

21-25 March 2016 FPVE Course Scorecard

Course makeup: 16 Active Duty and Civilian Coast Guard, 7 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 16	Feb 16	Jan 16	Feb 15	Jan 15	Mar 14
Critique response rate	100%	95%	100%	100%	99%	97%
Class critique overall average	4.46	4.45	4.6	4.6	4.5	4.5
Class critique overall median	4.44	4.44	4.68	4.65	4.67	4.63
Class critique overall standard deviation	.22516	.19353	.21307	.15881	.14619	.18257
Average # FPV exams by CG attendees	14.5	7.6	13.6	11.1	19.4	10.7
Average time in qualified as a FPV Examiner	0.0	1.0	1.0	1.0	1.4	1.0
How well course prepared for FPV exams	4.35	4.29	4.68	4.43	4.64	4.50
Training environment	4.61	4.48	4.59	4.68	4.76	4.61
Usefulness	4.57	4.62	4.86	4.86	4.68	4.29
Training materials	4.17	4.14	4.68	4.61	4.52	4.64
Material presentation	4.57	4.52	4.82	4.68	4.72	4.89
Instructor knowledge & preparation	4.65	4.76	4.95	4.86	4.92	4.36
Usefulness of cruise ship visits	4.13	4.38	4.55	4.68	4.68	4.21
Time allotted	4.61	4.38	4.27	4.46	4.44	4.54

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
Classroom tables were too small	Yes they are a bit small. It is a tradeoff between tables and floor space as we run on a very limited budget for the training space.
Wish we could have spent more time onboard. At this level we know the regulations.	Agreed. The human performance elements are the critical learning points at this level. We are working on an alternative training venue that could provide more time aboard.
I did not find the ship visit useful I would have preferred more explanations rather than take a look and let me know if you have a question.	Okay. We did a thorough review looking back all the way to 2009 and this is the only comment regarding this. Since we use measures to drive changes, the ship visits will remain as is or may even become a larger part of this training.
The deck walk was very good for understanding space categorization.	Thank You
I liked the approach of following the process guide.	Thank You the process is the single most critical part of having a successful examination
Training material should have regs. Cited.	We understand why there are requests for cites in the student guides. However, this is not a basic or entry level process. You are expected to arrive with at minimum a PSCE qualification, minimum knowledge of how SOLAS is set up, the ability and awareness to take notes in your student guide to capture any specific cites stated by the instructors. This reinforces retention and allows us to quickly update all aspects of the training as specific cites and references change very frequently. We have added references to the student guides for most areas. They are not necessarily drilled down to the exact site, but are in the area it concerns.
The basic course helped prepare for this course	Great Thank You
Assessments were good for understanding the lessons and working with other people, gaining their insights.	Thank You

21-25 March 2016 FPVE Course Scorecard

I enjoyed having industry and class reps in the course to hear their perspective.	Yes! The industry participants are a vital part of the success of this course
Very good course	Thank You
We should be given a more accurate time for the finish on Friday. I could have flown home Friday night if I had known.	We understand this. But due to the possibility of last minute schedule changes we have to build in some extra time. The majority of late minute flight changes are able to be accommodated.
Comfortable classroom, good training atmosphere. It was good to have the class in the hotel but the hotel was far from most restaurants.	Thank you We run on a very limited budget for the training space and are limited to the procurement rules as to where we can hold the course. We will look at other venues in the local area that might meet our needs that provide a better avenue for the students after hours.
Please spend more time on structural fire protection	We will look to make this better.
Some of the instructors seemed easily frazzled and argumentative when challenged or questioned.	Please email or call with more specifics regarding this comment. It is difficult to really do a follow up without more information.
Please spend more time on details. The majority of the students have seen specific systems. Spend more time going through how the items work and are maintained.	Okay. We will take a look at this but everything we teach is geared towards the expectations and scope of a U S Coast Guard Port State Control Examination.
The course could have been spaced out better so it ended around the same time every day instead of ending at 1700 or after on some days and at 1500 on other days.	The schedule is dynamic and sometimes due to discussion, questions and follow-up dome days do run a little long.
Very well organized course and very helpful	Thank You
I think a full case study of an actual event would be beneficial.	Please let me know what type of case study. We have many incident cases I can forward to you We do include accident reports (NTSB, USCG, etc.) on the reference disc.
The course gave me a better understanding on space categorization and structural fire protection.	Thank You
It would have been nice to receive a copy of SOLAS to mark up and take back to the unit.	It would be nice but we are simply not budgeted to supply SOLAS books. However each unit is funded for this individually and we suggest the units provide these books for the students to bring with them.
Great instructors. Very knowledgably and passionate about material. Well done.	Thank You
Ship visits were okay but benefit was limited by just pointing out equipment without testing or demonstrating what to look for.	We do recognize the time constraints on these visits.
I think the team approach to completing assessments was good. Different ideas were discussed and this is more realistic to what the team would do on an inspection anyway.	Thank You
I didn't find out until the end of the week that the rental vehicles were for us to get to restaurants after hours. This was never addressed by the staff if that the case, it should have been noted so they were available.	Thank you for this feedback we will include this topic in the introduction piece on day one.
I know you are working on the video demonstrations that will be on the website. Great! I think that will be a great tool.	Thank You
More time should be spent on specifics regarding systems. How industry tests them, how crews maintains them, how fail-safe's work.	While we understand the specific details of systems is important and interesting the focus of the course must be on how to conduct the exams
Great instructors they kept me engaged.	Thank You
I would like to see more hands on type training.	So would we and we continue to work to achieve this.
The room next to the classroom was loud at times music in the hall was distracting at time.	We have asked contracting to consider this when the hotel selections are considered.
Hotel was not very accommodating. Food service personnel were excellent. Front desk personnel did not understand GOVT travel. Repeated request to photo copy military ID's. Issues with the room were repeatedly reported to the front desk and no action was taken.	Thank you for this feedback. We will pass this along to contracting with the hope they will take this and other feedback into consideration when they book the hotels for us.

