

# Congratulations! You passed!

TO PASS 80% or higher

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GRADE  
90%

## \*Course challenge\*

LATEST SUBMISSION GRADE

90%

### 1. Scenario 1, questions 1-5

1 / 1 point

You've just started a job as a data analyst at a small software company that provides data analytics and business intelligence solutions. Your supervisor asks you to kick off a project with a new client, Athena's Story, a feminist bookstore. They have four existing locations, and the fifth shop has just opened in your community.

Athena's Story wants to produce a campaign to generate excitement for an upcoming celebration and introduce the bookstore to the community. They share some data with your team to help make the event as successful as possible.

Your task is to review the assignment and the available data, then present your approach to your supervisor. Click the link below to access the email from your supervisor:



**Course 2 Scenario 1 Email from Supervisor.pdf**  
PDF File



Then, review the email, and the Customer Survey and Historical Sales datasets.

To use the templates for the datasets, click the links below and select "Use Template."

Links to templates: [Customer Survey](#) and [Historical Sales](#)

OR

If you don't have a Google account, you can download the CSV files directly from the attachments below.

CustomerSurvey - CustomerSurvey.csv

HistoricalSales - HistoricalSales.csv

After reading the email, you notice that the acronym WHM appears in multiple places. You look it up online, and the most common result is web host manager. That doesn't seem right to you, as it doesn't fit the context of a feminist bookstore. You email your supervisor to ask. **When writing your email, what do you do to ensure it sounds professional? Select all that apply.**

☒ Use a polite greeting and closing.



Correct

Professional emails use a polite greeting and closing, are free of typos, and are concise.

- ☒ Read your email aloud before sending to catch any typos or grammatical errors and to ensure the communication is clear.



**Correct**

Professional emails use a polite greeting and closing, are free of typos, and are concise.

- ☐ Write a clear subject line that gets a fast response so you can keep working: "WHM? NEED TO KNOW WHAT THAT IS RIGHT AWAY."

- ☒ Respect your supervisor's time by writing an email that's short and to the point.



**Correct**

Professional emails use a polite greeting and closing, are free of typos, and are concise.

## 2. Scenario 1 continued

1 / 1 point

Now that you know WHM stands for Women's History Month, you continue reviewing the datasets. You notice that the Customer Survey dataset contains both qualitative and quantitative data.

To use the template for the dataset, click the link below and select "Use Template."

Link to template: [Customer Survey](#).

OR

If you don't have a Google account, you can download the CSV file directly from the attachment below.

CustomerSurvey - CustomerSurvey.csv



**The quantitative data includes information from which columns? Select all that apply.**

- ☒ Column D (Survey Q4: If answered "Yes" to Q3, how many books do you typically purchase during March?)



**Correct**

The quantitative data includes information from columns A, C, and D.

- ☐ Column E (Survey Q5: What do you like most about Athena's Story?)

- ☒ Column A (Survey Q1: Do you plan to celebrate WHM?)



**Correct**

The quantitative data includes information from columns A, C, and D.

- ☒ Column C (Survey Q3: Do you purchase feminist books in honor of WHM, either for yourself or as a gift for someone else?)



**Correct**

The quantitative data includes information from columns A, C, and D.

### 3. Scenario 1 continued

1 / 1 point

Next, you review the customer feedback in column F of the Customer Survey dataset.

To use the template for the dataset, click the link below and select "Use Template."

Link to template: [Customer Survey](#).

