

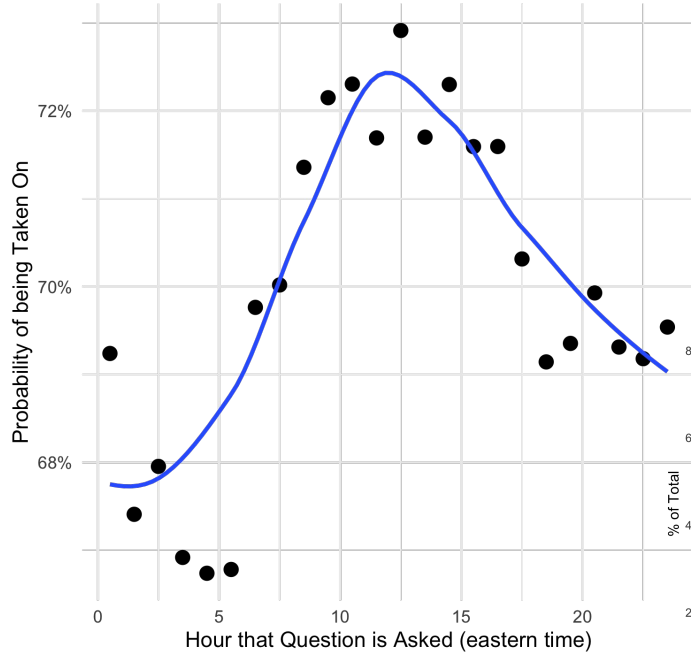
Factors Contributing to Unanswered and Unresolved Questions

Team 1:

Micah McMinn, Emily Kuykendall, Laura Cai, Ayush Batra

Time of Day

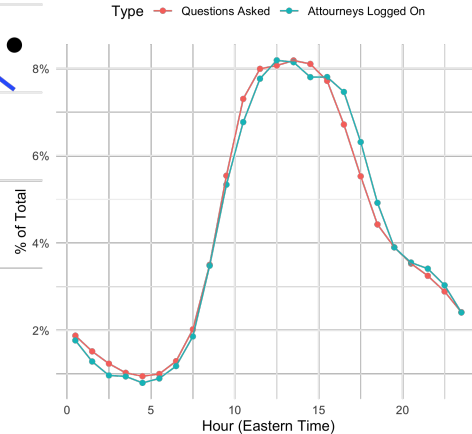
Middle of Night Questions are Less Likely to be Taken



Time of post impacts chance of being answered

- Early morning posts: less likely to be answered
- Less activity when question posted = lower chance of being answered

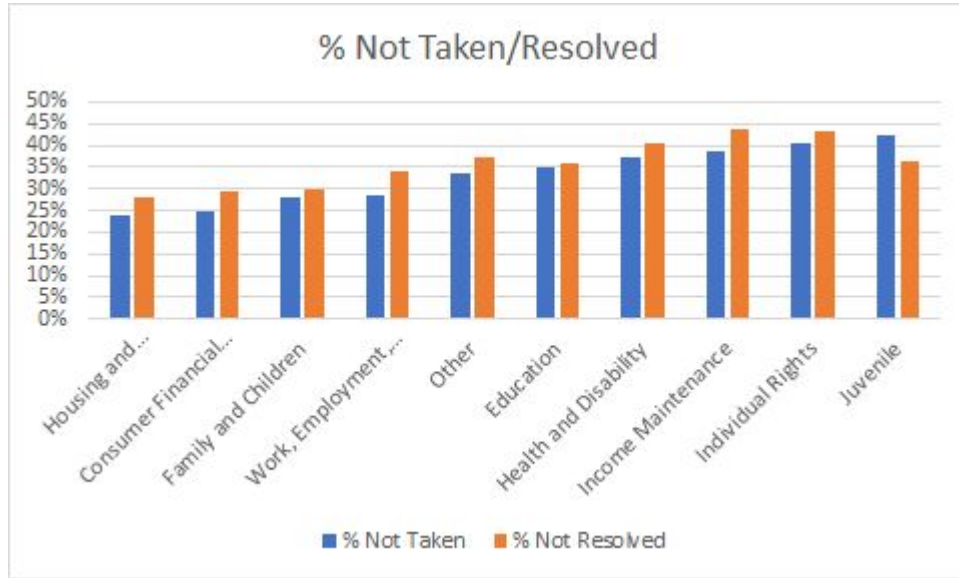
Times when Questions Asked & Attorneys Logged On



Recommendations

- Encourage answering questions posted between 1 a.m. and 6 a.m.
- Encourage users to post Q's between 7 a.m. and 9 p.m.
- Implement randomize/sorting system for posts during off-peak hours

