Monitoring Analysis Example

Tracking Player Appearance Data

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Tracking Start and End Times for Appearances

Currently working in player engagement with the Spurs, one part of my role involves scheduling and coordinating the appearances of our players and staff. An appearance can be described as a planned and arranged occasion (for example; a community clinic, a sponsor event, a media opportunity, etc.) that will require some coordination due to schedules. To complete this assignment, I reviewed if there were both start times and end times listed for the appearance records from October 20th. There were 15 out of the 20 records that had both start times and end times listed which was a completeness rate of 75%.

We have an "appearance tracker" at our organization. This is an excel spreadsheet we use to track event details. It acts much like a list. Each individual row represents one scheduled event, while the columns represent different attributes of the event (date, event name, time, address, location, requesting department, participants). We also have a column titled "department" which indicates the team that requested or coordinated the event. I utilized the October portion of our appearances document. All twenty entries for 10/20/2026 are in rows 3 – 22 below the title and column headers.

Process Identification

The process that will be monitored involves tracking the addition of appearances on the schedule in terms of the two times recorded (start/end). The first step in monitoring this process would include adding the event, then retrieving the start and end time of the event from the requesting department. The second step in monitoring this process would involve checking for missing information. A 1-hour block of time (e.g. 1:00 – 2:00) creates a one-hour scheduling window. "Pre-Game" indicates that the activity occurs prior to a game. There is no indication as to what time pre-game begins nor how much time should be allocated for travel, etc.

I accounted for each event by counting them once, regardless of multiple individuals being listed. Each entry dated October 20th was included in the count; including players, coaches and front office personnel. The data was reviewed with no changes made to the data. This review assesses whether the scheduled events have documented times. Attendance at these events, the date/time of input of the data and the individual's actual time participated at these events are NOT assessed.

Monitoring Method and Parameters

I only identified an event as completed once the time entry indicated that there was a start and end time referenced with either AM or PM, and the end time had to occur after the start time. If an event went into the next day, then the end date needed to reflect the next day. Every one of the fifteen completed records was in relation to events taking place on the same day. Times such as "Early Afternoon," "Pre-Game," "Pre-Game & Video," "TBD" (to be determined), or a blank did not represent completion. In this document, "completed" will refer to the time information portion of the event record alone, and not to any other aspects of the event record.

The key performance indicator (KPI) was the percentage of event records with both times listed. I took the number of complete records and divided it by the total number of records evaluated and multiplied by 100: $15 \div 20 \times 100 = 75\%$. The 5 incomplete records accounted for 25%. I want to set a 95% goal since almost all event records should contain sufficient data to establish a usable scheduling window. Using the same number of records, if I am allowed no more than one incomplete record, 19 records would require both times. Therefore, I would like to see at least 4 additional records with verified time information. My goal is what I believe would be reasonable to strive for in this case and is not currently a Spurs policy.

As to how I plan to monitor the completeness of event record time entries moving forward, I intend to utilize the monthly date groups contained within the chart's date groups: days 1–7, days 8–14, days 15–21, days 22–28, and days 29 to month-end. At noon Central Standard Time on the day after each group ends, I would make a dated backup of the spreadsheet and evaluate its scheduled events. I would eliminate duplicate events, exclude those that clearly indicate they have been canceled, and report those date groups containing no eligible records as "No eligible records." Each incomplete record would have a person assigned to follow up. Any

group displaying less than a 95% completion rate would prompt me to review why these time entries are missing.

The data in figure 1 includes ALL of the events that were created as part of the initial review process. All data was extracted from the same saved Excel file. Therefore, the two groups did NOT come from two different reviews conducted in October. As Institute for Healthcare Improvement (n.d.) states, run charts help track changes over time using many observations. The chart in figure 1 shows our starting point; however, this does NOT represent an evaluation of a specific intervention. The horizontal reference lines shown on figure 1 do NOT represent Statistical Control Limits.

Observed Data

Table 1

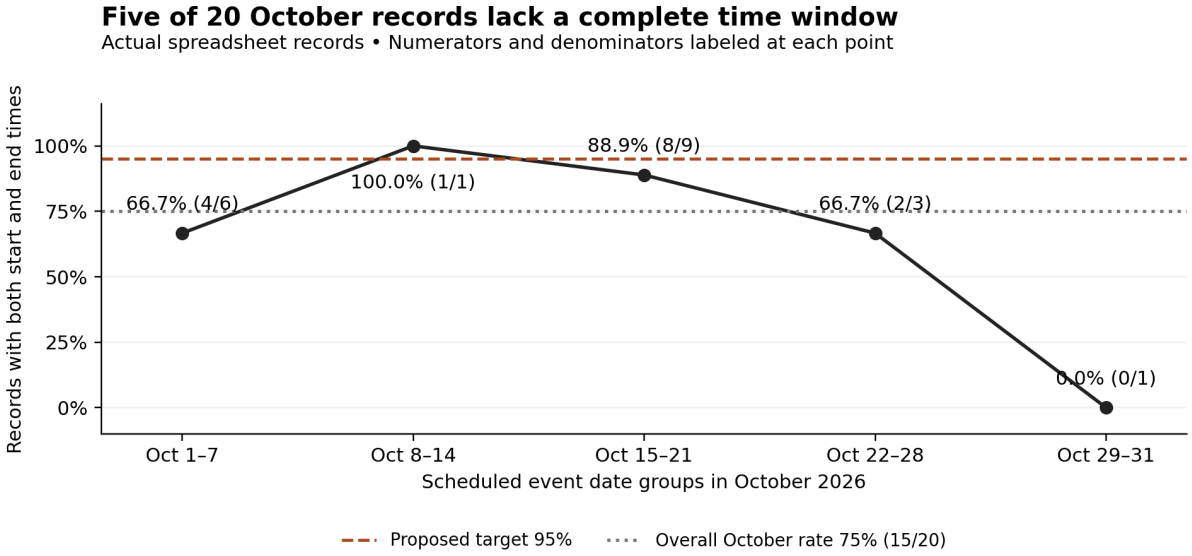
Audit of October Appearance Time Windows

