College Unbound Lifelong Learning Competencies

Problem Solving

Criteria	Expert	Practitioner	Apprentice	Novice
Identifies and defines the problem.	Demonstrates the ability to construct a clear and insightful problem statement with evidence of all relevant contextual factors.	Demonstrates the ability to identify and state the problem with evidence of most relevant contextual factors and adequate detail.	Begins to demonstrate the ability to identify and state the problem with evidence of many relevant contextual factors, but problem statement is superficial.	Demonstrates a limited ability in identifying and stating the problem and its relevant contextual factors.
Asks the right questions.	Questions are focused, make use of the issues/concepts related to the problem, display original thought, and clearly target the root of the problem.	Questions are focused, demonstrate understanding of the issues/concepts related to the problem, and target the root of the problem.	Questions consider surrounding issues and identify a focus, though may address symptoms rather than the root of the problem.	Questions are too broad or too narrow, neglect surrounding issues, and do not help to focus the problem.
Identifies strategies for solving the problem.	Identifies multiple approaches for solving the problem that apply within a specific context. Seeks advice of those who have solved similar problems.	Identifies multiple approaches for solving the problem; some may not apply within a specific context.	Identifies only a single approach for solving the problem that applies within a specific context.	Identifies one or more approaches for solving the problem that do not apply within a specific context.
Proposes, evaluates and selects from among alternative solutions.	Proposes one or more solutions that indicate a deep comprehension of the problem, and its contextual factors as well as all of the following: ethical, logical, and cultural dimensions. Carefully examines feasibility and weighs impacts of solution.	Proposes one or more solution that indicates comprehension of the problem and its contextual factors as well as the one of the following: ethical, logical, or cultural dimensions. Adequately examines feasibility and weighs impacts of solution.	Proposes one solution that is "off the shelf " rather than individually designed to address the specific contextual factors of the problem. Gives little attention to feasibility or impact.	Proposes a solution that is difficult to evaluate because it is vague or only indirectly addresses the problem statement. Does not consider feasibility or impact.
Implements solution.	Implements the solution in a manner that addresses thoroughly and deeply multiple contextual factors of the problem.	Implements the solution in a manner that addresses multiple contextual factors of the problem in a surface manner.	Implements the solution in a manner that addresses the problem statement but may ignore relevant contextual factors.	Implements the solution in a manner that does not directly address the problem statement.
Evaluate outcomes.	Reviews results relative to the problem defined with thorough, specific considerations of need for further work.	Reviews results relative to the problem defined with some consideration of need for further work.	Reviews results in terms of the problem defined with little, if any, consideration of need for further work.	Reviews results superficially in terms of the problem defined with no consideration of need for further work