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**Poster Project Proposal**

As a group we wanted to research a subject matter that would involve a fairly large population. Our group decided to put our focus on Financial Services and more specifically financial transaction times. Everyone utilizes the services of banks or credit unions on a regular basis; however, many people go to the bank for a wide variety of purposes. So to narrow down our study we would like to concentrate on the different transactions that are performed exclusively at the drive-up windows. Our question that we would like to answer through our research is: “Do the types of transactions as well as the time it takes to perform each transaction at the drive-up windows vary depending on the time of the day such as the morning, afternoon, and evening?”

We have been given permission to obtain our data from America First Credit Union at the branch located at Jordan Landing in West Jordan. The data we collect will be from every eighth customer that utilizes the drive-up window teller Monday thru Friday. We will look at 2 sets of figures: first, how long each transaction takes to complete, and second, what type of transaction it is– for example cash withdrawal, deposit, both or other. These data sets will be grouped together for the morning, afternoon, and evening shifts, as the volume of customers and transaction types are likely to change throughout the day. The results of our research will be communicated through a **technical poster display**.

Our data will be significant to all because it includes a large population sample of individuals. Our research and data will allow someone to see about how long they can expect to wait for a specific type of transaction to be completed at the credit union’s drive-up window and will also assist people in considering what times of the day are best for visiting the branch.