

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](#)

[Student copies of Exit Ticket Narrow the User's Problem document](#)

Activity:

Overview	Details
<p>Find the pattern Question: What user question will arise in your COGS story?</p> <p>Stuck? Provide a guiding question.</p> <p>Closure</p>	<ul style="list-style-type: none">• 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, 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 document or make the exit ticket questions a class discussion if you're short on time.