

## **Root Cause Analysis Module**



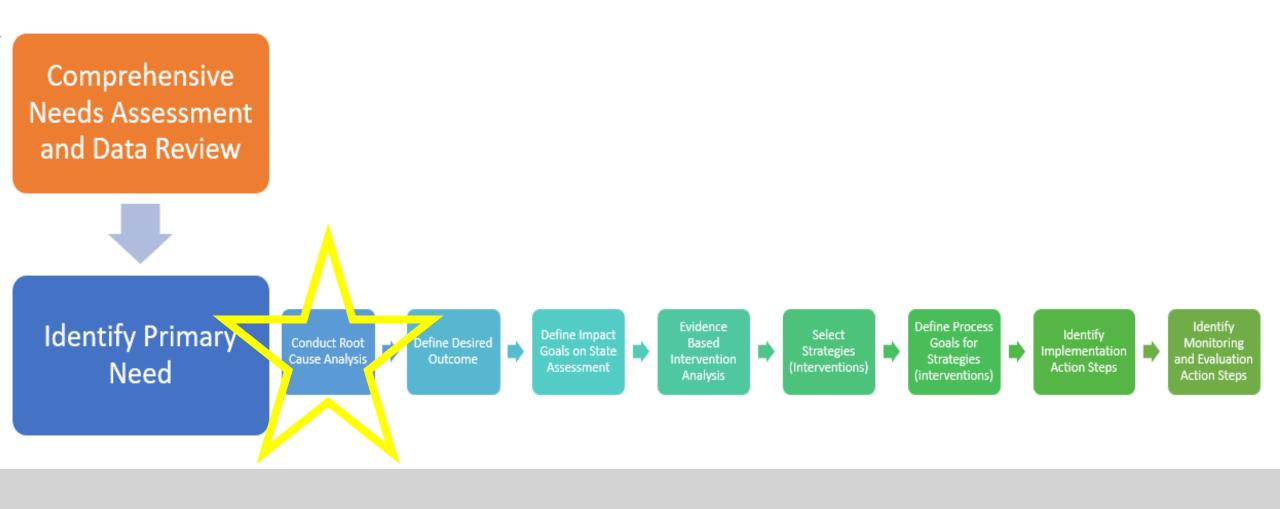
#### Learning Targets

Understand the purpose of conducting a root cause analysis Use the fishbone method to determine the root cause of your primary need

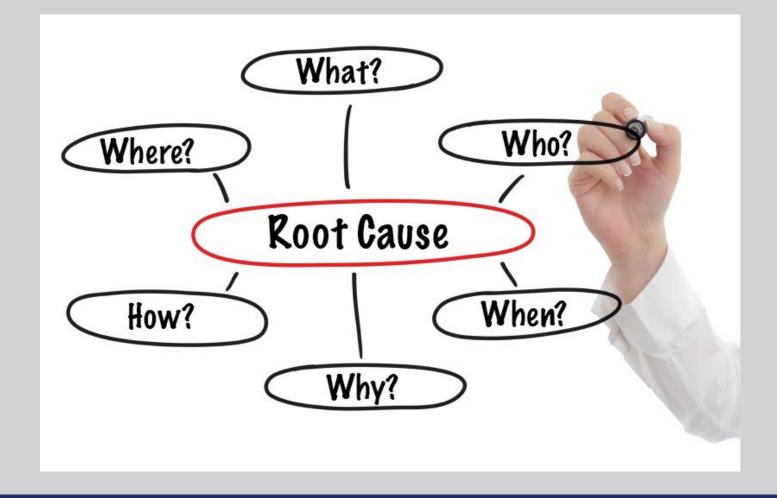
Create need statements and desired outcomes to solve the root cause

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#### Have a primary need, now what?





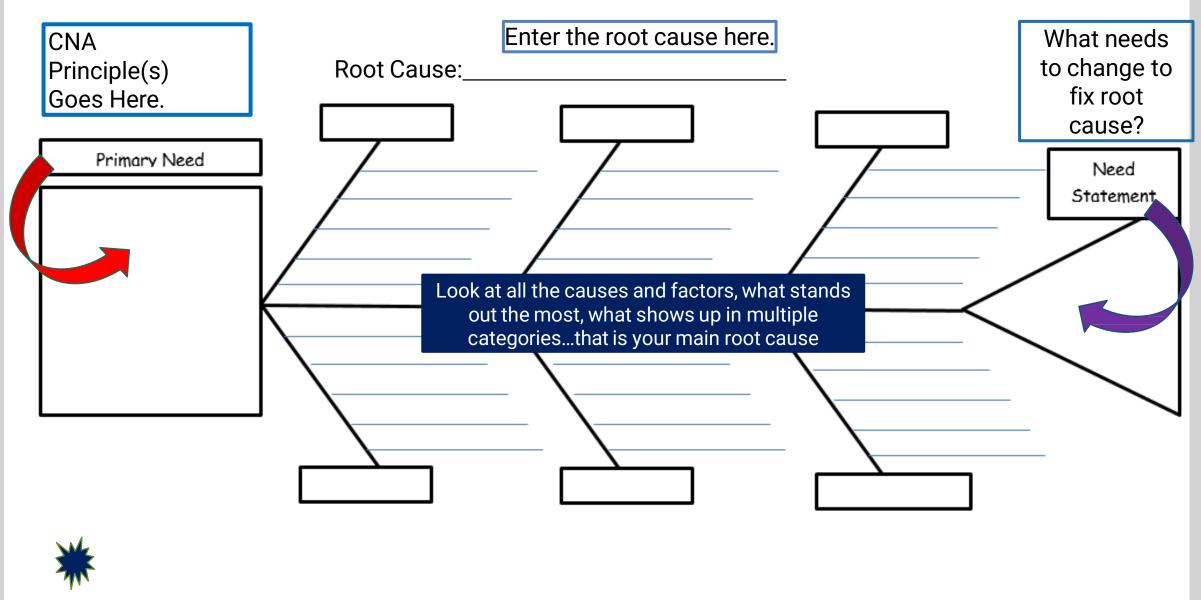
### The Fishbone Problem Solving Process



