LeBow College of Business
Undergraduate Assessment BSBA
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 mission statement, which recommends the promotion of “life-long, interdisciplinary learning and creative problem-solving in a technological and global context.” Our goal in implementing this learning outcome is to see continued improvement in the problem-solving skills of our students.

Measurement of Goal: Since the mission of Drexel University is connected to providing and integrating work experience with academic learning, co-op employers will be asked to evaluate students. Employer evaluations will take place twice a year at the end of each co-op cycle; that is, at the end of the Winter and Summer terms.

Students’ skills will be measured as:

- meeting expectations
- exceeding expectations
- not meeting expectations.

The following eight-items will be used to assess student problem solving skills while on co-op:

- 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.

Reporting of results This learning goal and the outcomes of the annual assessment will be communicated to students, faculty and staff of the LeBow College of Business on an annual basis. Mechanisms for this will include the Dean’s newsletter (distributed to all faculty), presentations of results at college faculty meetings, in memorandums sent to the current Department chairpersons, and posted to a learning assessment web page which will be linked to the college website.

Action Plans: After the assessments are completed and the results communicated to the LeBow college community, action plans will be developed each year so that continuous improvement of student achievement toward the learning goal may be obtained. The
action plans may consist of, but not limited to, curriculum interventions, changes in course content and other steps deemed necessary by the assessment committee to improve the learning of our students.