

## 27 - 31 May 2019 FPVE Course Scorecard

**Course makeup:** 16 Active Duty and Civilian Coast Guard, 2 cruise industry stakeholders (cruise lines)

**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	May 19	Mar 18	Feb 18	Feb 17	Jan 17	Dec 16
Critique response rate	100%	100%	95%	95%	100%	100%
Class critique overall average	4.38	4.49	4.39	4.78	4.68	4.53
Class critique overall median	4.375	4.44	4.3925	4.776	4.689	4.532
Class critique overall standard deviation	.29525	.22516	.38680	.11388	.31622	.20415
Average # FPV exams by CG attendees	26.4	6.9	14.1	7.3	10.4	11.9
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	4.17	4.32	4.33	4.67	4.58	4.50
Training environment	4.33	4.28	4.19	4.72	4.71	4.59
Usefulness	4.61	4.72	4.76	4.89	4.71	4.59
Training materials	4.56	4.40	4.38	4.83	4.54	4.59
Material presentation	4.50	4.52	4.38	4.83	4.71	4.68
Instructor knowledge & preparation	4.72	4.84	4.86	4.94	4.92	4.77
Usefulness of cruise ship visits	4.39	4.64	4.62	4.72	4.67	4.09
Time allotted	3.72	4.16	3.62	4.61	4.58	4.45

**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, similar comments not included, however below is a summary of the most constructive comments and our action:

Attendee Comment/Suggestion	CSNCOE Action/Response
Would have been more beneficial to do more mock inspections and actually operate some of the equipment.	Unfortunately the ship is fully functioning and we do not have the ability to conduct mock inspections as it would burden the ship's crew. We are looking into the possibility of being able to operate some equipment that would not disrupt the vessel.
Loud outside noise at times.	We will take more care to be alert to disruptions to the class and work with the ship staff to eliminate disturbances in the future.
Wish we would have gone over policy guidance more than we did.	We will look into adding more policy review where it is appropriate. Additionally, we are always available for assistance with policy issues.
Maybe consider updating slides, using videos photos in presentations.	We are always trying to provide more current content. This is an area we can do better. Video content is easy to capture but difficult for us to edit for use in the classroom.
Instructors were knowledgeable but course lessons felt rushed the first two days and then last three days it felt like filler material.	Yes they were. This was the first course underway and time management was the concern. We have identified areas to make changes to the schedule and have been able to provide a better tempo and flow to the course.
Not much different than how trained at unit to conduct exams.	Great to hear that the practices we have been teaching are now being passed down in the field.
Being on the cruise ship while conducting class allowed for easy visual interpretation of classroom material.	Thank you that was the intent of convening the class on the ship.
Detailed law interpretation allowed better understanding.	Thank you.
Being able to question crew was great to understand "Behind the curtain" issues.	Thank you that was the intent of convening the class on the ship.

