



Root-Cause Analysis

Purpose: Use the following root cause analysis protocol to troubleshoot any persistent, major challenges the program is experiencing and identify a strategic, data-driven solution.

Root Cause Analysis Protocol	
Step	Reflection
Define the problem	•
Specify which group is experiencing the problem	•
Gather the Data <ul style="list-style-type: none">Quantitative data: [Relevant data like test scores, attendance records, student surveys, observation notes]Qualitative data: [Student interviews, teacher feedback, focus group discussions] <p><i>Note: Disaggregate data by student population to properly diagnose</i></p>	•
Identify possible causal factors	•
Identify the root cause Keep asking the question “why” until the question can not be explained any further	•
Recommend actionable items and implement the solution	•
Monitor the solution and evaluate improvement	•