OR

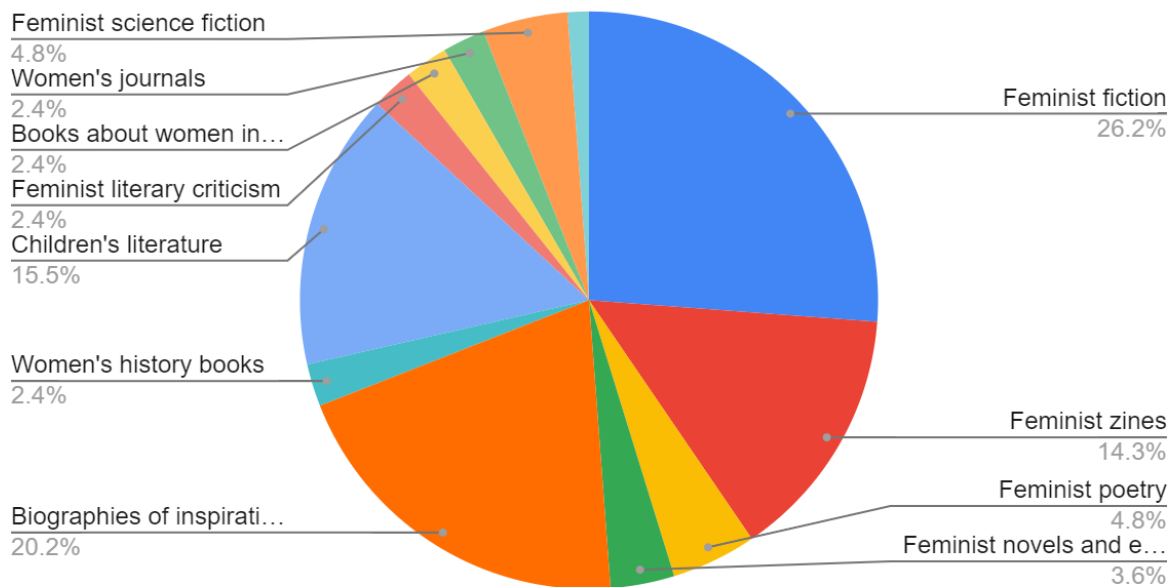
If you don't have a Google account, you can download the CSV file directly from the attachment below.

CustomerSurvey - CustomerSurvey.csv

The attribute of column F is, "Survey Q6: What types of books would you like to see more of at Athena's Story?" In order to verify that children's literature and feminist zines are among the most popular genres, you create a visualization. This will help you clearly identify which genres are most likely to sell well during the Women's History Month campaign.

Your visualization looks like this:

Count of Survey Q6: What types of books would you like to see more of at Athena's Story?



The chart you create demonstrates the percentages of each book genre that make up the whole. It's called an area chart.

☐ True

☒ False



**Correct**

It's called a pie chart. Pie charts are effective at demonstrating the percentages of a whole, such as the percentage of customers who would be interested in purchasing books of different genres.

4. Now that you've confirmed that children's literature and feminist zines are among the most requested book genres, you review the Historical Sales dataset.

1 / 1 point

To use the template for the dataset, click the link below and select "Use Template."

Link to template: [Historical Sales](#).

OR

If you don't have a Google account, you can download the CSV file directly from the attachment below.

HistoricalSales - HistoricalSales.csv

You're pleased to see that the dataset contains data that's specific to children's literature and feminist zines. This will provide you with the information you need to make data-inspired decisions. In addition, the children's literature and feminist zines metrics will help you organize and analyze the data about each genre in order to determine if they're likely to be profitable.

**Next, you calculate the total sales over 52 weeks for children's literature. What is the correct syntax?**

- ☐ =COUNT(D2:D53)
- ☐ =CALCULATE(D2:D53)
- ☒ =SUM(D2:D53)
- ☐ =MAX(D2:D53)



**Correct**

The correct syntax is =SUM(D2:D53). The SUM function adds the values of a range of cells. D2:D53 is the specified range.

5. **Scenario 1 continued**

1 / 1 point

After familiarizing yourself with the project and available data, you present your approach to your supervisor. You provide a scope of work, which includes important details, a schedule, and information on how you plan to prepare and validate the data. You also share some of your initial results and the pie chart you created.

In addition, you identify the problem type, or domain, for the data analysis project. You decide that the historical sales data can be used to provide insights into the types of books that will sell best during Women's History Month this coming year. This will also enable you to determine if Athena's Story should begin selling more children's literature and feminist zines.

**Using historical data to make informed decisions about how things may be in the future is an example of identifying themes.**

☐ True

☒ False



**Correct**

Using historical data to make informed decisions about how things may be in the future is an example of making predictions.

#### 6. Scenario 2, questions 6-10

1 / 1 point

You've completed this program and are now interviewing for your first junior data analyst position. You're hoping to be hired by an event planning company, Patel Events Plus. Access the job description below:



**Junior Data Analyst Job Description.pdf**

PDF File



So far, you've successfully completed the first round of interviews with the human resources manager and director of data and strategy. Now, the vice president of data and strategy wants to learn more about your approach to managing projects and clients. Access the email you receive from the human resources director below:



**Human Resources Director Email.pdf**

PDF File



You arrive Thursday at 1:45 PM for your 2 PM interview. Soon, you're taken into the office of Mila Aronowicz, vice president of data and strategy. After welcoming you, she begins the behavioral interview.