### Steps to a Successful RCA Process

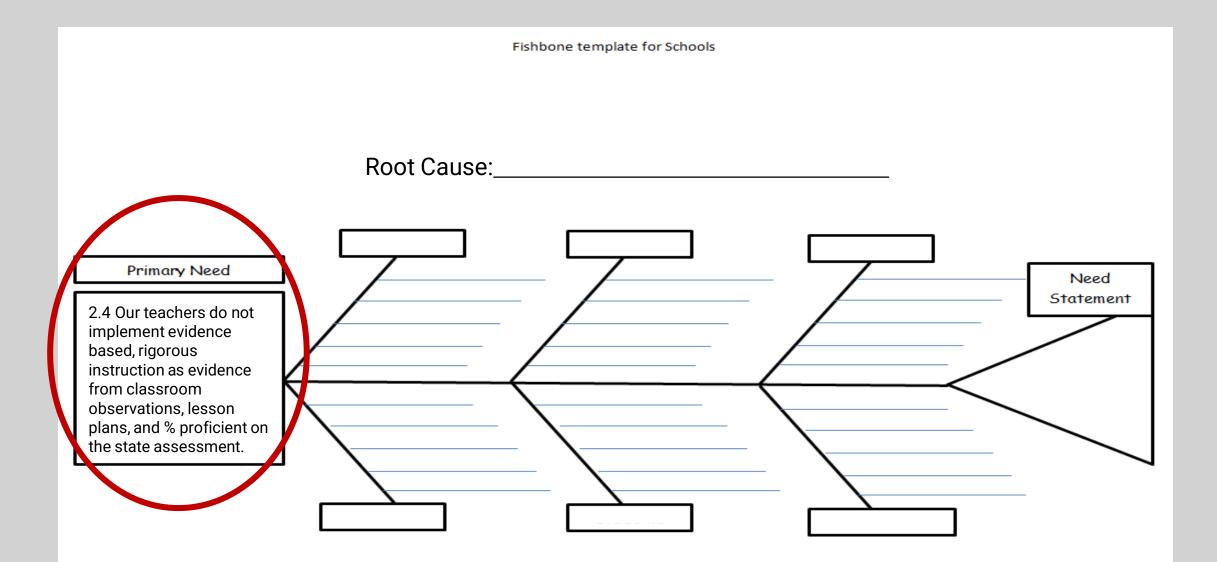
- Assign roles in your stakeholder team for facilitating, notetaking, time keeping, etc.
- Review and select appropriate questions to guide your discussions
- Use the CNA rubric to examine elements within the indicator
- Remain objective
- Stay out of problem-solving mode
- Sort your responses into categories
- Synthesize the responses into a major, or fundamental, root cause
- Develop a need statement
- Develop a desired outcome

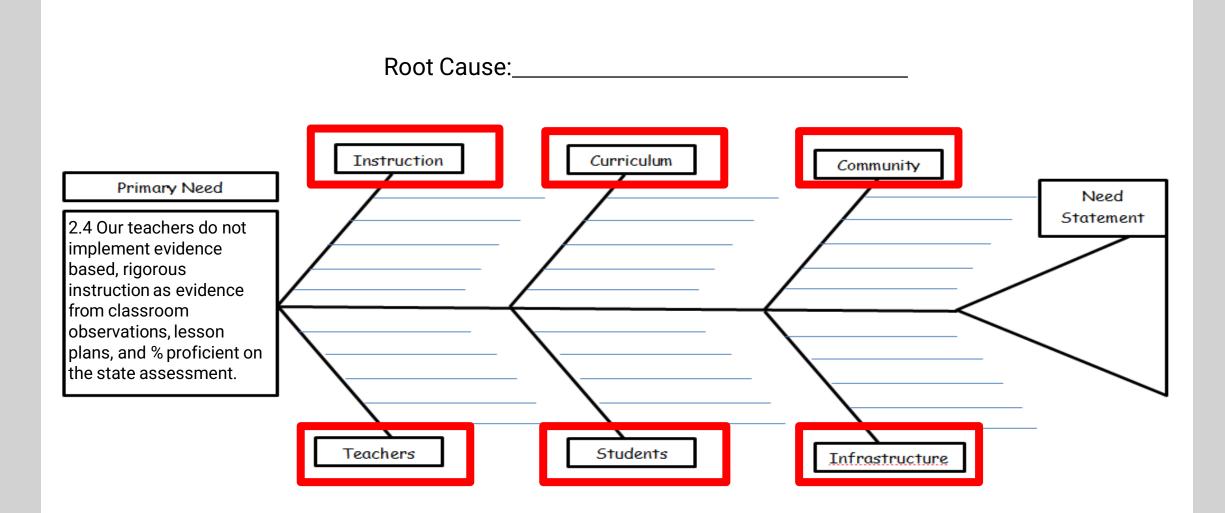




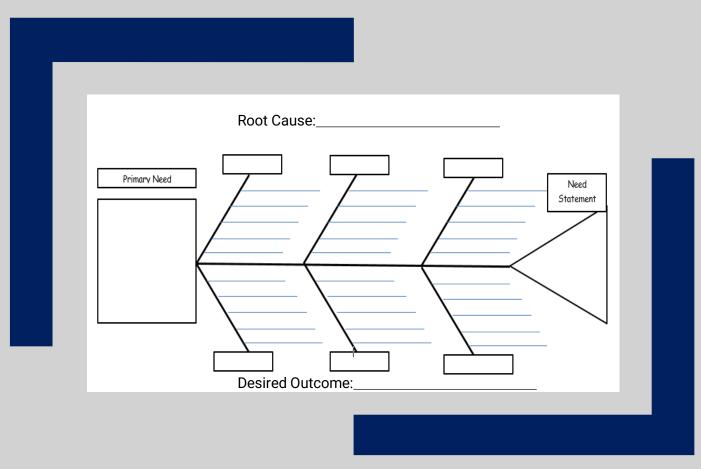
Describe the CNA principle after the problem is fixed.

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## **Possible Additional Fishbone Categories**



- Leadership
- Assessment
- Transportation
- Attendance
- Time
- Professional development
- Climate/culture
- Technology
- Subgroups

