

Syllabus List of Learning Goals for Problem Solving and Decision Making

Version 1

COURSE OBJECTIVES:

Dillard College Learning Goals addressed in this course:

Problem Solving and Decision Making

1. Problem Identification

- a. Student identifies the problem.
- b. Student can state multiple facets of the problem.
- c. Student makes reasonable assumptions when needed.
- d. Student assembles relevant information.

2. Explore Approaches/Tools

- a. Student develops a selection guideline of approaches/tools.
- b. Student evaluates alternative approaches/tools.
- c. Student selects most pertinent information for use.

3. Problem Solving

- a. Student understands data/information in use.
- b. Student interprets charts or figures in context.
- c. Student comprehends concepts in context.
- d. Student conducts quantitative analysis needed.
- e. Student conducts qualitative analysis needed.
- f. Student derives correct solutions.

4. Decision Making

- a. Student draws correct conclusions about the solutions.
- b. Student has an action plan toward the solutions.
- c. Student acknowledges limitations of the solutions.
- d. Student provides risk analysis of the solutions.

Version 2

COURSE OBJECTIVES:

Dillard College Learning Goals addressed in this course:

Problem Solving and Decision Making

1. **Problem Identification – Describe the problem accurately and completely**
 - a. Explain the problem in detail, looking at the different facets of the problem.
 - b. What assumptions need to be made?
 - c. What uncertainties are embedded in the information?
 - d. Assemble relevant information needed to identify the problem.
2. **Explore Approaches/Tools – Consider tools, assumptions, and biases**
 - a. Consider various ways you might solve the problem. Do you need software or other tools? Will you need help?
 - b. Evaluate alternative approaches to solving the problem, again, considering various individuals, tools or software that may be helpful.
 - c. Select the most important information for use.
 - d. Recognize and control for personal and group biases.
3. **Problem Solving –Analyze the information**
 - a. Organize the information so it is clear to understand.
 - b. Do additional research if needed.
 - c. Take time to think about the information you have gathered thus far.
 - d. Analyze the information.
 - e. Go through any step or phase listed above, several times, if needed, to further understand and clarify the problem or to identify solutions.
4. **Decision Making – Efficiently implement conclusions and direct strategic innovation**
 - a. Draw conclusions using reasonable guidelines for choosing among options.
 - b. Acknowledge, explain, and monitor limitations of endorsed solution.
 - c. Create an action plan for implementing solution.
 - d. What risks and benefits exist with this solution?
 - e. How can you assess the impact of your decision?