson, Daniel
                                                       108408.9
##
     average.earnings
## 1
             102073.3
## 2
             102073.3
## 3
             102073.3
## 4
             102073.3
## 5
             102073.3
## 6
             102073.3
```

3. Reshaping data

Here's a dataset on unemployment rates by country from 2012 to 2016, from the International Monetary Fund's World Economic Outlook database (available here).

When you download the dataset, it comes in an Excel file. We can use the read_excel() from the readxl package to load the file into R.

We load the readxl pacakge using library('readxl'):

```
# install.packages('readxl') # if you don't already have the package
library('readxl') # load the readxl package
unemployment <- read_excel('unemployment.xlsx')</pre>
```

Right now, the data are in what's commonly referred to as "wide" format, meaning the variables (unemployment rate for each year) are spread across rows. This might be good for presentation, but it's not great for certain calculations or graphing. "Wide" format data also becomes confusing if other variables are added.

We need to change the format from "wide" to "long," meaning that the columns (2012, 2013, 2014, 2015, 2016) will be converted into a new variable, which we'll call Year, with repeated values for each country. And the unemployment rates will be put into a new variable, which we'll call Rate.Unemployed.

We'd like the data to look like this:

```
## # A tibble: 10 x 3
##
     Country Year
                     Rate. Unemployed
       <chr> <chr>
##
                               <chr>>
##
   1 Albania 2012
                                13.4
##
   2 Albania 2013
                                  16
## 3 Albania 2014
                                17.5
                                17.1
## 4 Albania 2015
## 5 Albania 2016
                                16.1
## 6 Algeria 2012
                                  11
## 7 Algeria 2013 9.82900000000001
## 8 Algeria
              2014
                                10.6
## 9 Algeria 2015
                              11.214
                              10.498
## 10 Algeria 2016
```

To do this, we'll use the gather() function in tidyr to create a new data frame, unemployment.long.

We load the tidyr pacakge using library('tidyr'):

Inspecting unemployment.long using head() shows that we have successfully created a long dataset.

head(unemployment.long)

```
## # A tibble: 6 x 3
##
       Country Year Rate. Unemployed
         <chr> <chr>
                               <chr>
##
       Albania 2012
                                13.4
## 1
## 2
       Algeria 2012
                                  11
## 3 Argentina 2012
                                 7.2
                                17.3
       Armenia 2012
## 5 Australia 2012
                               5.217
## 6
       Austria 2012
                               4.933
```

But there's a problem. Rate. Unemployed is not recognized as a numeric variable.

```
class(unemployment.long$Rate.Unemployed) ## "character", not "numeric"
```

```
## [1] "character"
```

Why do you think this is? (hint, use head() to find out)

We can use as.numeric() to convert Rate.Unemployed to a numeric variable.

```
unemployment.long$Rate.Unemployed <- as.numeric(unemployment.long$Rate.Unemployed)

## Warning: NAs introduced by coercion

str() is another way to check how variables are encoded. It returns the structure of the entire dataset:

str(unemployment.long) # Rate.Unemployed is now "num", which stands for "numeric"

## Classes 'tbl_df', 'tbl' and 'data.frame': 560 obs. of 3 variables:

## $ Country : chr "Albania" "Argentina" "Armenia" ...

## $ Year : chr "2012" "2012" "2012" "2012" ...

## $ Rate.Unemployed: num 13.4 11 7.2 17.3 5.22 ...</pre>
```

4. Calculating year-over-year change in panel data

Sort the data by Country using the arrange() function in dplyr:

```
unemployment.long <- arrange(unemployment.long, # data frame to sort
Country, Year) # variables to sort by
```

The above code is equivalent to the following, which uses the pipe operator, %>%:

```
unemployment.long <- unemployment.long %>% # Take the unemployment.long data frame, THEN arrange(Country, Year) # sort it by Country and then Year.
```

Now let's use head() to inspect the unemployment.long, but instead of the first six rows (the default), let's look at the first five:

```
head(unemployment.long, 5) # First five rows of the data
```

This type of data is known in time-series analysis as a panel; each country is observed every year from 2012 to 2016.

For Albania, the percentage point change in unemployment rate from 2012 to 2013 would be 16 - 13.4 = 2.5 percentage points. What if I wanted the year-over-year change in unemployment rate for every country?

This is an example where having a tidy dataset really helps. We can use the mutate() function in dplyr to create a new variable, Change, which is the difference between Rate.Unemployed and lag(Rate.Unemployed) (the default for lag() is 1 position, which is good for us since we want the change from the previous year).

```
unemployment.long <- unemployment.long %>% # take the unemployment.long dataset, THEN mutate(Change = Rate.Unemployed - lag(Rate.Unemployed)) # create a variable called Change
```

Let's inspect the first five rows again, using head():

```
head(unemployment.long, 5)
```

```
## # A tibble: 5 x 4
## Country Year Rate.Unemployed Change
## <chr> <chr> <dbl> <dbl>
```

```
## 1 Albania 2012
                              13.4
                                       NA
## 2 Albania 2013
                              16.0
                                      2.6
                              17.5
## 3 Albania 2014
                                      1.5
## 4 Albania 2015
                              17.1
                                     -0.4
## 5 Albania
              2016
                              16.1
                                     -1.0
```

So far so good. It also makes sense that Albania's Change is NA in 2012, since the dataset doesn't contain any unemployment figures before the year 2012.

But a closer inspection of the data reveals a problem. What if we used tail() to look at the *last* 5 rows of the data?