## Sample Target Questions

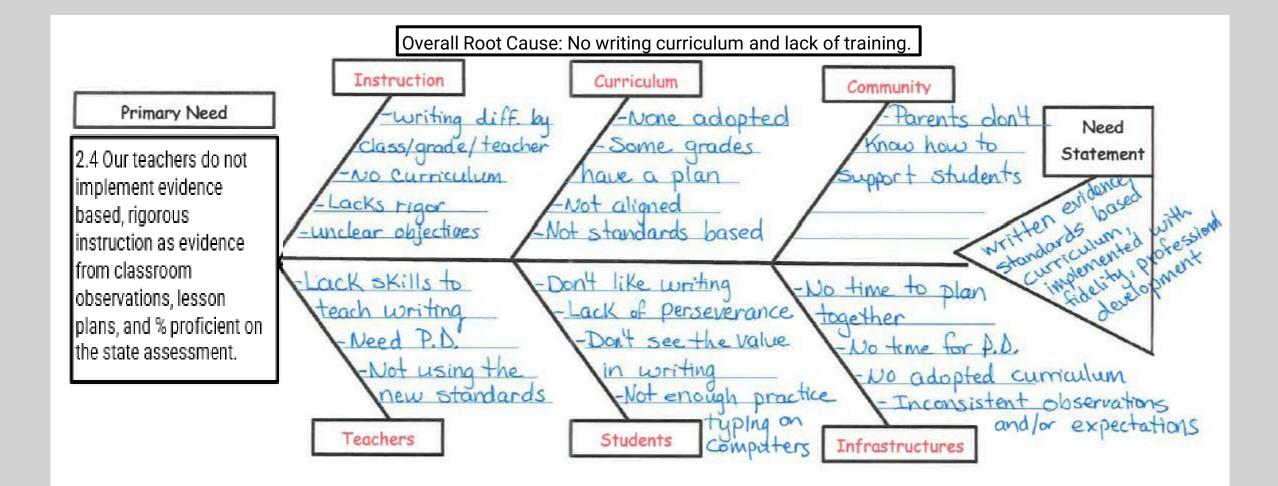
- How do you know the problem exists? What do you see happening?
- What conditions allow the problem to occur? Why is this happening?
- What are your teachers or staff doing or not doing to contribute to the problem?
- What are students doing or not doing to contribute to the problem?
- What is the community or family doing or not doing to contribute?
- What school systems support the problem? What systems do not support the problem?
- What barriers are in place?
- How does the curriculum contribute?
- How does time contribute? Does the school schedule play a role in the problem?
- What causes the teachers to contribute to the problem?
- Why do students feel or act a certain way?
- How does instruction contribute to the problem?
- Do you have a lack of fidelity to a system or program?





#### You Will Have to Study Your Diagram to Identify the Root Cause





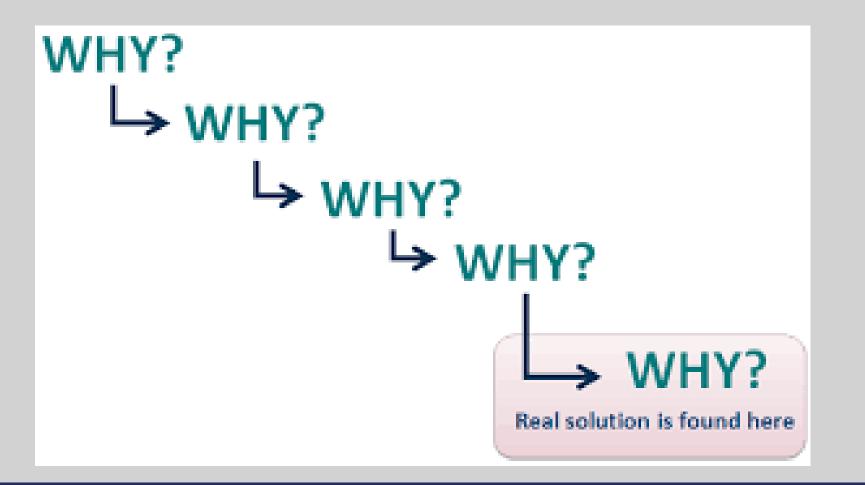
Writing curriculum aligned to grade & content standards, implemented with fidelity to increase % proficient on writing assessment.

## What if my tail is too big?



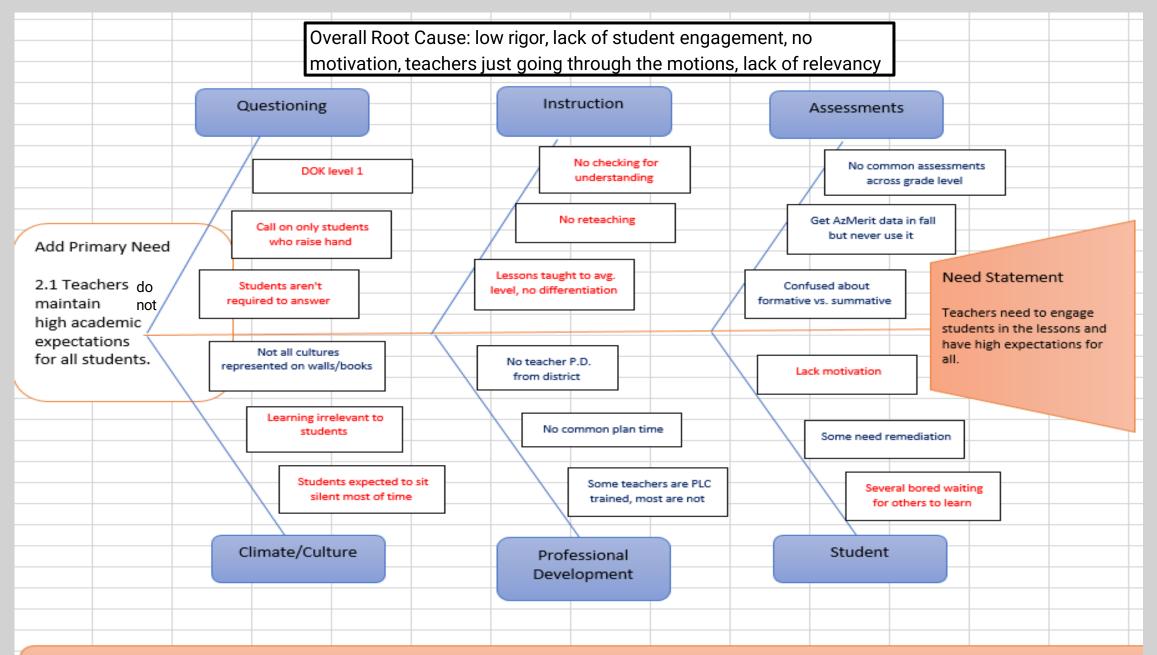


#### Sometimes you have to dig a little deeper...





### How to Use the 5 Whys



Desired Outcome: Teachers will maintain high academic expectations for all students by actively engaging them in high level learning activities in all areas of instruction.



Why do teachers have low expectations for student achievement?

> They don't understand the students' needs.

Why? Why? Why? Why? Why? Why?

They don't take time to build relationships with students.

They don't know how to build a relationship.

They don't have strategies to build relationships with students.