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<p>This program has been by far my favorite experience in the prevention field. Being able to see the life behind the curtain on an underway cruise ship without the Coast Guard pressure on crew. Expert training allowed me to understand a more holistic and flow way on conducting an exam.</p>	<p>Outstanding!</p>
<p>Environmental exam/paperwork review could be expanded upon.</p>	<p>We are actually in the process of changing the environmental lesson plan as soon as the new direction from HQ is out. In the interim we will look at expanding the current process.</p>
<p>Include a MES breakdown from topside not just a video showing deployment hitting the water.</p>	<p>We are working on new MES/AES policy guidance and training to support it.</p>
<p>Go back to binders. Having the inability to replace tear out pages/scenarios into the spiral bout course book make it more likely to lose the pages.</p>	<p>We agree that the new style of binders are difficult and have decided to return to the old format for future courses after 2019.</p>
<p>The walk around when divide should ensure all teams share the same experience.</p>	<p>We agree and have made adjustments for future courses.</p>
<p>The slides showing real life deficiencies which prompted discussion was extremely beneficial and if not normally included. It needs to be done.</p>	<p>This is always a part of the course and is one of the most enjoyed lesson plans.</p>
<p>The course layout was very jam packed with the watches. The watches did not allow time to digest material or come up with questions. I would recommend changing to having a member address the entire class from their section within 30 minute talks. Since the other walk aboard loan provides the "onboard" experience and then provide more scenarios as alter homework for the tables. The homework could be more beneficial than a 2 hours walk around with security patrol or even reading case studies and discussing the area of concern, I highly recommend the case study as an alternative to the watches.</p>	<p>We have already modified the schedule to better accommodate the schedule and length of days. Watches have been reduced to 30 minutes. Because of this we do not feel that homework is required.</p>
<p>Day one was rough with jet lag. I don't think doubling up with four people instead of two for the shipside portions would detract from learning, but would let the day end at a more reasonable time.</p>	<p>We have already modified the schedule to better accommodate the schedule and length of days.</p>
<p>The requirement for 80% PQS Completion seems high based on the knowledge level taught. Would have been more beneficial around 50%. Feet area wet and we have good general knowledge.</p>	<p>The pretest and our field assessments demonstrate different measurable results that indicate we must reinforce this detail. Additionally, we are implementing a pre-exam prior to arriving which will allow us to remove some of the basic information and concentrate more on the more complex issues.</p>
<p>Training environment was productive. No one will complain about going on a cruise. There is room for ideas of how to take more advance of it.</p>	<p>Agreed and we have already made changes to take advantage of the "classroom".</p>
<p>There could have been information on the more commonly found items and details most people don't know. So I would lower the 80% or cut out the simple PSC and easy subjects.</p>	<p>The pretest and our field assessments demonstrate different measurable results that indicate we must reinforce this detail. Additionally, we are implementing a pre-exam prior to arriving which will allow us to remove some of the basic information and concentrate more on the more complex issues.</p>
<p>There may a reason for this but could the TTP have sites for where to find details and regulations. Personally the TTP was my bible throughout the PQS process, with very little notes having to be added. But it didn't help when I had to look stuff up.</p>	<p>We are glad to hear that the TTP was as useful a tool as we intended, however, it would be too much of an administrative burden to maintain cites as they often change. The TTP lists all the references that are incorporated in the beginning, and looking item(s) up further enhances your knowledge of the item(s) and where they can be found in regulation(s).</p>
<p>Some of the training materials were not very descriptive.</p>	<p>They are designed this way to get you to think. This is why we stated and encouraged during the introduction that you must ask questions just like if you were on a cruise ship doing an examination.</p>
<p>Very beneficial to see and put hands on the ship. Reckoned a few days off the ship for training and a few days on the ship for hands on.</p>	<p>That is how we conducted the course in the past. We feel that being able to hold the entire course on a ship allows for a more immersed training environment.</p>
<p>More time spent on ship conducting exams and reviewing spaces.</p>	<p>We agree and have made adjustments for future courses.</p>

