

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