 $\sum_{i=1}^{n}$ 

## Need Statements

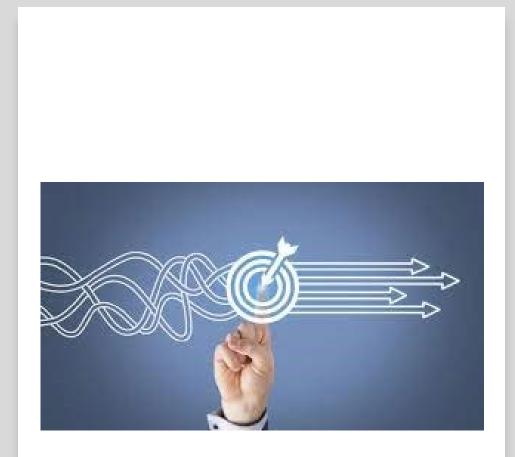
A. Teachers need to increase the practice of using higher level DOK questioning with students
B. We need to provide opportunities for parents and community to get involved in the school
C. Staff need opportunities to collaborate to review assessment data and create student action plans

## Desired Outcomes

A.Teachers will include DOK 2 and 3 levels of questioning in their daily planning and instruction
B.Create a team to develop and implement opportunities for parent and community involvement
C.Develop a schedule for team collaboration and expectations for assessment data review and student action plan creation

#### **RCA** Outcomes

- Generate deeper insights about your local needs
- Reveal the key factors contributing to your needs
- Prioritize which factors to address first
- Helps you make more informed decisions
- Ensures you avoid quick fixes that will not lead to meaningful change
- Identify, select, and plan for implementation of strategies that are likely to remove the root cause





## Alignment

#### Primary Need

Root Cause

#### Need Statement

Desired Outcome

Strategies and Actions

## A word about aTSI/TSI Subgroups

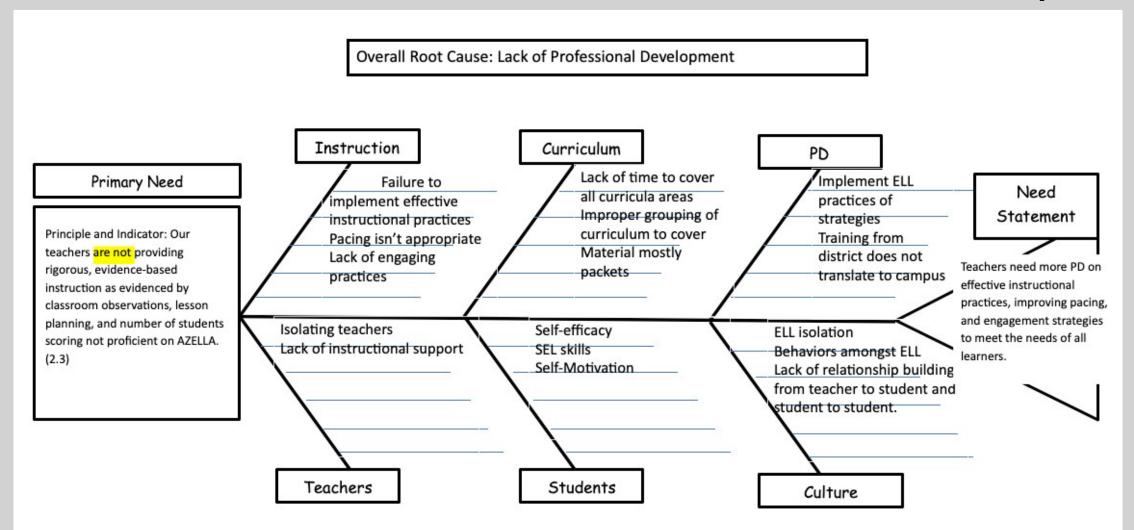
\* Must include your identified subgroups in your consideration of primary needs, root causes, need statements, and desired outcomes

- Create a separate fishbone that addresses root causes for subgroup performance.
- Can also embed subgroups as a category on a fishbone for an overall primary need.





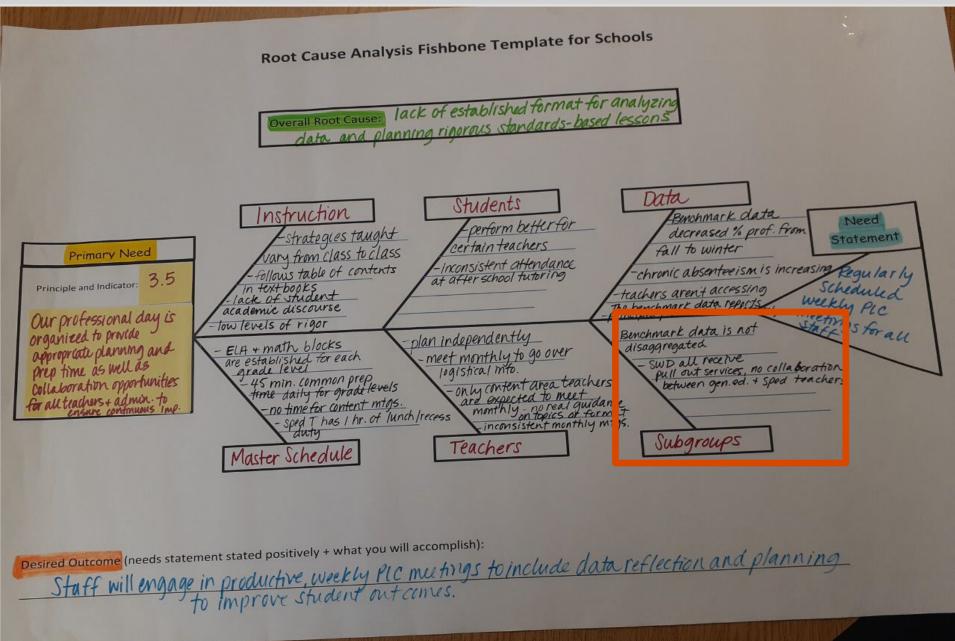
#### Root Cause Fishbone Focused on a Sub-Group



Desired Outcome (needs statement stated positively + what you will accomplish):

Our teachers will be trained in effective instructional strategies and will provide support in utilizing engaging practices to meet the needs of all learners.