```
tail(unemployment.long, 5)
```

```
## # A tibble: 5 x 4
##
     Country Year Rate. Unemployed
                                     Change
##
       <chr> <chr>
                              <dbl>
                                       <dbl>
## 1 Vietnam
              2012
                               2.74 -18.493
## 2 Vietnam
              2013
                               2.75
                                       0.010
## 3 Vietnam
                               2.05
                                     -0.700
              2014
## 4 Vietnam
              2015
                               2.40
                                       0.350
                                       0.000
## 5 Vietnam 2016
                               2.40
```

Why does Vietnam have a -18.493 percentage point change in 2012?

```
unemployment.long <- unemployment.long %>%
  group_by(Country) %>%
  mutate(Change = Rate.Unemployed - lag(Rate.Unemployed))
tail(unemployment.long, 5)
```

```
## Source: local data frame [5 x 4]
## Groups: Country [1]
##
## # A tibble: 5 x 4
##
     Country Year Rate. Unemployed Change
##
                              <dbl>
       <chr> <chr>
                                     <dbl>
## 1 Vietnam
              2012
                               2.74
                                        NA
                               2.75
## 2 Vietnam
              2013
                                      0.01
## 3 Vietnam
              2014
                               2.05
                                     -0.70
## 4 Vietnam
                                      0.35
              2015
                               2.40
## 5 Vietnam 2016
                               2.40
                                      0.00
```

5. Recoding numerical variables into categorical ones

Here's a list of some attendees for today's workshop, with names and contact info removed.

```
attendees <- read.csv('attendees.csv', stringsAsFactors = F)
head(attendees)</pre>
```

```
Occupation
##
                                           Job.title Age.group
                                                                 Gender
## 1
           Data Analyst
                               Data Quality Analyst
                                                          30 - 39
                                                                   Male
## 2
            PhD Student Student/Research Assistant
                                                          18-29
                                                                   Male
## 3
              Education
                                        Data Analyst
                                                          18-29
                                                                 Female
## 4
                                                          30-39
                                                                   Male
                Manager
                                         BAS Manager
## 5 Government Finance
                                Performance Analyst
                                                        30 - 39
                                                                   Male
               Engineer
## 6
                                   Display Engineer
                                                          30-39 Female
```

```
State.Province
                             Education
## 1
                 MA Bachelor's Degree
## 2
                 MA Bachelor's Degree
## 3
                      Master's Degree
           Kentucky
## 4
                 MA Bachelor's Degree
## 5
                      Master's Degree
                 MA Bachelor's Degree
##
     Which.data.subject.area.are.you.most.interested.in.working.with...Select.up.to.three.
## 1
                                                                                       Retail
## 2
                                                                                       Sports
## 3
                                                                                       Retail
## 4
                                                                                    Education
## 5
                                                  Environment, Finance, Food and agriculture
## 6
                                                  Environment, Finance, Food and Agriculture
##
## 1
## 2
## 3
## 4
## 5
## 6 Explore the field of data storytelling, including career options, Improve my ability to write with
     Which.type.of.laptop.will.you.bring. College.or.University.Name
## 1
## 2
                                        PC
                                                     Boston University
## 3
                                        PC
## 4
                                        PC
                                                     Boston University
## 5
                                       MAC
               Advanced Data Storytelling
     Major.or.Concentration College.Year
## 1
## 2
              Biostatistics
                                      PhD
## 3
## 4
                      PEMBA
                                 Graduate
## 5
## 6
##
     Which.Digital.Badge.track.best.suits.you.
## 1
                    Advanced Data Storytelling
## 2
                    Advanced Data Storytelling
## 3
                    Advanced Data Storytelling
## 4
                    Advanced Data Storytelling
                    Advanced Data Storytelling
## 5
## 6
                    Advanced Data Storytelling
     Which.session.would.you.like.to.attend.
## 1
                                     June 5-9
## 2
                                     June 5-9
## 3
                                     June 5-9
## 4
                                     June 5-9
## 5
                                     June 5-9
## 6
                                     June 5-9
##
                             Choose.your.status.
## 1
                Nonprofit, Academic, Government
## 2
## 3
                Nonprofit, Academic, Government
```

Student

4

```
## 5 Nonprofit, Academic, Government Early Bird
## 6
Professional
```

What if we wanted to quickly see the age distribution of attendees?

```
## ## 18-29 30 - 39 30-39
## 4 1 7
```

table(attendees\$Age.group)

There's an inconsistency in the labeling of the Age.group variable here. We can fix this using ifelse() by replacing the "30 - 39" with "30-39":

```
attendees$Age.group <- ifelse(attendees$Age.group == '30 - 39', # if attendees$Age.group == '30 - 39'

'30-39', # replace attendees$Age.group with '30-39'

attendees$Age.group) # otherwise, keep attendees$Age.group values the sam
```

This might seem trivial for just one value, but it's useful for larger datasets.

```
table(attendees$Age.group)
```

Now let's take a look at the professional status of attendees, labeled in Choose.your.status.:

```
table(attendees$Choose.your.status.)
```

```
##
## Nonprofit, Academic, Government
## 3
## Nonprofit, Academic, Government Early Bird
## 1
## Professional
## 3
## Student
##
```

"Nonprofit, Academic, Government" and "Nonprofit, Academic, Government Early Bird" seem to be the same. We can use ifelse() (and the R designation | for "or") to combine these two categories into one big category, "Nonprofit/Gov". Let's create a new variable, status, for our simplified categorization.

```
##
## Nonprofit/Gov Professional Student
## 4 3 5
```

What else?

- How would you use ifelse() and | to create a new variable in the attendees data (let's call it status2) that has just two categories, "Student" and "Other"?
- How would you rename the variables in the attendees data to make them easier to work with?

- What are some other issues with this dataset? How would you solve them using what we've learned?
- What are some other "messy" data issues you've encountered?