1. Identifying and Defining the Problem:
   a) Identify the obvious problem(s).
   b) Identify the hidden issue(s) or problem(s).

2. Gathering information related to the problem:
   a) What information from the student is needed to make an effective decision?

   b) What information from the college is needed to make an effective decision? (i.e. policies, other teachers, coordinators, program supports.)

3. Generating Alternatives:
   Generate a variety of alternatives. (i.e. potential next steps, responses, strategies)

4. Evaluating Alternatives and Selecting a Solution:
   Select a solution and explain your rationale.