#### Fishbone That Addresses Sub-Group Performance



#### **CSI Low Grad Rate Schools**

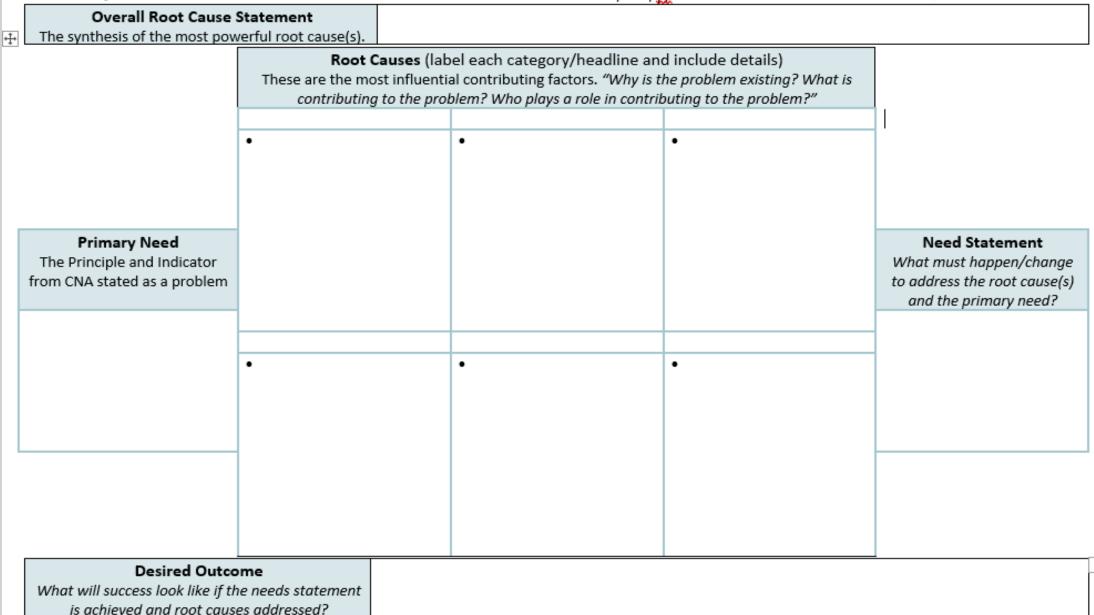
**Root Cause Analysis Fishbone Template** ABC School Social emotional supports and opportunities for school engagement for students are lacking **Overall Root Cause Statement** The synthesis of the most powerful root cause(s). Root Causes (label each category/headline and include details) These are the most influential contributing factors. "Why is the problem existing? What is contributing to the problem? Who plays a role in contributing to the problem?" Students Parents Systems Poor attendance on Hands off approach Academic benchmark Mondays and Fridays system is in place Language barriers Low academic skill level of Many are not available to . SEL student surveys are students come to school events in conducted twice a year Lack of transportation person Attendance tracking reports to/from school Many have signed up for are run weekly . Primary Need Need Statement Many are working full time the text communication Need to follow up on . The Principle and Indicator What must happen/change jobs withdrawals to code app from CNA stated as a problem to address the root cause(s) properly and the primary need? The school needs to provide support for students to cope Staff Student Surveys with social/ Inconsistent attendance in . Don't feel safe . emotional/behavioral issues and ELA department . Don't feel connected to needs to provide time and Increase Low Lack understanding of SEL school resources to offer more Want more/different strategies Graduation Rate activities beyond academics to 80% have been working at afterschool activities - clubs motivate students to come to the school 2 years or less or enrichment school 65% are in their first 5 years Lack of mentoring of teaching opportunities Counselor is for academic Appreciate being able to complete and submit work advisement only online at various times of the day/night The school will provide professional development in SEL strategies and trauma informed practices to Desired Outcome provide social/emotional support for students, as well as offer more activities outside of the academic What will success look like if the needs statement realm to motivate students to come to school, reducing absence rates, increasing student retention, and is achieved and root causes addressed? maximizing graduation rates.

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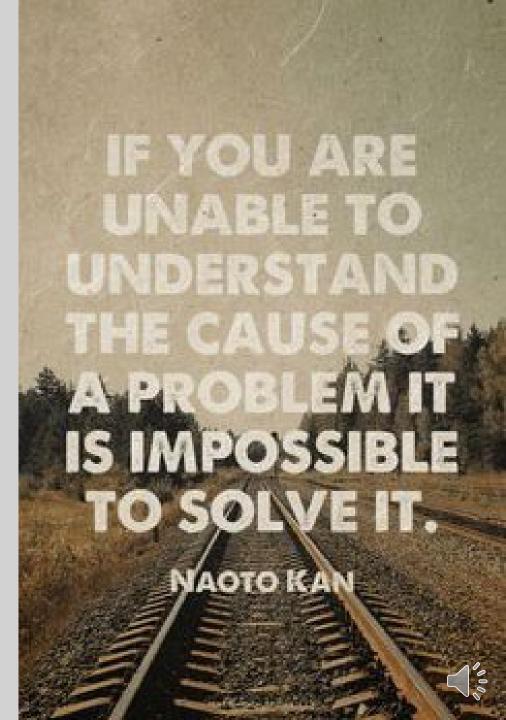


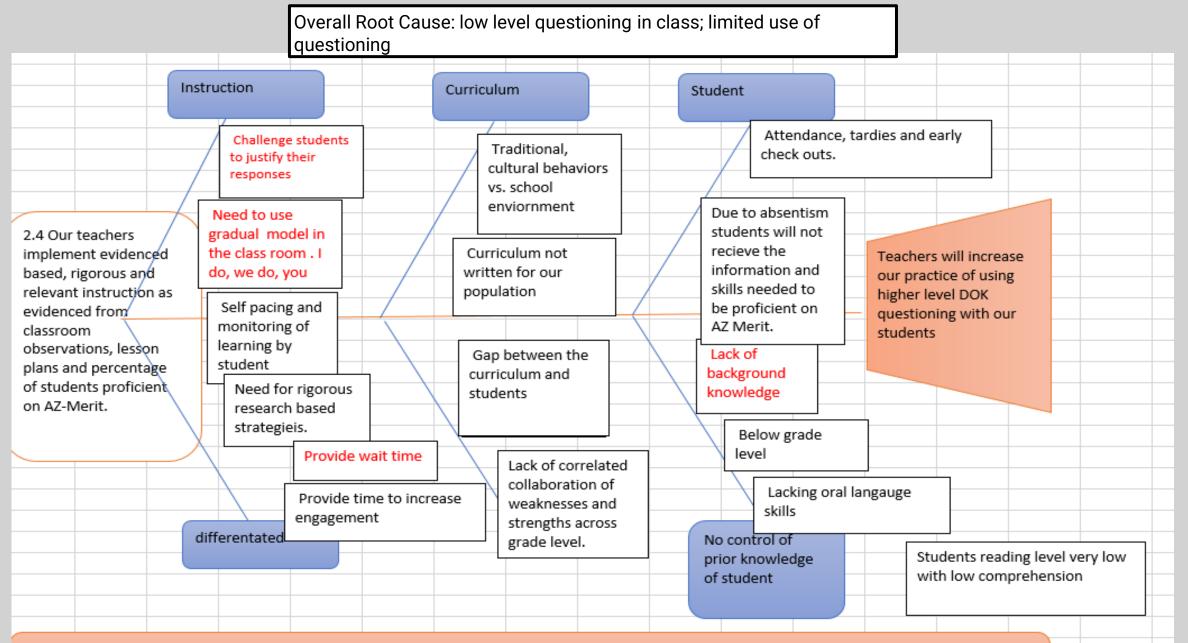
#### **Root Cause Analysis Fishbone Template**

