

AFPVE Course Scorecard

Course Date: 18-25 Oct 2010

Attendance: 15 Active and Civilian CG, 10 Cruise Industry stakeholders (cruise lines, class societies)

Quality Fill: Oct 2010 - 92.5%; Nov 2009 - 70.3%; Oct 2009 - 47.3%

This measures how successful we were at targeting students to ensure greatest impact on CG's Foreign Passenger Vessel Exam program. Parameters are: qualification of CG attendee, whether attendee is from active cruise ship port, whether attendee unit has a gap in examiners that have attended course)

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	Oct-10	Dec-09	Nov-09	Oct-09	Feb-09
Class overall average	4.56	4.27	4.22	4.01	4.29
Class overall median	5	4	4	4	4
Class overall std dev	0.58	0.71	0.61	0.85	0.64
Avg # exams of CG attendees	16.3	16.9	11	5.2	8.5
Average time in Marine safety field by CG attendees	8.8	6.4	4.9	3.5	3.7
How well course prepared for FPV exams	4.29*	4.11	3.89	3.88	3.92
Training Environment	4.46	4.29	4.67	3.94	4.67
Usefulness**	4.74	4.55	4.22	4.11	4.33
Training Materials	4.5	4.19	4.00	4.17	4.17
Material presentation	4.33	4.29	4.11	3.94	4.00
Instructor knowledge & preparation	4.83	4.57	4.22	4.11	4.38
Usefulness of cruise ship visits	4.92	4.33	4.67	4.17	4.69
Time allotted	4.42	3.81	4.00	3.69	4.17

*It was noted by cruise industry attendees that the question is misleading since the course did not prepare them to carry out a FPV exam. The question has been changed into two parts to cover CG and non-CG attendees separately.

**The wording on this question was changed into two parts on Dec 2009, one for CG and one for non-CG attendees.

Comments: We had over 90 comments/suggestions submitted for the Oct 2010 course. Prior to this, the average was in the high 40's. We attribute this to the very high experience level of the course attendees as compared to previous years. Each comment that identifies a gap or positive, or suggests an alternative method or process is documented and evaluated. Because of the high number of comments, they cannot all be included here. Below is a summary of the very frequent comments (most fall into one of these anyway) and our action:

Attendee Comment/Suggestion	CSNCOE Action/Response
Ship visits awesome	Will continue
Hotel: Parking costs unreasonable, no wireless internet in the room, lobby wireless unreliable, not good TV channel selection, poor dining selection.	Hotel used was a back-up. The one used for the next two courses positively covers these logistical issues.
Presentation length to break ratio was perfect	Will continue, credit formal instructor training and Training Support Staff (TSS) in Yorktown
Need to diligently follow the order of the student notes, refer to it from time to time. Found self going back and forth to track w/ the presentation	Point made by TSS during course walk-through in Sep. Point emphasized to all instructors and will be addressed in future courses.
Group mix at each table was excellent and critical.	Will continue
Final assessment was good exercise...time crunched for the number of defs. Recommend breaking scenario "discoveries" into six groups. Each table has same scenario but different deficiencies.	Evaluating all lesson exercises to try and create a cumulative effect so that the final assessment is more impactful and not as long. Debrief of final exercise is being made more efficient. We are considering breaking into separate discoveries as recommended.
Student diversity was good...enjoyed seeing different companies and differences in how they maintain vessels. Industry brought things to the course that could not be taught by Coasties.	Will continue. Reflected in comments and discussion during course

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Like holistic approach. Like deck approach and not system. Flow has always been better splitting ship by decks.	Will continue. Need persistent attention to this in the field.
Machinery lesson extremely useful, well presented	Thank you
Send schedule out ahead of time	This is being incorporated for all future courses.
Job aid for calculating # of lifeboats was terrific. Consider similar job aid for lifejackets.	Evaluating lifejacket job aid, working to implement into MMS
Add instructor name to course schedule	Completed
MARPOL would be helpful as reference, or include MARPOL reg handouts	Adding MARPOL as a group reference..
Instructors rarely puzzled...when they were, they dug up answers quickly. Very professional group	Thanks
Would like to see more coverage of Safe Return to Port...possibly include exercise	This is definitely an area that needs to be developed further in the lessons. We are evaluating what to add and where to incorporate it.
Include environmental survey in walkthrough	We noted this gap as well. We are looking at ways to incorporate this into future ship walkthroughs (or via a virtual environmental survey).
Course was 1 day too much, make Mon-Fri even if this means less breaks. 2 ship visits that examined the decks were redundant considering a holistic approach was taken. Perhaps have some participant prep beforehand, perhaps 5 longer days. Ship visits great, maybe 2 would be sufficient even if this means 1 group misses eng dept.	We are discussing this. The Saturday visit has always posed a unique challenge. With the combination of long hours each day, and often need to rush some lessons, we prefer the opposite, extending the course across 9-10 days, not including the weekend in between to align with other CG courses. A longer course may not be possible, but we are definitely looking at ways to develop a long term fix.
Include CDC VSP particularly for ship inspections.	We have been in discussion with CDC VSP for a couple of months and are discussing their formal involvement in FY2012 classes. Depending on their schedule, they may be able to have one or more inspectors sit in during the Dec or Jan courses.
Liked discussion based training vs death by powerpoint	We made a concerted effort to reduce powerpoint. Class discussion takes advantage of the experience level of the students and, again, was reflected in the remarks overall.
Radio headsets very effective on the machinery ship walk.	Thanks, this will definitely be continued.
Final scenario should include dialogue between CG and ships crew.	Agree, this is part of our overall look at the exercises.
Environmental compliance excellent...could be 2 days alone. VGP overview was helpful. Exercise was very good.	Environmental is one lesson we are looking at developing further.
Have industry rep lead or be guest speaker for a module or two for variety.	This is a definite goal for the future but was not a reasonable option for the FY2011 courses since the curriculum, exercises in particular, had been updated and we were not quite sure on the time needed.
Presentations some of the best I've seen...only FLETC beat you.	That's what we like to hear!
RCCL video was excellent (day 2)	Will keep and pass on comments to RCCL
Expected more video/pics and/or case studies of damages, etc.	We are working on updating video/picture library. Ultimate goal is to develop a virtual ship walkthrough on video.