**Activity: Using a Fishbone Diagram to Identify Objectives for Improvement**

Your college examines course passing data and finds that only 50% of students scoring at lower levels on the TSI Assessment are passing the college course in your corequisite. Your job is to figure out what the “root causes” are of the issue that might be addressed through a continuous improvement process based on your expertise.

* Step 1: At your table, please fill in the following diagram to list the things in each area that might be most responsible for driving low success rates among lower-scoring students.
* Step 2: After listing a number of “root causes,” please come to a consensus on the top two areas where your table would like to focus improvement efforts and circle these top two areas of potential focus
* Step 3: Be prepared to report out to the group.

**Fishbone Diagram Worksheet**

**Instructors**

**Course structure and content**

**Problem:** Students at lowest levels struggling in the corequisite

**Students**

**Advising and support services**

**Example: Completed Fishbone Diagram**

**Students**

**College administrators, faculty, support staff**

Jobs, families limit availability

Large case loads

Limited advisor capacity

No single admin overseeing process

Students don’t follow advisor recommendations

High turnover rates

**Problem:** Challenges getting students into linked sections of the college course and developmental education support

**Facilities and supplies**

Software doesn’t

link courses

Lack of staff time to input course numbers

Product limitations

Linked course numbers often sent after registration starts

No requirement for students to meet with advisors before course registration

**Rules, policies, procedures**