School Name – revised dd/mm/yy

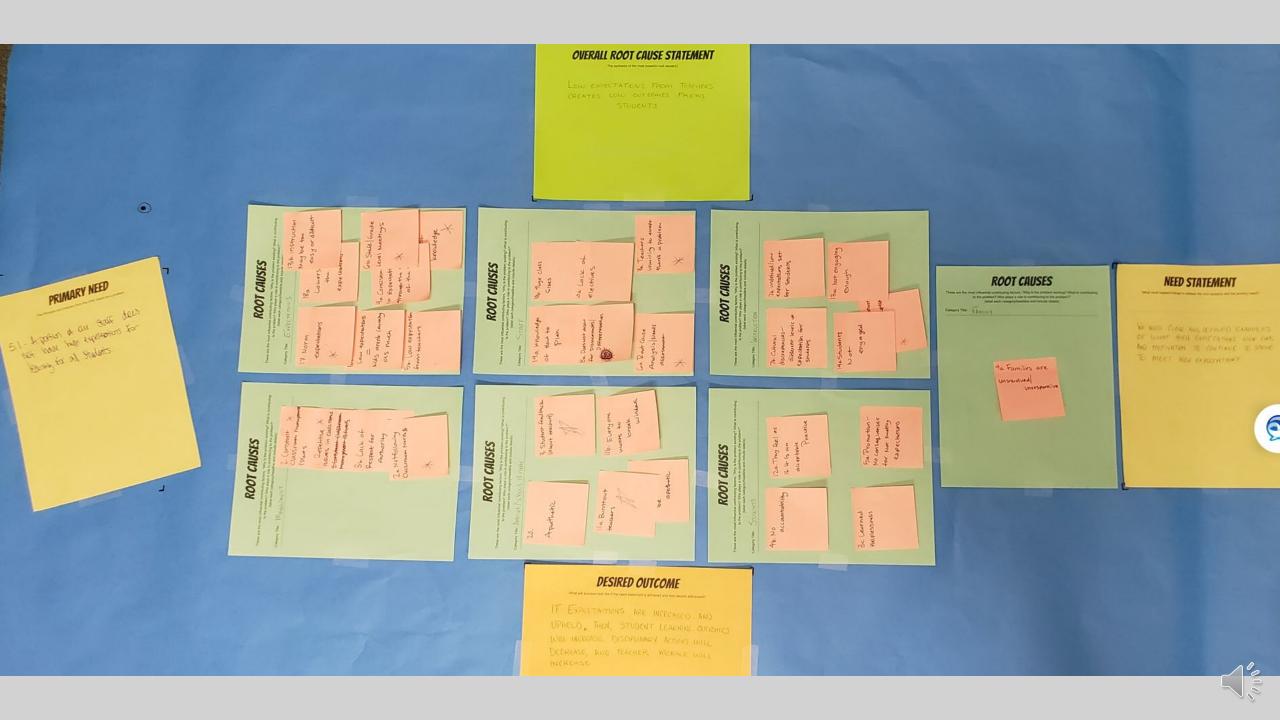


Additional Fishbones from Schools in Improvement

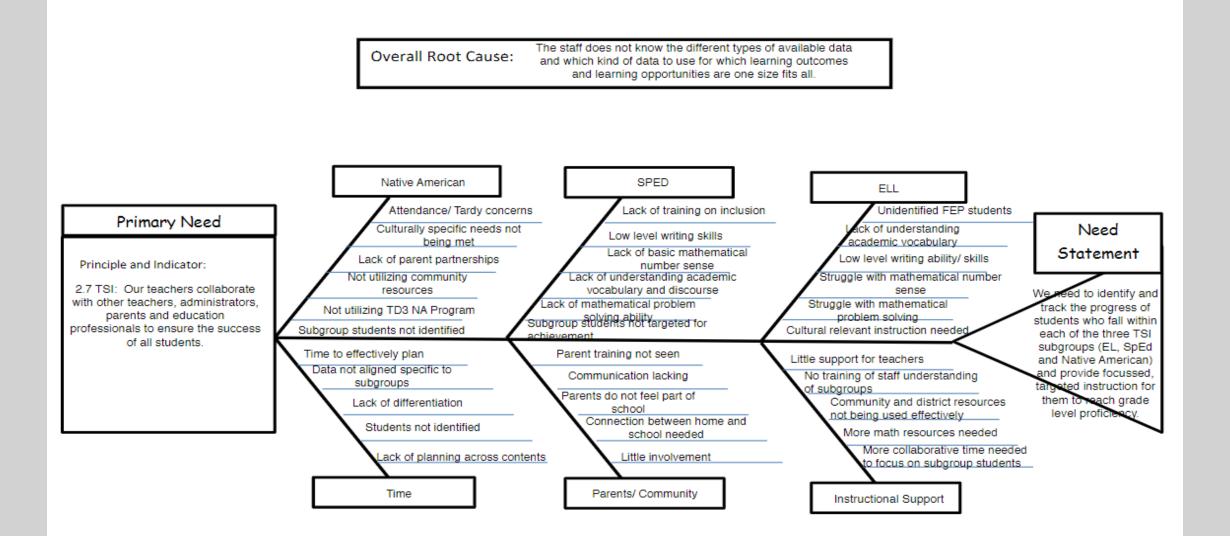




Desired Outcome Teachers will include in daily planning instruction to increase levels of DOK. We will use more DOK 2's and 3's.