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The course did add some clarification to certain topics. I enjoyed guidance on certain scenarios from the NCOE.	Thank you.
I enjoyed the field trip on fire boundaries.	Thank you.
Training materials were organized and complete, ample reference material, clear well designed PowerPoint slides.	Thank you.
Very interactive and engaging peer to peer and instructor to peer.	Thank you that is one of the areas we think is the most important benefit of the way the course is held.
Some day's lessons felt rushed but overall timing felt balanced for both theory and practical segments. Could be done in either 4 or 5 night cruise with shorter days on 5 night cruise.	We know a five night cruise would serve us much better, unfortunately, we have to work within the budgetary limits given for the entire course through the FY. Right now a five night cruise would be out of our budget limit.
Liked clicker pre and post quiz.	It is nice to try and throw a little fun and technology into the training environment. As we get more experience, we would like to utilize these type of devices more often. We are even looking into iPads instead of paper reference/course material(s).
As a stand-alone, this course would be less beneficial, but if people show up as mostly done with their PQS, that I think is the sweet spot for maximizing this course.	That is the goal we are reaching for, unfortunately, the pretest and our field assessments demonstrate different measurable results that indicate we are not quite there yet.
The training environment was similar to MIC and T-boats where you can discuss something then go look at it on a vessel.	We agree being able to reinforce what you just learned in the classroom with the actual item(s) is invaluable. I would like to say they stole that from us, but I can't.
The ship workarounds were some of the best parts.	Thank you.
Awesome course! It reinforced a lot of what Sector New York is training, and it makes me feel more confident that our unit is following the guidance from the NCOE.	Great to hear that the practices we have been teaching are now being passed down in the field.
Scheduling, the first 2 days we went over a crazy amount of info and the last 2 days were less heavy spreading it out may be beneficial.	We have already modified the schedule to better accommodate the schedule and length of days.
Although it was on a busy cruise ship, not being in uniform allowed us to wake around testing items and not being bothered by passengers or intimidating crew.	We agree being able to "blend in" as a passenger allows for less disruption and helps with the training environment.
I learned about the PRG's and a lot about means of escape and firefighting.	Outstanding!
I personally thought looking at machinery/life-saving in "3's" was clever.	Thank you we are always looking for ways to explain things in manner that makes it easier to understand.
The 2 hour walk around on day 4 extremely useful. Day 3 walk around was fantastic.	Thank you.
Space categorization and policy guided decision making was very beneficial.	Thank you.
Things were/seemed very rushed in the beginning, we packed so much into the first 2 days that I think some of the concepts were lost. A better allocation spreading out of topics should help that. Long days or make this course 2 weeks- 1 classroom and 1 shipside.	In a perfect world this would be great. Budget and time constraints limit our ability to what we can do. We have already modified the schedule to better accommodate the schedule and length of days.
I liked the assessments, Helped reinforce the concepts.	Thank you that was the intent of the exercises.

# 17 - 21 June 2019 FPVE Course Scorecard

**Course makeup:** 16 Active Duty and Civilian Coast Guard, 4 cruise industry stakeholders (cruise lines)

**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	Jun 19	May 19	Mar 18	Feb 18	Feb 17	Jan 17
Critique response rate	100%	100%	100%	95%	95%	100%
Class critique overall average	4.51	4.38	4.49	4.39	4.78	4.68
Class critique overall median	4.506	4.375	4.44	4.3925	4.776	4.689
Class critique overall standard deviation	0.3358	.29525	.22516	.38680	.11388	.31622
Average # FPV exams by CG attendees	11.8	26.4	6.9	14.1	7.3	10.4
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	4.35	4.17	4.32	4.33	4.67	4.58
Training environment	4.75	4.33	4.28	4.19	4.72	4.71
Usefulness	4.65	4.61	4.72	4.76	4.89	4.71
Training materials	4.00	4.56	4.40	4.38	4.83	4.54
Material presentation	4.55	4.50	4.52	4.38	4.83	4.71
Instructor knowledge & preparation	4.95	4.72	4.84	4.86	4.94	4.92
Usefulness of cruise ship visits	4.80	4.39	4.64	4.62	4.72	4.67
Time allotted	4.00	3.72	4.16	3.62	4.61	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, similar comments not included, however below is a summary of the most constructive comments and our action:

Attendee Comment/Suggestion	CSNCOE Action/Response
I think if the exercise were explained on the front end it would help do it. My team was jumping around and didn't know there was information in the back.	This is why we stated and encouraged during the introduction that you must ask questions just like if you were on a cruise ship doing an examination. We will try and communicate this more effectively throughout the course in the future.
I believe it will help but doubt the concept of other personnel writing deficiencies for one door, wheel chair is not going to happen.	It is policy to write all found deficiencies, even if corrected prior to departure. If all deficiencies are not accounted for there is no real measure of the vessel's overall condition or way to identify failure trends.
Some of the information is basic PSCE and could be removed. Spending time on unique thins like SFP, NCOE stance on Defs, using space categorization, difference of exams.	The pretest and our field assessments demonstrate different measurable results that indicate we must reinforce this detail. Additionally, we are implementing a pre-exam prior to arriving which will allow us to remove some of the basic information and concentrate more on the more complex issues.
When the assessments are done explaining the information from the start and making it clear to use the back portion and the instructors. This wasn't clear until we were further into it.	This is why we stated and encouraged during the introduction that you must ask questions just like if you were on a cruise ship doing an examination. We will try and communicate this more effectively throughout the course in the future.
I would like for training on SFP and usage of category drills, Even if it is walking around the ship. This would make us start recognizing the spaces instead of just reading. I think the challenge people have breaking is getting in the mind set of checking this.	We are trying to fit more ship time into the schedule.
I enjoyed the crew coming into the class explaining the job with no pressure. This allowed questions to be asked that are outside of a normal exam.	Thank you that is what we were looking for to provide a little more understanding of the duties of the crew members.

