

## *Annex D*

### **What adults can do at different levels of proficiency in problem solving in technology-rich environments**

**Proficiency at Level 3 (scores equal to or higher than 341):** Adults at Level 3 can complete tasks involving multiple applications, a large number of steps, impasses, and the discovery and use of ad hoc commands in a novel environment. They can establish a plan to arrive at a solution and monitor its implementation as they deal with unexpected outcomes and impasses. In the U.S. 5.1% of adults and on average across countries, 5.8% of adults score at Level 3.

**Proficiency at Level 2 (from 291 points up to 340 points):** At Level 2, adults can complete problems that have explicit criteria for success, a small number of applications, and several steps and operators. They can monitor progress towards a solution and handle unexpected outcomes or impasses. In the U.S. 26% of adults and on average across countries, 28.2% of adults score at Level 2.

**Proficiency at Level 1 (from 241 points up to 290 points):** At Level 1, adults can complete tasks in which the goal is explicitly stated and for which the necessary operations are performed in a single and familiar environment. They can solve problems in the context of technology-rich environments whose solutions involve a relatively small number of steps, the use of a restricted range of operators, and a limited amount of monitoring across a large number of actions. In the U.S. 33.1% and on average across countries, 29.4% of adults score at Level 1.

**Proficiency below Level 1 (scores below 241 points):** Below Level 1, adults can complete tasks in which the goal is explicitly stated and for which the necessary operations are performed in a single and familiar environment. They can solve problems whose solutions involve a relatively small number of steps, the use of a restricted range of operators, and a limited amount of monitoring across a large number of actions. In the U.S. 15.8% of adults and on average across countries, 12.3% of adults score below Level 1.



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