21-25 March 2016 FPVE Course Scorecard

Having attended several non CG training courses and offering training coursed by my company, this course was VERY WELL presented. No boring topics, presenters were well involved and engaged. I enjoyed this course very much.	Thank You
Some of the scenarios were confusing when asking for amplifying information conflicted info was given from different instructors.	This should not occur please contact our office with more specific information so we can identify the problem
Group exercises were very good. They created the makeup of an FPVE exam very well.	Thank You
Having industry in the class was great. It allowed the class to see situations from a different perspective.	Thank You
Lots of exercise and scenarios which helped with applying knowledge and regs to the situations.	Great
Very impress with the expertise of the instructors and their help with how to better interpret the regulations and intent.	Thank You
The general walkthrough of the ship was helpful but not very detailed.	As designed. The scope of a COC exam is very thorough but not necessarily detailed.
Lots of info in a very short period of time.	Yes, thank you
Course should focus more on the structural fire protection, space categorization, and other emphasis on regulations applicable only to passenger ships.	The course is spent differentiating cruise ship regs from other industries and we spend two complete days on SFP and space cat. However, we'll look to expand on those items that are truly unique and try to make a more concerted effort at pointing out differences.
I really liked the case study and the exercise over writing and discussing about deficiencies.	Thank You
I really liked the technology set up. The clinker is the best way to take an exam.	Thank You
The hotel location and classroom set up were very ideal.	Thank You
Loved the coffee and snacks.	Thank You
When going through the process would be helpful to point out applicable regulations as we go to help with the deficiency writing.	Noted, added to student notes
Pictures and videos really helped.	Thank You
Ship visits were very helpful. The machinery side would be more beneficial to talk through steps of testing or point out common pitfalls/deficiencies or break up into small group's and discuss individual systems with the crew. Headsets were very helpful	Noted
Instructors were professional and presented well.	Thank You
To be honest I was a bit skeptical at the beginning of the course. I have almost 26 years of maritime experience and 22 years in the cruise industry and probably this is the most beneficial training course I have attended.	Thank you...Your comment given your background means a lot.
Great location and learning environment.	Thank You
Good course well organized Student guide should include cites and references. Ship visits were very good and useful.	Thank you and noted. Added
Maybe consider spending a little less time on port state control topics that don't really differ from regular FFVE to FPVE, all the Coast Guard folks in the room should already had a PSCE qual and be proficient with the regulations. This might allow us to spend a little more time on cruise ship specific topics.	Yes, thank you.
Maybe have short homework assignments in evenings to reinforce the days lessons or help go through pre-reading for the next days lesson	We have found required homework just does not work out well. Self motivated reading and review does.
Provide some sort of publication to the Coast Guard about what is the scope of an annual and periodic, specifically with recommended amounts of testing	This is a very good idea and we are working it up. Thank you for this great comment. Please also remember much of this is stated in the Marine Safety Manual.

21-25 March 2016 FPVE Course Scorecard

Course was more than I expected	Thank You
Room was good. Staff needs a better dry erase boards, pens, and laser pointer. Very distracting when things don't work. Always test AV equipment before the class. Instructors throwing pens that don't work does not portray professionalism.	We have ordered new dry erase boards. The pen throw was meant to be lighthearted, but your comment is noted and we appreciate it.
If you teach out of TTP provide individual copies for notes.	A full color copy of the TTP is in the student guide which you should still have with you.
Font on the slides too small to see from the back of the room	Noted.
Maybe have ship visits on Monday to orient students with exam procedures.	This is an interesting idea. We will look to see if this can be programmed.
Student guide is good but the student guide for basic is way better. The student guide for the basic includes cites, and much more detailed information. Please add cites in student guide to make document useful outside of the class.	You are expected to arrive with all of this basic knowledge so we can work on the process and flow of the exam rather than basic knowledge and looking up regulations. They have been added.
I would love to see Ocean Rangers take a variation of the course.	We would love to have them.