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Days are long, would like to see the watches during the day to see the day operations. Assessments could be given information or school answers left so they can be worked on later.	We have already modified the schedule to better accommodate the schedule and length of days. Watches have been reduced to 30 minutes. Because of this we do not feel that homework is required. Unfortunately, there is just too much information to pass that we need to have the students during the day so everyone receives the same material and benefit from working together as a class.
The walkthrough of the ship on the final day was helpful. A copy of the SFP plan to look at during the course and more time spent on SFP would be great.	We are looking into trying to get the actual plans for the vessel we are teaching on. We feel this will benefit the walkthroughs as well as the structural fire protection exercises.
Another thing would be a modified exam for each team following the TTP.	Unfortunately the ship is fully functioning and we do not have the ability to conduct mock inspections as it would burden the ship's crew.
Better now than before.	Thank you we are glad to hear things have improved.
All instructors were very knowledge and have extreme experience and great interpersonal skills.	Thank you.
The training time was about right and had flexibility as necessary.	Thank you we have made many changes since the first underway course and we continue to identify areas that we can improve upon.
Add IMO cites to inspection item bullets in the course material.	As nice as it would be, it would be too much of an administrative burden to maintain cites as they often change.
Spend more time on structural fire protection and more exercises.	We are looking at being able to add more time on this subject as we revamp the course material after the removal of more basic items that will be covered in a pre-course online training session.
For those of us who had to fly in to Miami it was misleading to say we could not book a flight before 1800 hours on the last day. What am I supposed to do for 12 hours in Miami? More time for assessments.	We are looking at the information that is sent to the students before the course. We agree that we could provide more detailed information as to directions to the terminal and means of transportation. Providing information for returning flights on Friday is difficult as we cannot guarantee when the course will be over. We are looking at ways to make it easier for the students to plan travel to/from the training area.
Being on the ship was very helpful. Discussing a topic and then immediately going to see it would help to learn the information.	Thank you. For those areas that allow for field trips, the course of training is already designed for this method.
One more day would allow for more looking at vessel equipment.	Unfortunately, we have to work within the budgetary limits given for the entire course through the FY. Adding an additional day would be out of our budget limit.
Address to cruise terminal was incorrect and a more accurate departure time for return flights having to change flights is costing the Coast Guard unnecessary funding.	We are looking at the information that is sent to the students before the course. We agree that we could provide more detailed information as to directions to the terminal and means of transportation. Providing information for returning flights on Friday is difficult as we cannot guarantee when the course will be over. We are looking at ways to make it easier for the students to plan travel to/from the training area.
Some test questions are worded poorly.	They are designed this way to get you to think. This is why we stated and encouraged during the introduction that you must ask questions just like if you were on a cruise ship doing an examination.
Being on a ship truly assists in seeing the daily operation affects safety and policy of the vessel's.	Thank you. That was the intent of holding the course on an active vessel.
Do appreciate getting off the vessel early but please update your email about departure time and remove address and just leave the terminal as cab will take you to "D" Add that hotel on travel day is authorized.	We are looking at the information that is sent to the students before the course. We agree that we could provide more detailed information as to directions to the terminal and means of transportation. Providing information for returning flights on Friday is difficult as we cannot guarantee when the course will be over. We are looking at ways to make it easier for the students to plan travel to/from the training area.
Overall good course that helps review the policies and procedures of the FPVE.	Thank you.

