

Learning Goal #4: Problem-Solving

Learning Goal: Problem-Solving skills have been identified as one of the necessary learning outcomes for LeBow College students. This skill is consistent with the LeBow College of Business' Strategic Plan in which we state: "We value challenges, problem-solving, teamwork and an applied approach to education."¹ Our goal in implementing this learning outcome is to observe continued improvement in the problem-solving skills of our students. Again the LIFEfolio provides a mechanism for tracking continued progress and improvement of student problem solving/quantitative skill sets.

Procedure: Since the mission of Drexel University is connected to providing and integrating work experience with academic learning, co-op employers evaluate students on their problem solving skills using the following items on the student's evaluations at the end of the six-month co-op period:

- Accurately define the problem
- Identify all potential causes of the problem
- Identify the primary cause of the problem
- Identify all possible alternative solutions and courses of action that could be used to resolve the issue
- Assess the advantages and disadvantages of each possible solution and course of action
- Implement the most effective solution
- Assess if the problem has been solved by the new course of action
- Implement changes if necessary to improve the outcome

Frequency and Collection: The LeBow faculty developed the rubric for this learning goal and forwarded it to our co-op employers. As such, 250+ assessments are completed by employers each cycle for those students who have worked during the previous six-month co-op period.

¹ LeBow College of Business 2008 Strategic Report, page 9