

## 22-26 January 2016 FPVE Course Scorecard

**Course makeup:** 14 Active Duty and Civilian Coast Guard, 8cruise 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	Jan 16	Feb 15	Jan 15	Mar 14	Feb 14	Jan 14
Critique response rate	100%	100%	99%	97%	100%	96%
Class critique overall average	4.6	4.6	4.5	4.5	4.6	4.6
Class critique overall median	4.68	4.65	4.67	4.63	4.62	4.63
Class critique overall standard deviation	.21307	.15881	.14619	.18257	.10842	.09094
Average # FPV exams by CG attendees	13.6	11.1	19.4	10.7	13.3	18.5
Average time in qualified as a FPV Examiner	1.0	1.0	1.4	1.0	4.3	8.0
How well course prepared for FPV exams	4.68	4.43	4.64	4.50	4.63	4.63
Training environment	4.59	4.68	4.76	4.61	4.60	4.46
Usefulness	4.86	4.86	4.68	4.29	4.64	4.58
Training materials	4.68	4.61	4.52	4.64	4.68	4.71
Material presentation	4.82	4.68	4.72	4.89	4.48	4.67
Instructor knowledge & preparation	4.95	4.86	4.92	4.36	4.76	4.67
Usefulness of cruise ship visits	4.55	4.68	4.68	4.21	4.76	4.75
Time allotted	4.27	4.46	4.44	4.54	4.48	4.58

**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
One of the best courses I have been to	Thank you
Fire protection should be covered more	Okay. If you have any specific areas please let us know and we can assist you now.
During the assessments I propose the participants are encouraged to apply logic and discuss before opening SOLAS	Noted. We hope this comes out during the discussion/debates/arguments
Propose to use the voting gadget more often throughout the week	We will. Thanks you for the suggestion.
Propose to use a thumb drive instead of a CD for reference materials. Many new computers do not have CD drives	We have ordered thumb drives and will have them available. This may be easier for industry as CG are not allowed to use thumb drive in the CG computers.
I really like the mixture of class review and hands on visiting the ships.	Thank you
The instructors did a very good job of discussing the various situations and possible considerations for the situations.	Than you
PowerPoint is great because it allows the students to see the bullet points and possibly write notes and visually see the examples through pictures as well.	Yes! Thank You
Instructors clearly know their subject matter. It made the training much more interesting and far more effective because they expanded on subjects and didn't just read the information from slides.	Yes! Thank You
The ship visits really helped me visualize and understand the training better.	Very good.
Time for the target audience is right. I would have liked to have the class be 2 weeks involving more ship visits	Yes! Thank You
A guide listing only US Specific requirements would be useful	We will take a look. Presently everything we look at is in the TTP

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This was honestly one of the best classes I have attended.	Yes! Thank You
Some assessment questions are vague	Yes they are designed to be vague so the teams can sort out the possible answers.
Parking was terrible	Ye we know and have spoken to the hotel about this.
Much better course than expected	Yes! Thank You
I think overall the course was great.	Yes! Thank You
The mix of industry and CG personnel was perfect.	Yes! Thank You
I would like to have seen more evaluations and emphasis on preparing each individual for the FPVE qual.	Noted. We can and do offer follow on training and certification assistance which can be coordinated to take place following the regular sessions.
Parking for locals was a small issue	We know and have asked the hotel to find better arrangements.
MSC presentation was not good	Noted
Some presentations jumped around a little	Yes and we will continue to look at this.
I think another day or two would have been beneficial. Some discussions were cut short and there never seemed to be enough time for the end of lesson assessments.	Yes the time requirements are difficult to maintain. We have changed some details of the presentations to help with this.
There was multiple assessment periods where I thought there was inadequate time allotted to fully complete the assessment.	Yes the time requirements are difficult to maintain. We have changed some details of the presentations to help with this
During assessments completions, team coaches, i.e. instructors were not present enough for questioning/clarifications of the vagueness of assessment observations.	Noted and we have taken actions to correct this from happening
Excellent course	Yes! Thank You
Great set up and resources	Yes! Thank You
Having industry in class with USCG was great	Yes! Thank You
Waited a long time to go to this training. It was everything I wanted it to be and more. As a former Coastie inspector and now private industry it an extremely insightful class and is highly recommended.	Yes! Thank You
Nice hotel, close to airport, staff unhelpful	We have spoken to the hotel and provided this feedback
Thank you for not just reading slides	You are welcome
I am going to go back to unit and immediately change the way we do some parts of the exams	Yes! Thank You
Time period for the assessments was not enough o get all the deficiencies down on the form B.	We have already made changes
I though every part of the course was valuable with the exception of writing all the def's on the form B.	We have made a change already to make this better.
I think turning the assessments into Yes OR No questions with a spot for a cite would accomplish the same learning objective awhile also saving time. Allowing for more instructional time.	We have taken this recommendation for action and made changes to the assessments.
Excellent course lots of topics highlighted.	Yes! Thank You
Instructors were great	Yes! Thank You
Information was very comprehensive and useful	Yes! Thank You
Course would be better on a real cruise ship	Yes it could be
The biggest drawback to the course was the hotel. Credit card information was stolen. Staff was rude.	We have spoken to the hotel and do not expect this in the future.
The hotel services were not that good.	We have spoken to the hotel and do not expect this in the future.
Recommend to explain more regulation II-2 reg 10.10.2.2 for number of fire fighters outfits.	We will take a look at this.
Nice location but too cold and uncomfortable	We have asked the hotel to better regulate the climate in the room
Trips to the vessels were a plus	Yes! Thank You
Instructors are very knowledgably	Yes! Thank You
Very good explanation of examination process	Yes! Thank You

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This was one of the most well organized courses I have ever been to.	Yes! Thank You
The reference material could be better organized for the exercises.	We will take a look at this
The assessments and scenarios were great.	Yes! Thank You
The photos from exams and discussion as a class were excellent.	Yes! Thank You
Good location but the door being in the middle of the room was very noisy and a distraction.	We have instructed the staff to use the back door when we have this arrangement
Great training material but it would have been nice to have the policy letters provided in hard copy in the binders.	Can you lets us know which letters and we will look into it. Everything should have been in the white reference binder on the table.
I thought the instructors were great. You could Cleary tell they really are passionate about cruise ship exams.	Yes! Thank You
The timer in the back was great. I felt it was important that the instructors always gave the class breaks every 50 minutes.	Yes! Thank You
The tax exempt issue could have been managed better. The front desk was confused and make copies of the military ID's. This could have been more streamlined instead of waiting in line on Friday for 15 minutes. They also had me fill out the form twice.	We have made a change which we hope will take card of this.
Student notes could use more regulatory references. Too many PowerPoint slides with just words.	We will take a look
I am very confused about allowing deficiencies that are addressed by procedures. We have heard we should never accept tables on landings and that it's acceptable to have wedges keep doors open. What is correct?	The doors are self closing. The crew performs while in pace and remove to allow the door to comply with the regulations. The tables are simply not allowed. Furthermore the aggregate number of persons leads from the corridors to the stairs.
We learned a lot about exam procedures in the classroom but did very few onboard tests to demonstrate and exercise the procedures.	Noted but it is not possible to test while on a visit.
How do we enforce intent?	We observe crew performance compared to ships procedures.
I would have liked spending more time in the regulations during discussion requirements as written rather than simply sated by instructors.	This is the separation from knowledge and performance. Knowledge is expected as a pre requisite