

## 3 February - 10 February 2018 FPVE Course Scorecard

**Course makeup:** 16 Active Duty and Civilian Coast Guard, 6 cruise industry stakeholders (cruise lines, class societies)

**Course critique summary:** Responses are from 1 (lowest) to 5 (highest). For each course date red denotes lowest rating(s), green the highest rating(s)

Course Date	Feb 18	Feb 17	Jan 17	Dec 16	Mar 16	Feb 16
Critique response rate	95%	95%	100%	100%	100%	95%
Class critique overall average	4.39	4.78	4.68	4.53	4.46	4.45
Class critique overall median	4.3925	4.776	4.689	4.532	4.44	4.44
Class critique overall standard deviation	.38680	.11388	.31622	.20415	.22516	.19353
Average # FPV exams by CG attendees	14.1	7.3	10.4	11.9	14.5	7.6
Average time in qualified as a FPV Examiner	0.0	0.0	0.0	0.0	0.0	1.0
How well course prepared for FPV exams	4.33	4.67	4.58	4.50	4.35	4.29
Training environment	4.19	4.72	4.71	4.59	4.61	4.48
Usefulness	4.76	4.89	4.71	4.59	4.57	4.62
Training materials	4.38	4.83	4.54	4.59	4.17	4.14
Material presentation	4.38	4.83	4.71	4.68	4.57	4.52
Instructor knowledge & preparation	4.86	4.94	4.92	4.77	4.65	4.76
Usefulness of cruise ship visits	4.62	4.72	4.67	4.09	4.13	4.38
Time allotted	3.62	4.61	4.58	4.45	4.61	4.38

**Critique response rate** is the % of attendees that provided written course feedback.

Red highlights the lowest overall mark and green is the highest mark.

**Comments:** Each comment that identifies a gap or positive, or suggests an alternative method or process is documented and evaluated. We're not able to include all comments here; however below is a summary of the most constructive comments and our action:

Attendee Comment/Suggestion	CSNCOE Action/Response
Perhaps having a short list of acronyms and their meanings can help industry students. (OCMI, COTP, MISLE, etc.)	These were included in your student guide and found on the thumb drive/disc handed out during the class. We will point this out in future courses.
Only being able to do the ship rider portion after the class day reduces its effectiveness.	We recognized the ship rider session must be re-aligned with the course presentations. We are working on better ways to implement this process.
Cover assessments after completion. Learning from exercises and correcting mistakes.	We agree and are working to incorporate this into the curriculum.
Field trips are very useful to identify deficiencies on recent lessons.	Thank you we appreciate your feedback.
Recommend course critique for each subject.	We agree and have implemented this into future courses.
Days are too long.	We recognize that the days are long. We have a limited time onboard and we have to maximize the time we have to get all the information to the students. We are working on ways to help reduce the daily time crunch.
Remove basic portions of the exam to make room for more in depth sections.	We are re-working all of the course presentations this year and hope to be able to provide more in-depth information.
Try to maintain one industry rep per table as there is good value working through assessments with different perspectives.	We agree and we do all we can to have industry participate. Unfortunately, we do not fund industry participation and can only provide invites to the class.
It would have been nice to have been able to go ashore and break down boundaries and establish rapport. (industry)	There is not enough time to allow port calls. Boundaries and establishing rapport should be happening during the course of instruction as well as during breaks and after hours.

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More concentration on the multiple choice questions asked at the beginning to make sure that I had the correct answers.	The intent of the initial test is to give the instructors an idea where the students stand on the subject matter. Each question is covered during the course of instruction and re-tested at the end of the course. We will do a better job of reviewing the answers at the end of the course.
Reach out to students weeks prior to the course and ask for specific field trip items/demonstrations they would like more exposure/focus.	The course is based around the competencies within the PQS. We are re-working all the presentations this year to get more time out of the classroom, however, we have a strict course criteria that we have to focus on and cannot vary from it too much.
The SFP and space cat training was great for less experienced students with no new construction experience.	Thank you we appreciate your feedback.
Hazardous and oil waste stream discussions should be more focused since most students probably haven't been involved with a violation response.	Thank you we will consider this.
Course should be a minimum of 2 weeks.	It would be nice but time and financial constraints limit us to what we have now.
Medical needs while onboard need to be met.	We agree and are researching this and will have it worked out for future courses.
A little bit more space categorization tours around the ship would be valuable.	We are re-working all of the course presentations this year and will consider this as we move forward.
Students should be provided some kind of credential to provide to crewmembers.	You should not be in a situation where you would need a specific credential. Remember that when we are not being escorted by the vessel's crew, you are a passenger and should not need to access any areas off limits to passengers. When performing any functions of the ship rider program, you should be escorted by a crew member at all times.
The crew was very helpful and answered all my questions, even random ones outside of course hours.	Great to hear, we will pass this on the vessel master.
Instructors listened to questions and concerns.	Thank you we appreciate your feedback.
Meal times vs breaks sometimes didn't align.	We recognized that break times and meal did get crossed over and we will make sure pay closer attention to this during future session
Time spent with the crew was excellent and insightful.	Great to hear, we will pass this on the vessel master.
Integrate new MISLE worklist option policy into ICOC presentation.	Thank you we will consider this.
Smaller field trip groups.	We are re-working all of the course presentations this year and are looking in to ways to make the field trips better.

