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| **Academics - Deep Dive**  **studentName - subject - dateRange** |

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| **Problem**  *Describe the problem and list the most important questions that need to be addressed in order to fix it.* | | | |
| **Student** | studentName | **Level** | levelVar |
| **Campus** | location | **Date/Date Range** | dateRange |
| **Tempo Ticket** |  | **Zendesk Ticket** |  |
| **Problem Statement** | problemStatement | | |
| **Questions that need to be answered** | questionAns | | |

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| **Most important problem**  *After you perform your analysis, summarize your findings in a way that clearly explains the causes of the problem statement* | importantProblem |
| **What Alpha needs to do**  *Clearly state what needs to be done and by whom to fix the problem and help the student learn more effectively.* | schoolStatement |
| **What is the message for the student**  *Write what the student should do in a way that is clear and easy for the student to understand. If the student follows this recommendation, they should learn more effectively.* | studentStatement |

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| **Escalation reason (CS Only)**  *If this ticket was escalated by CS to Academics, explain why you could not solve the problem and guide the next worker on what is missing.* |  |

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| **Analysis**  *Add any supporting evidence or data in this section, such as the link to a video snippet of the recording. If required, structure your analysis flowing from the problem statement to a solution to complement the reasoning for the selected root cause or fix.* | | | |
| **Is the student progressing optimally?**  *Suboptimal progress is indicated by mastering less than 70% of the lesson target in the period. Struggling students often have low accuracy (below 80%).* | boolStudentProg | evStudentProg | descStudentProgress |
| **Is the student working at the right level?**  *Students should be bracketed by two standardized tests - one mastered (90%+ score) and one unmastered (score below 90%) in the grade immediately above.* | boolStudentLevel | evStudentLevel | descStudentLevel |
| **Is the student behaving as a '2hr learner'?**  *- At least 25 minutes/school day dedicated to learning*  *- Strived to meet their 'lessons mastered’ targets without squandering their learning time.*  *- Used the apps correctly and avoided learning anti-patterns.* | bool2hr | ev2hr | desc2hr |
| **What are the reasons for the lack of progress?**  *Struggling students consistently have low accuracy (below 80%) or take multiple sessions to master skills. This could be a consequence of anti-patterns, insufficient support, subpar skill plans, or knowledge gaps.* | boolLackProg | evLackProg | descLackProg |
| **Other insights**  *Are there other insights or analyses that are pertinent to the issue raised by the customer?* | boolOtherIns | evOtherIns | descOtherIns |