Cases least likely to be taken on or resolved

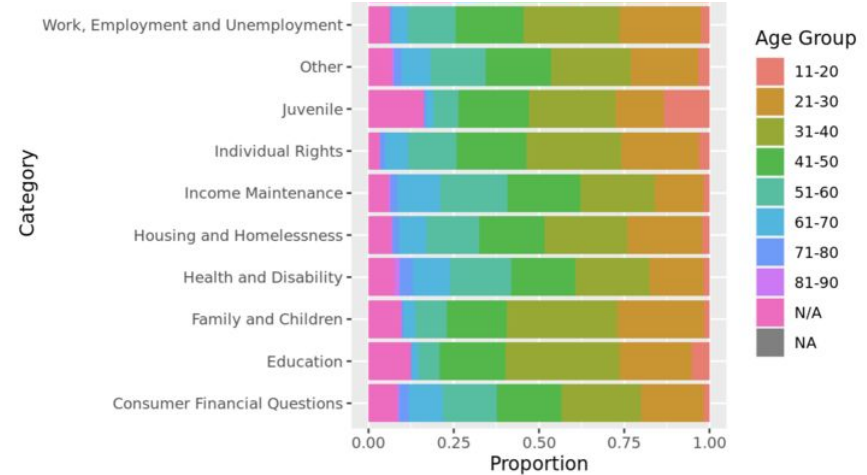


Not taken:

Juvenile: 42.6%
 Individual Rights: 40.3%
 Income Maintenance: 38.7%

Not resolved:

Income Maintenance: 43.6%
 Individual Rights: 43%
 Health and Disability: 40.5%



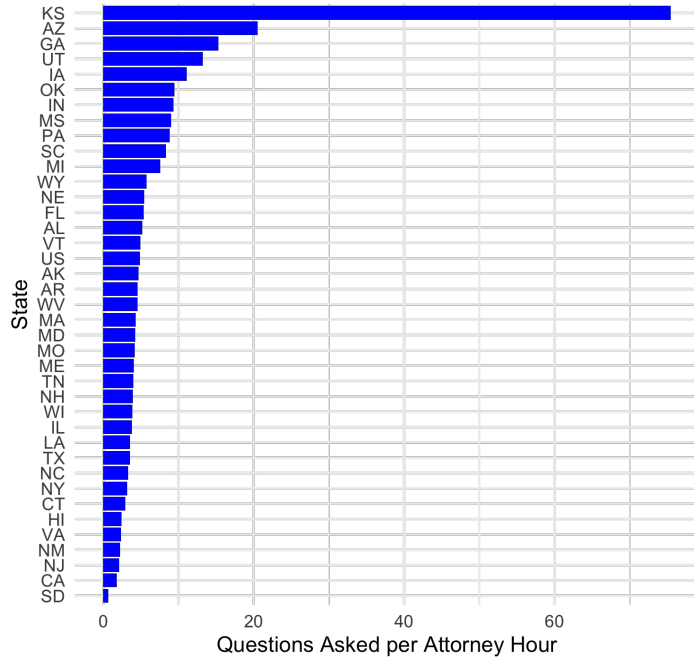
Income Maintenance and Individual Rights questions are more evenly dispersed among age

Recommendations

- Focus outreach on attorneys within these specialties

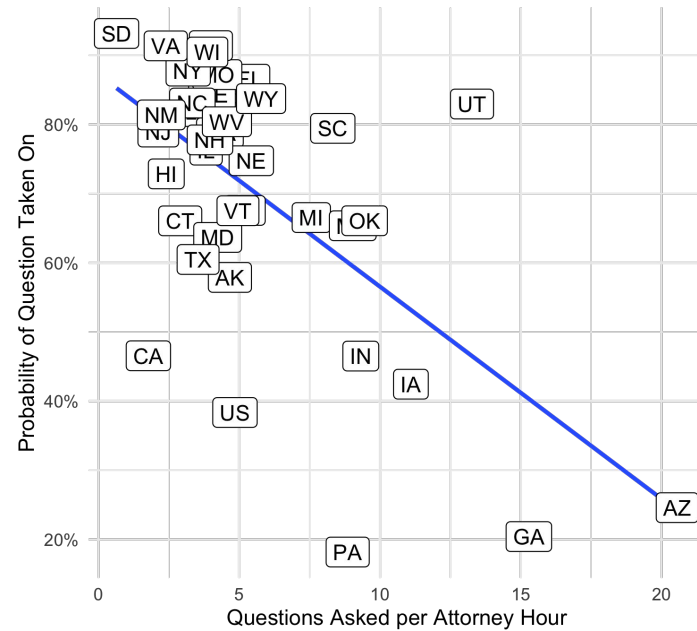
States

Kansas has the most Questions per Attorney Hour



Arizona, Georgia, Iowa need more Lawyers

Excludes Kansas (extreme outlier for questions per attorney hour)



States with High Demand, Low Supply (need more attorneys): Kansas, Arizona, Georgia