## 3 - 8 March 2018 FPVE Course Scorecard

**Course makeup:** 16 Active Duty and Civilian Coast Guard, 9 cruise industry stakeholders (cruise lines, class societies)

**Course critique summary:** Responses are from 1 (lowest) to 5 (highest). For each course date red denotes lowest rating(s), green the highest rating(s)

Course Date	Mar 18	Feb 18	Feb 17	Jan 17	Dec 16	Mar 16
Critique response rate	100%	95%	95%	100%	100%	100%
Class critique overall average	4.49	4.39	4.78	4.68	4.53	4.46
Class critique overall median	4.44	4.3925	4.776	4.689	4.532	4.44
Class critique overall standard deviation	.22516	.38680	.11388	.31622	.20415	.22516
Average # FPV exams by CG attendees	6.9	14.1	7.3	10.4	11.9	14.5
Average time in qualified as a FPV Examiner	0.0	0.0	0.0	0.0	0.0	0.0
How well course prepared for FPV exams	4.32	4.33	4.67	4.58	4.50	4.35
Training environment	4.28	4.19	4.72	4.71	4.59	4.61
Usefulness	4.72	4.76	4.89	4.71	4.59	4.57
Training materials	4.40	4.38	4.83	4.54	4.59	4.17
Material presentation	4.52	4.38	4.83	4.71	4.68	4.57
Instructor knowledge & preparation	4.84	4.86	4.94	4.92	4.77	4.65
Usefulness of cruise ship visits	4.64	4.62	4.72	4.67	4.09	4.13
Time allotted	4.16	3.62	4.61	4.58	4.45	4.61

**Critique response rate** is the % of attendees that provided written course feedback.

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**Comments:** Each comment that identifies a gap or positive, or suggests an alternative method or process is documented and evaluated. We're not able to include all comments here; however below is a summary of the most constructive comments and our action:

Attendee Comment/Suggestion	CSNCOE Action/Response
Better at sea than in a classroom.	Thank you, we have worked hard to make the course better each convening.
Having the class on a podded ship would have been more beneficial.	It would be nice, however we are limited to what vessels answer the contract solicitation.
A refresher course for qualified individuals at the NCOE.	We do offer assistance with re-qualification training if your command will fund the travel.
Assessments were great but we often got different answers from different instructors.	This should not happen as we all work from the same sheet and answer key. We will try harder to ensure the same information is being given across the board.
Suggest in future training that instructor's provide info about obtaining luggage prior to the start of class, in case class starts prior to getting luggage.	Checked bags will not be available prior to the start of the session. Students should bring what they need in a carry on to the classroom. We will make sure this information is included in the arrival information
Probably the best course I've taken because of the time underway and instructors were very knowledgeable and well spoken.	Thank you we appreciate your feedback.
Maybe spell out the acronyms on each slide (especially in the beginning) There were several that I had to look up.	These were included in your student guide and found on the thumb drive/disc handed out during the class. We will point this out in future courses.
Good job keeping lessons and breaks on schedule with timer.	Thank you we appreciate your feedback.
I do believe the ship rider aspect is lost and realize this has much to do with the crew as with the class.	We recognized the ship rider session must be re-aligned with the course presentations. We are working on better ways to implement this process.
More attention to the sail/no sail days because of serving times for the food changes making class and watch hard or close at times.	We recognized the changes in the ships itinerary did effect meal times and we will make sure enough break time is provided during future session
I would find it useful to do more with the hotel side of the ship.	Yes they provide lots of valuable information

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I would like to meet and talk with the environmental officer, medical, head cook, security officer and environmental director.	We are re-working all of the course presentations this year and will consider this as we move forward.
It was great that the ship rider portion and the class portion are combined. I feel that both are enhanced by holding the course on the ship.	Thank you and we are working to make it better.