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<p>This was the best "C" School I have been to because of being able to go look at the real examples.</p>	<p>Thank you, we appreciate the complement.</p>
<p>Training materials could use a better numbering system for exercises and assessments.</p>	<p>Yes the course material can be better layed out. We will be reviewing and revising the course material for the next FY. We will keep your susgestions in mind as we work through the revision.</p>
<p>Pre course information was incorrect. Sate terminal not address. Dates were wrong, ship was wrong on orders.</p>	<p>We will work with TQC to ensure they have the correct information for student orders.</p>
<p>The information about SFP, Machinery and lifesaving was very beneficial.</p>	<p>Thank you.</p>
<p>The training materials could have been better organized. A little more efficient/material cases to make it easier to find things.</p>	<p>Yes the course material can be better layed out. We will be reviewing and revising the course material for the next FY. We will keep your susgestions in mind as we work through the revision.</p>
<p>We need more time for exercise and in class discussions.</p>	<p>Right now there is so much information that we are trying to get out to the students that time is very tight. We hope with the changes that are being implemented that there will be more time for the exercises and discussion.</p>
<p>The training gave me a much better understanding of what occurs during an examination and what the role of the classification society is.</p>	<p>Thank you, that was the intent with the class makeup.</p>
<p>It was great to have a mixture of lecture quest speakers, watches, and tours during the course.</p>	<p>Thank you.</p>
<p>Some sections had to be rushed through to catch up. More time could have been allotted to the exercises. I think watches could have been better organized to allow for more time and better time for staff.</p>	<p>We have already modified the schedule to better accommodate the schedule and length of days. Watches have been reduced to 30 minutes. We continue to look at ways to make the daily schedule less burdensome, however, with so much information to pass that it is difficult to find areas that can be trimmed. We are implementing a pre-exam prior to arriving which will allow us to remove some of the basic information and concentrate more on the more complex issues. We hope this will allow us to have a better time management.</p>
<p>It wasn't really clear how we were to proceed with the scenarios. Not clear direction. Better consistency for review as a class after each scenario and some were never reviewed.</p>	<p>They are designed this way to get you to think. This is why we stated and encouraged during the introduction that you must ask questions just like if you were on a cruise ship doing an examination. We agree that the scenarios should be reviewed after each one to ensure the class is receiving the correct information. We will work harder to make that happen.</p>
<p>The course overall is great, however there is room to improve. I think a longer course with more ships and ship ride would be beneficial.</p>	<p>In a perfect world this would be great. Budget and time constraints limit our ability to what we can do.</p>
<p>USB with all the information was great.</p>	<p>Glad we could provide you with some useful tools.</p>
<p>We need more ship visits and more ship rides to see different ships, companies, crews, and have a broader exposure to Foreign Passenger Vessels.</p>	<p>In a perfect world this would be great. Budget and time constraints limit our ability to what we can do.</p>
<p>The days are way too long. If watches are part of this ship ride they should be in the morning or near lunch not after a 0745-1700 day of lectures.</p>	<p>Unfortunately, it is not possible to have the watches during the day as the whole class needs to be present for the classroom instruction. If we were to have the students stand watch in the day time, we would have to keep the entire class till late into the night to get all the information to the students.</p>
<p>Think about; Having a 3-4 week course held in the Miami Area. Hold classroom trailing in the morning, then go on to any available ships that are in port to go over certain systems. On the last week or two hold class aboard the ship with an emphasis on drills and have watches that are with a small group. Max two trainees with a watch and do rounds. Keep classes to a max of eight people, hold class training, go over systems and PQS onboard visiting vessels. NCOE signs off PQS. Finish with ship ride and have a board leave qualified.</p>	<p>In a perfect world this would be great. Budget and time constraints limit our ability to what we can do.</p>