Row	Date	Event name	Recorded time	Pass
3	10/4	Coaches Clinic	1:00 PM - 3:00 PM	Yes
4	10/4	Open Scrimmage	6:00 PM - 7:00 PM	Yes
5	10/6	NBA Security Training	11:30 AM - 12:15 PM	Yes
6	10/6	Spurs Club - Brian Wright	6:30 PM	No
7	10/7	NBA Media Training	11:30 AM - 12:15 PM	Yes
8	10/7	Q&A W/ Victory Capital - Mitch	Early Afternoon	No
9	10/14	NBA Gaming Policy	11:00 AM - 11:45 AM	Yes
10	10/15	Financial Education - Money Mapping/Investing	1:00 PM - 2:00 PM	Yes
11	10/15	Partner Summit	3:30 PM - 4:30 PM	Yes
12	10/15	DH Boomtown Card Sign	7:00 PM - 9:00 PM	Yes
13	10/16	Hill Country & Uvalde - First Responders Dinner	5:30 PM - 5:45 PM	Yes
14	10/16	Post Game Chalk Talk - Billy D	9:40 PM - 10:00 PM	Yes
15	10/18	Rodeo - KJ	2:00 PM - 3:00 PM	Yes
16	10/18	Flaunt Magazine Shoot - Steph	2:00 PM - 4:00 PM	Yes
17	10/19	Town Hall (SSE) - Brian Wight	1:00 PM - 2:00 PM	Yes
18	10/20	Ticketmaster Pre-Game M&G	Pre-Game	No
19	10/26	Devin Vassel Shoe & Check giveaway	3:30 PM - 4:30 PM	Yes
20	10/26	SYBL Clinic	6:00 PM - 7:00 PM	Yes
21	10/27	Filipino Heritage Night	Pre-Game & Video	No
22	10/30	Methodist - Halloween	TBD	No

Visual Display of the Results

Figure 1

Time Window Completeness by Scheduled Event Date Group



Note. The actual October worksheets have been grouped retroactively by their scheduled dates. Percentage values and whether the record was "passing" or "eligible" are indicated on each record. The total rate for all records in October was 15 out of 20 = 75%. This is different than the simple average of the 5 percentiles provided. The 95% line shown represents an intended operating goal. No control limits exist.

Note. *Figures created with assistance from ChatGPT (OpenAI, 2026). Data were obtained from the October worksheet of Spurs Player* Appearances Tracker.xlsx.

Read Figure 1 from left to right. The x-axis represents the date groups for the planned schedule, and the y-axis represents the percent of records with both the beginning and ending time. Black dots represent each group's result. Lines connect them so you can see how the different groups compare. Numbers like "66.7%" (4/6), refer to four of the six recorded event

entries being fully documented. The orange dashed line denotes the proposed 95% completion rate. The gray dotted line represents the 75% completion rate of October. The higher up on the graph, the more complete your documentation is.

Interpretation and Practical Application

There are five out of twenty October event entries that do not contain enough detail to determine a start-to-end date for their scheduled events. Three of these entries use either general descriptions or "TBD," while the remaining two include only start times. One has no end time associated with its start time. See table 1 for details about this figure. "Row" refers to the row number within the spreadsheet, "Recorded Time" displays what was recorded, and "Pass" will indicate if that recording contained both required times.

All five of the event entries shown on the chart have results as follows: 4/6 (66.7%), 1/1 (100%), 8/9 (88.9%), 2/3 (66.7%) and 0/1 (0%). Only the Oct. 8-14 week met the target set in the plan at 95%, however that week only had one event. Groups with fewer than three entries tend to vary greatly due to individual errors. The 0% result does not necessarily mean there was a decline in staff performance. This particular group includes the October 30th event which was still a pending request when the file was uploaded on Oct. 27th. It is possible that the information was updated after uploading.

I would first add separate start and end time fields for scheduled events and identify who should enter additional information for missing time. If tentative events are allowed, then staff can enter those without entering an end time. In addition, I would verify the requested times with the respective department and maintain a clear distinction between scheduled time and actual attendance time. Staff would find it easier to coordinate transportation, prevent scheduling conflicts, and inform attendees of their expectations regarding meeting time once they document their meetings with better accuracy.

Once I make these improvements, I would continue to monitor subsequent groups in accordance with the same guidelines, maintaining regular review dates. The monthly %

completed would be determined by adding all the completed records together, dividing by total eligible records, multiplying by 100. Alternatively, you could average the group %s giving each group equal representation regardless of size. The baseline established in October is a starting point for comparison purposes, i.e., 75%. Dated reviews would allow me to evaluate progress over time. Any group failing to meet or exceed 95% would require additional communication with the requesting department.

References

OpenAI. (2026). *ChatGPT* [Large language model].

https://chatgpt.com/

San Antonio Spurs. (2026). *Spurs player & family hub* [Internal tracking dashboard].