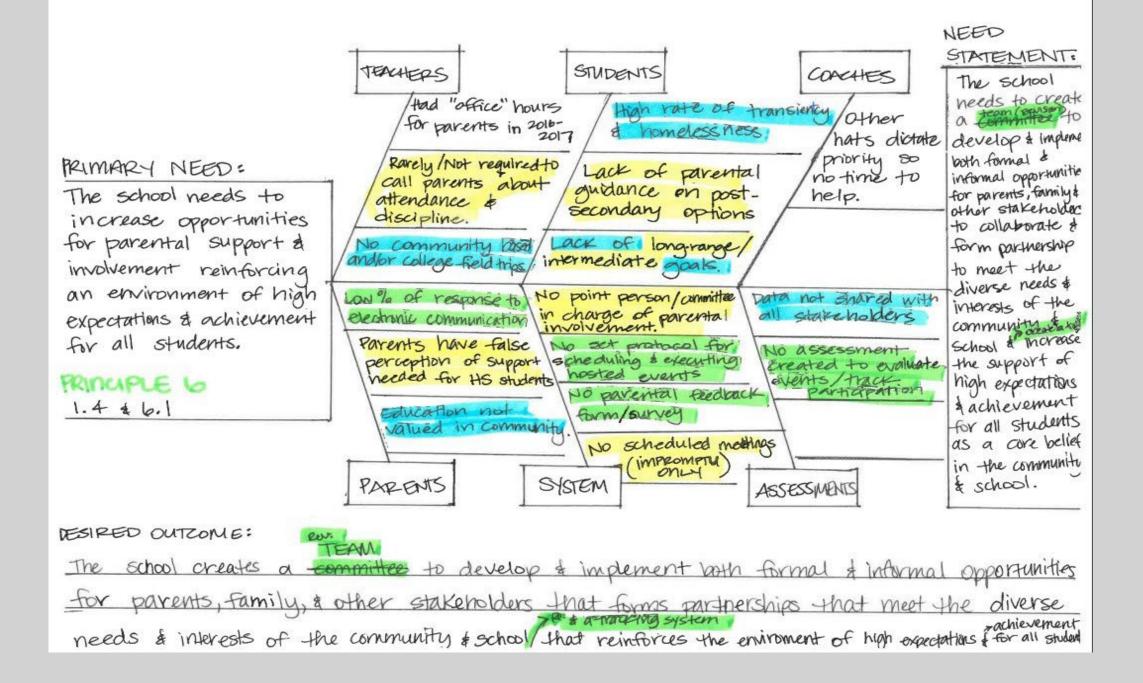


#### **Root Cause Analysis Fishbone Template for Schools**



Desired Outcome (needs statement stated positively + what you will accomplish):

By targeting instruction in a smaller setting based on data (skill deficiencies), TSI students will be provided more frequent and consistent feedback and meet grade level standards therefore decreasing the number of students needing additional support.





## Root Cause Analysis Fishbone Template

Overall Root Cause Statement Teachers are not prioritizing / focused on quality instruction and engagement because there						
The synthesis of the most pow						
Primary Need The Principle and Indicator from CNA stated as a problem Indicator 2.4 Our teachers do not implement <u>evidenced-</u> <u>based</u> , rigorous and relevant instruction.	These are the most influer	e asked to produce • Students are bored, which creates more behaviors • Lack of student stamina • Students are not engaged n • Students do not know what they're learning or how to guage whether they are learning it	the problem existing? What is	Need Statement What must happen/change to address the root cause(s) and the primary need? We need to narrow our scope to one engagement strategy (Thinking Maps)		
	Climate/Culture	Systems	Subgroups (TSI)			
	<ul> <li>No culture of learning</li> <li>Teachers do not believe all students can do rigorous work</li> <li>Do we value it?</li> <li>Lack of urgency</li> <li>Pandemic excuses</li> </ul>	<ul> <li>No clear "directory" or list of evidence-based strategies</li> <li>Need system so teachers can see examples of evidence-based, rigorous instruction (POD cycles?)</li> <li>Lacking common district wide assessments</li> </ul>	<ul> <li>Inconsistent differentiation for sped students in gen ed classrooms</li> <li>Sped teachers not using district curriculum</li> <li>Are engagement strategies used in sped settings?</li> </ul>			
Desired Outcome       Leadership will create a system of accountability to ensure Thinking Maps are effectively         What will success look like if the needs statement is achieved and root causes addressed?       Leadership will create a system of accountability to ensure Thinking Maps are effectively						

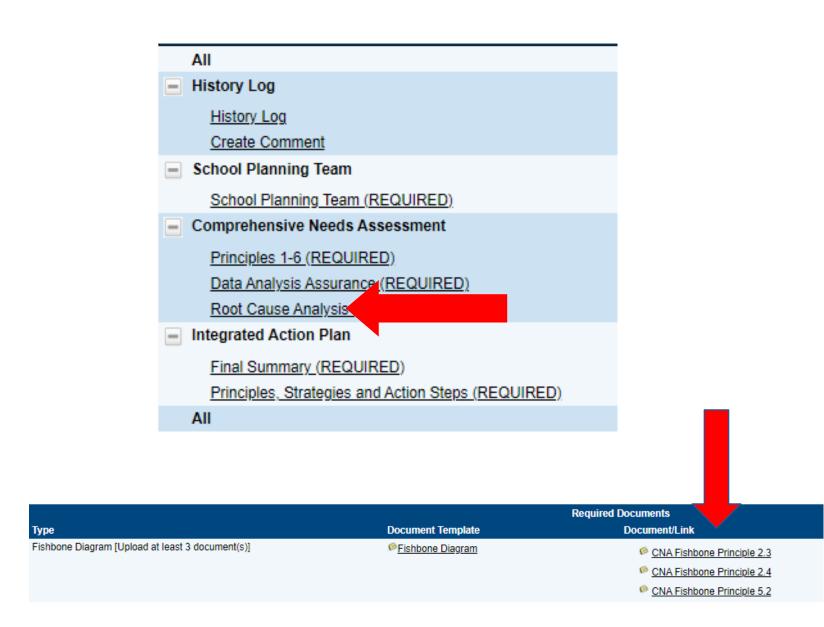


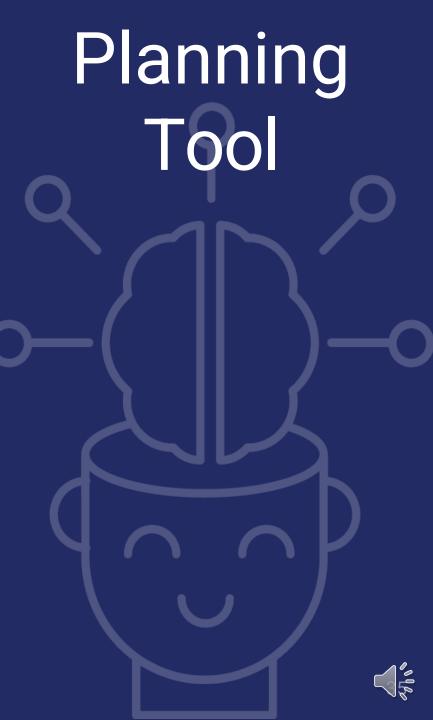
#### Root Cause Analysis Fishbone Template