First, she hands you a copy of Patel Events Plus's organizational chart. Access the chart below:



**Patel Event Plus Org Chart.pdf**

PDF File



As you've learned in this course, stakeholders are people who invest time, interest, and resources into the projects you'll be working on as a data analyst. Let's say you're working on a project involving data and strategy. **Based on what you find in the organizational chart, if you need information from the secondary stakeholders, who can you ask? Select all that apply.**

☒ Project manager, analytics



**Correct**

If you need information from the secondary stakeholders, you can ask the project manager and the data analytics coordinator.

☐ Vice president, data and strategy

☒ Data analytics coordinator



**Correct**

If you need information from the secondary stakeholders, you can ask the project manager and the data analytics coordinator.

☐ Chief executive officer

7. **Scenario 2 continued**

0.25 / 1 point

Next, the vice president wants to understand your knowledge about asking effective questions. Consider and respond to the following question. Select all that apply.

**Let's say we just completed a big event for a client and wanted to find out if they were satisfied with their experience. Provide some examples of measurable questions that you could include in the customer feedback survey.**

☒ How would you rate your overall experience — poor, average, above average, or excellent?



**Correct**

In the SMART methodology, measurable questions can be quantified and assessed. This might include questions with yes-or-no responses, a 1-to-5 scale, or those with ranked responses.

☐ Was this your first time using Patel Events Plus to plan your event? Yes or no?

☒ Why did our event options and features create a successful event?



**This should not be selected**

Review [the video on SMART questions](#) for a refresher.

☐ Did you experience any problems with your event? Yes or no?

8. Now, the vice president presents a situation having to do with resolving challenges and meeting stakeholder expectations. Consider and respond to the following question. Select all that apply.

0.75 / 1 point

**You're working with a dataset that the data analytics coordinator should have cleaned, but it turns out that it wasn't. Your supervisor thought the dataset was ready for use, but you discover nulls, redundant data, and other issues. The project is due in less than two weeks. Which of the following options would be an appropriate approach?**

☒ Email your supervisor and the data analytics coordinator to communicate about the issue. Ask if you can meet to come up with a solution.



**Correct**

This situation presents an opportunity to communicate, collaborate, and foster positive working relationships.

☒ Provide your supervisor with a proposed revised timeline. Politely explain that you need some additional time to clean the data.



**Correct**

This situation presents an opportunity to communicate, collaborate, and foster positive working relationships.

- ☐ Proceed with the project using the available data. You don't want to get the associate data analyst in trouble, and you don't want to miss your deadline.
- ☐ Email the data analytics coordinator to ask if the two of you can work together to clean the data, as the project is on a tight timeline.

You didn't select all the correct answers

9. **Scenario 2 continued**

1 / 1 point

Your next interview question deals with sharing information with stakeholders. Consider and respond to the following question.

**Let's say you want to share information about an upcoming event with stakeholders. It's important that they're able to access and interact with the data in real time. Would you create a report or a dashboard?**

- ☐ Report
- ☒ Dashboard



**Correct**

Dashboards offer live monitoring of incoming data and enable stakeholders to interact with the data.

10. **Scenario 2 continued**

1 / 1 point

Your final behavioral interview question involves using metrics to answer business questions. Your interviewer hands you a copy of the Patel Events dataset.

To use the template for the dataset, click the link below and select "Use Template."

Link to template: [Patel Events Data](#)

OR

If you don't have a Google account, you can download the CSV file directly from the attachment below.

Patel Events Plus dataset.csv



Then, she asks: Recently, Patel Events Plus purchased a new venue for our events. **If we asked you to calculate the return on investment of this purchase, which metrics would you use?**

- ☒ Purchase price (column C)



**Correct**

Return on investment is made up of two metrics: the net profit over a period of time and the cost of the investment. By comparing these two metrics, you can determine the profitability of the investment.

☒ Net profit in 2019 (column F)

 **Correct**

Return on investment is made up of two metrics: the net profit over a period of time and the cost of the investment.  
By comparing these two metrics, you can determine the profitability of the investment.

☐ Purchase date

☐ 2019 events held at new venue (column D)