

1014-X1-985

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When asked to define "average," most people cite only the computational method for the arithmetic mean. This is not how children intuitively think of average, however. In this presentation, we discuss how we helped K-8 teachers who wished to become mathematics specialists comprehend children's understanding of average, and how to choose an average (mean, median, or mode) that is appropriate and fair in a given situation. In addition, we describe how we were able to incorporate the material and how students think about average into a standard freshman college statistics course. Our goal throughout was to develop a conceptual understanding of average, rather than a mere knowledge of procedures. Preliminary report. (Received September 26, 2005)