Overall Root Cause Statement         There is a lack of accountability when it comes to the development and use of scaffolded           The synthesis of the most powerful root cause(s).         There is a lack of accountability when it comes to the development and use of scaffolded						
	These are the most influen contributing to the pro- Standards • Teachers are not consistently reviewing / unpacking the standards	<ul> <li>bel each category/headline an tial contributing factors. "Why is t oblem? Who plays a role in contril</li> <li>Diverse Learners: SPED</li> <li>Teachers are not fully aware of the required accommodations for SPED</li> </ul>	<ul> <li>he problem existing? What is buting to the problem?"</li> <li>Diverse Learners: ELD</li> <li>Teachers are not fully aware of the required accommodations for ELD</li> </ul>			
Primary Need The Principle and Indicator from CNA stated as a problem 4.4: Our written curricula do not accommodate the needs of all learners, including culturally relevant academic, behavioral, and social emotional learning components that meet the needs of the whole child.	<ul> <li>Teachers are not aligning standard verbs to assessment objectives</li> <li>Teachers are not identifying learning progressions that lead to the standards</li> </ul>	<ul> <li>students</li> <li>Teachers are not trained to accommodate existing materials appropriately</li> <li>Teachers are not consistently providing access to accommodated materials</li> </ul>	<ul> <li>students</li> <li>Teachers are not trained to embed language acquisition opportunities for ELD students</li> <li>Teachers are not consistently offering assessments independent of writing/speaking</li> </ul>	Need Statement What must happen/change to address the root cause(s) and the primary need? Newly created or modified scaffolded materials need to be uploaded into the LMS and visible to all stakeholders.		
	<ul> <li>Differentiation Techniques</li> <li>Teachers have limited / inconsistent understanding of differentiation techniques</li> <li>Teachers cannot consistently apply appropriate differentiation to sub-groups</li> <li>Differentiation is not consistently planned for ahead of a unit</li> </ul>	<ul> <li>Student Buy-In</li> <li>Teachers do not provide appropriate amount of choice for summative assessments</li> <li>Teachers do not ensure existing assessment choices reflect current population</li> </ul>	<ul> <li>Curricular Materials</li> <li>Scaffolded materials built into the Summit platform are not designed with ELD and SPED students in mind.</li> <li>Existing scaffolded materials only exist in math and ELA curriculum.</li> </ul>			
Desired Outcome       Teachers will regulation         What will success look like if the needs       statement is achieved and root causes         addressed?       addressed		gularly assign scaffolded material	s in the LMS to diverse population	ons.		

#### **RCA Common Errors**

- Bones contain solutions or next steps
- Limited/brief details in the bones
- Laundry list of root causes, which are actually symptoms
- Root cause is out of the school's control
- Need statement (tail) is a repeat of the primary need (head)
- Need statement and/or desired outcome lists what students need to do
- aTSI/TSI subgroups are not included
- Limited team participation in the discussion
- Lack of alignment between the root cause, need statement, and desired outcome



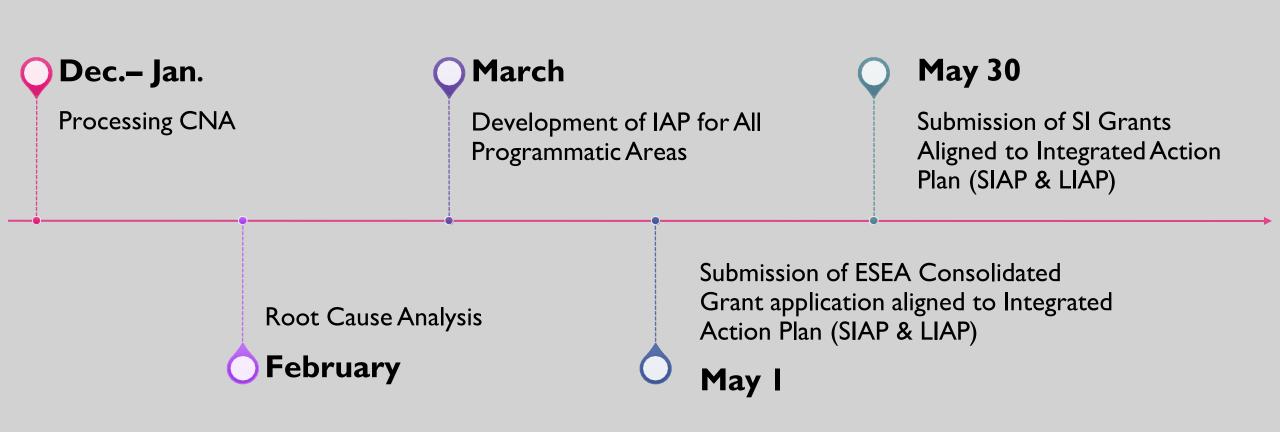


## Final Summary Chart

Summary and Needs Identification - Using the summary of your data above and your three fishbone root cause analyses, complete the Summary and Needs Identification chart below for your top three primary needs. Use one row for each primary need.

Primary Needs Indicator #	Step 1) Identify Your 3 Primary Needs	Step 2) Identify Root Causes	Step 3) Write Primary Needs Statements	Step 4) Write Desired Outcomes
Indicate the principle and indicator for each of your primary needs, (i.e., 2.3)	Write the description of the CNA indicator (Head of the fishbone)	List the one major contributing factor to the problem (Body of the fishbone)	Write Primary Need Statement - List the action needed to solve the problem (Tail of the fishbone)	Describe what you will do and how it will impact students. This is a positive restatement of your need statement.
* 2.3	* Based on all available student data, teachers do not intentionally plan instruction that supports every student in meeting rigorous learning goals by differentiating instruction and implementing Universal Design for Learning.	* Teachers do not consistently use data to design effective instruction for all learners.	* Teachers need to create success criteria and develop, deliver, and analyze daily formative assessments to drive instruction.	* Teachers will create success criteria in order to develop, deliver, and analyze daily formative assessments that drive instruction.
* 2.4	* Our teachers do not implement evidenced-based, rigorous and relevant instruction.	* Teachers are not utilizing strategies to engage all learners in their learning.	* Teachers need to plan for and know how to implement engagement strategies in their instruction.	* Teachers will implement strategies in their instruction that engage students in their learning.
* 5.2	* Our staff does not create an environment which builds mutual respect among leadership, teachers, students, and families.	* We have no way to collect meaningful student input and feedback	* We need to develop a system to collect student input and/or feedback on school-wide practices and policies	* Leadership will develop a system/protocol to collect student input and/or feedback on relevant school-wide practices and policies.

#### SUGGESTED TIMELINE FOR ANNUAL PLANNING





#### PLANNING TOOL NAVIGATOR WEBSITE

#### https://www.azed.gov/titlei/planning-workflow/

#### **GME Micro-Trainings:**

#### **Planning Tool Micro Training**







If you would like copies of the tools used throughout the webinar, please visit <u>https://www.azed.gov/improvement/support-improvement-professional-learning</u> <u>All documents are posted below the module.</u>

If you need additional support or have any questions, please contact your program specialist or send a message to <u>SchoolImprovementInbox@azed.gov</u>

# Thank You

