**Time:** 45 minutes

**Overview:**

Through a COGS (Challenges, Opportunities, Gaps, Surprises) activity, students review their interview data to narrow down the root problem.

**Objective:**

Students will be able to identify the user’s root problem.

**Materials & Setup:**

Team’s interview notes/recordings/photos

[Student copies of Narrow the Root Problem document/post-its/index cards](https://blossoms.mit.edu/sites/default/files/project/page_files/Day-7-Narrow-the-Root-Problem.pdf)

[Student copies of Exit Ticket Narrow the User's Problem document](https://blossoms.mit.edu/sites/default/files/project/page_files/Day-7-Exit-Ticket-Narrow-the-User-Problem.pdf)

**Activity:**

|  |  |
| --- | --- |
| **Overview** | **Details** |
| **Find the pattern**Question: What user question will arise in your COGS story? **Stuck? Provide a guiding question.****Closure** | * Teams gather all of their interview data, spread out on the team’s tables.
* Teams group the interview data themes in the correct category (challenge, opportunity, gap, surprise) use any method given ([Narrow the Root Problem document](https://blossoms.mit.edu/sites/default/files/project/page_files/Day-7-Narrow-the-Root-Problem.pdf), post-its, index cards) to cluster like-minded ideas.
* Pause time: Reflect on the trends and themes that emerged. Teams take a step back and reflect on the themes.
* Teams focus on any root causes within the themes.
* Write down the underlying root cause(s) noted from the patterns to continue for next class.
* Scaffolding Question: What do you notice about…” or taking two thoughts in their COGS work, “I wonder what the connection means between \_\_\_\_\_\_\_\_\_\_\_\_ and \_\_\_\_\_\_\_\_\_”
* Hand out [Exit Ticket Narrow the User's Problem](https://blossoms.mit.edu/sites/default/files/project/page_files/Day-7-Exit-Ticket-Narrow-the-User-Problem.pdf) document or make the exit ticket questions a class discussion if you’re short on time.
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