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The course got me more familiar with applicable regulations and gave me a better understanding of fire boundaries and space types.	Thank you.
A week long course is a good length. That being said I believe the course could be improved to include the watches during the daytime vice evenings or nights.	Unfortunately, it is not possible to have the watches during the day as the whole class needs to be present for the classroom instruction. If we were to have the students stand watch in the day time, we would have to keep the entire class till late into the night to get all the information to the students.
The hands on part of the training was great. Industry point of view was outstanding.	Thank you, that was the intent with the class makeup.
Occasionally it was difficult to steal engagement with instructors during assessments due to side bar conversations. Normal given casual format of the course.	We will work harder to ensure that the instructors are available during assessments.
I wish there was more testing of equipment like section valves.	Unfortunately the ship is fully functioning and we do not have the ability to conduct test equipment as we do during an actual exam as it would burden the ship's crew. We are looking into the possibility of being able to operate some equipment that would not disrupt the vessel.
I thought the space categorization should have been a little more in depth.	We are looking at being able to add more time on this subject as we revamp the course material after the removal of more basic items that will be covered in a pre-course online training session.
The course was great especially the watches and being on the bridge. I got a lot out of the sessions with the crew.	Thank you that is what we are striving for when we took the course underway.
The course was very helpful to understand the process and identify key areas.	Thank you.
The training materials had a lot of USCG references that were at times a bit difficult to follow.	The course is designed for Coast Guard inspectors. We have provided a glossary of common terms used. We can do a better job explaining some of the more uncommon terms to non-Coast Guard personnel.
The presentations were well presented and forced students to think and participate.	Thank you that is what we are striving for.
The course could have been coordinated with the ship's crew in a more efficient manner which I believe could have made it a more desirable experience. Maybe even give the crew some questions you would like them to know.	The ability of being able to have members of the vessel crew interact with the course is great, however, we have to work with the schedule of the vessel crew as they are not part of the contract for the course.
I feel much more confident in all areas of the exam and feel like I could pass a board upon returning to my unit.	Glad to hear that.
The material was through, however the overall organization of the lesson plan numbering could be better. Maybe color coordinate for exercises and assessments.	Yes the course material can be better layed out. We will be reviewing and revising the course material for the next FY. We will keep your susgestions in mind as we work through the revision.
The training was well presented. A good balance of classroom instruction with practical knowledge hands on instruction by physically walking around the ship. Getting the perspective of the officers on the ship was invaluable.	Thank you.
Incorporate the watches into the 0730-1700 Schedule provide guide to escort and for Q &A so that groups are not bothering duty personnel.	Unfortunately, it is not possible to have the watches during the day as the whole class needs to be present for the classroom instruction. If we were to have the students stand watch in the day time, we would have to keep the entire class till late into the night to get all the information to the students.
The course gave me more understanding of how much crew members have to know outside of their primary duties. Greater comprehension of regulations and key area to focus on during annual and periodic exams.	Thank you that is what we are striving for.
Good to witness life raft familiarization training. This was the first time I had witnessed actual crew training.	One of the many benefits of holding the course underway.

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<p>May be worth exploring daytime watches. During Red Zone we could not conduct an engine room round because engineers were busy.</p>	<p>Unfortunately, it is not possible to have the watches during the day as the whole class needs to be present for the classroom instruction. If we were to have the students stand watch in the day time, we would have to keep the entire class till late into the night to get all the information to the students.</p>
<p>The pre/post test was great.</p>	<p>It is nice to try and throw a little fun and technology into the training environment. As we get more experience, we would like to utilize these type of devices more often. We are even looking into iPads instead of paper reference/course material(s).</p>
<p>I learned the holistic exam process. Sharing the experiences and common errors gave me a better approach to managing expanding the exam.</p>	<p>Thank you that is what we are striving for.</p>



## 09 - 13 December 2019 FPVE Course Scorecard

**Course makeup:** 13 Active Duty and Civilian Coast Guard, 10 cruise industry stakeholders (cruise lines)

**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	Dec 19	Jun 19	May 19	Mar 18	Feb 18	Feb 17
Critique response rate	100%	100%	100%	100%	95%	95%
Class critique overall average	4.62	4.51	4.38	4.49	4.39	4.78
Class critique overall median	4.618	4.506	4.375	4.44	4.3925	4.776
Class critique overall standard deviation	0.27356	0.3358	.29525	.22516	.38680	.11388
Average # FPV exams by CG attendees	10.9	11.8	26.4	6.9	14.1	7.3
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	4.50	4.35	4.17	4.32	4.33	4.67
Training environment	4.58	4.75	4.33	4.28	4.19	4.72
Usefulness	4.83	4.65	4.61	4.72	4.76	4.89
Training materials	4.58	4.00	4.56	4.40	4.38	4.83
Material presentation	4.71	4.55	4.50	4.52	4.38	4.83
Instructor knowledge & preparation	4.96	4.95	4.72	4.84	4.86	4.94
Usefulness of cruise ship visits	4.79	4.80	4.39	4.64	4.62	4.72
Time allotted	4.00	4.00	3.72	4.16	3.62	4.61

**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, similar comments not included, however below is a summary of the most constructive comments and our action:

Attendee Comment/Suggestion	CSNCOE Action/Response
Good structure, aims and descriptions, follow up assessments are good.	Thank you.
More visits around the ship will be helpful.	We are trying to fit more ship time into the schedule as we feel this is the best method for training.
The practice of leading an exam was not presented.	The goal is to demonstrate the components and details to lead the exam. Unfortunately we do not have the time or ability to demonstrate practical applications of the exam process.
The classroom temperature and long hours did not enhance my comprehension and focus. Although being onboard the ship may be useful in some ways it is also a major distraction.	We will try to have better controls over the ships thermostat and controls. Right now there is so much information that we are trying to get out to the students that time is very tight. I am not sure how the ship was a distraction but we may be forced to return to a land based hotel and remove the ship experience and ship visits.
The lectures and associated discussions were strong learning tools and I believe I will put this information to use in the future	Thank you.
Instructors were well versed in their assigned topics and allowed discussions to develop in the classroom as needed.	Thank you.
Use of real life examples and scenarios enhances the educational environment.	Thank you.
The portions of firefighting suppression detection were especially useful. The other parts less so.	Thank you. We hope you were able to get something from all the other sections as well.

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<p>This was a jam packed week 5 days in which we tried to do two things, Complete the classroom based work and experience a shipride. The latter suffered in service of the former.</p>	<p>We have already modified the schedule to better accommodate the schedule and length of days. Watches were reduced. We continue to look at ways to make the daily schedule less burdensome, however, with so much information to pass that it is difficult to find areas that can be trimmed. We are implementing a pre-exam prior to arriving which will allow us to remove some of the basic information and concentrate more on the more complex issues. We hope this will allow us to have a better time management.</p>
<p>We spend an extraordinary amount of time in the classroom watching PowerPoint presentations. The practical element of being on the ship was used to supplement the lessons in some cases but there were long chunks of time when the experience was indigestible from being in any classroom.</p>	<p>We agreed. We are trying find more ways to utilize the ship as a classroom. We intend to completely restructure the process to use the ship more.</p>
<p>For future convening's I would recommend looking for ways to minimize classroom instruction by using read ahead materials in order to maximize use time in the shipboard environment. The shipride element has been sidelined more or less in favor of PPT's books that we can access anytime.</p>	<p>We are implementing a pre-exam prior to arriving which will allow us to remove some of the basic information and concentrate more on the more complex issues. We hope this will allow us to have a better time management. We are looking at the ship ride program as a whole to see the viability of it.</p>
<p>The ship and crew provided great support.</p>	<p>Thank you. We will pass that on to the ship.</p>
<p>The pictures in the PowerPoints helped drive things and better understanding.</p>	<p>Thank you.</p>
<p>The walk-arounds was the most useful part.</p>	<p>We agree that this is the best method for training.</p>
<p>I believe one more day would have been a better tied to complete the course and not feel as rushed.</p>	<p>Unfortunately, we have to work within the budgetary limits given for the entire course through the FY. Adding an additional day would be out of our budget limit. We are trying to get a longer contract.</p>
<p>It was very useful to be onboard during the course even if one additional day could be necessary.</p>	<p>Unfortunately, we have to work within the budgetary limits given for the entire course through the FY. Adding an additional day would be out of our budget limit. We are trying to get a longer contract.</p>
<p>The instructors were available all the time for additional explanations and questions.</p>	<p>Thank you.</p>
<p>I appreciated the assessments and the following discussions and explanations. I bot benefit frame the field trips it was constructive to work in mixed group Coast Guard and industry.</p>	<p>Thank you.</p>
<p>I would have enjoyed more utilization of the ship. As the course is now we don't actually need to be on a vessel at all. Thursday walk around was great.</p>	<p>We are trying to fit more ship time into the schedule as we feel this is the best method for training.</p>
<p>The days were pretty cramped I would maybe take out some of the PowerPoints to not feel rushed during hands on training.</p>	<p>We agreed. We are trying find more ways to utilize the ship as a classroom. We intend to completely restructure the process to use the ship more.</p>
<p>I feel the course bounced around and didn't get us in the TTP enough walking around the vessel helped a lot.</p>	<p>The course is more designed to go over the inspection process. We are working on revamping several areas to make it flow easier.</p>
<p>Conference room on the vessel was cold.</p>	<p>We will work with the vessel crew to have better controls over the ships thermostat and controls.</p>
<p>More ship walk around would be great. Digging into SOLAS of different years would be really helpful since there are a lot of older ships out there.</p>	<p>Due to the limited time we have we try and focus on the current versions of SOLAS. It would be too difficult to throw numerous scenarios utilizing multiple keel dates.</p>
<p>Incorporation of various yeas SOALS should be helpful especially hitting on more vessels that have had modifications and the applicability may vary depending on the sections.</p>	<p>Due to the limited time we have we try and focus on the current versions of SOLAS. It would be too difficult to throw numerous scenarios utilizing multiple keel dates. Modifications are approved by the RO/Administration and the applicability of SOLAS is determined by the percentage of work to be done.</p>
<p>I would like a more structured flow that followed the TTP or even broken down the class like the exam is done.</p>	<p>We are looking at making changes to some of the flow of the course. We will look into ways that follow the process closer.</p>

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Doing the mock inspections would maybe more beneficial on days vessel makes a port call due to less passengers onboard and possibly more time to take to the crew.	There is so much information that we are trying to get out to the students that time is very tight. We don't have the ability to incorporate a mock exam to the mix. This would put an additional burden on the ship's crew that was not factored into the contract.
I felt the days into the nights are a little too long. Maybe additional 1-2 days or eliminate the late evening night watches.	We have already modified the schedule to better accommodate the schedule and length of days. Watches have been reduced. We continue to look at ways to make the daily schedule less burdensome, however, with so much information to pass that it is difficult to find areas that can be trimmed. We are implementing a pre-exam prior to arriving which will allow us to remove some of the basic information and concentrate more on the more complex issues. We hope this will allow us to have a better time management.
I really enjoyed the field trips around the ship, I wished we did more talking the decks and less time in the conference room. Overall really enjoyed the course and listening to industry side perspective and experiences seas stories shared by NCOE instructors and fellow Coasties.	Thank you.
It really helps for understanding that you can use the ship to show how things are arranged.	Thank you that is what we were looking for when we took the course underway.
It was valuable to see the Coast Guard approach for inspection and gained new knowledge about cruise ship regulations.	Thank you.
It was a full program but the assessments between the presentations help to keep you sharp.	Thank you.
The start with the test was good to make you focus on the training lesson 2 on the first day was tough for me, all new information. Rest of the days I felt more comfortable with the presented information and gained a lot of new knowledge. The balance between presentations, assessments and tours was good.	Thank you that is what we are striving for.
I have more clear understanding for the next ICOC in China.	Glad to hear that.
The material was very clear and easily understood.	Thank you.
The tours on the ship was the most useful and there should be more walks around the vessel with instructors.	We agreed. We are trying find more ways to utilize the ship as a classroom. We intend to completely restructure the process to use the ship more.
A little more time for assessments and vessel walks and less time on PowerPoints.	We agreed. We are trying find more ways to utilize the ship as a classroom. We intend to completely restructure the process to use the ship more.
The shiprider should be scrapped or incorporated into daily ship walks. Walk around vessel with instructors pointing out defs was much more beneficial than standing solo watches.	We are in the process of evaluating the benefits of the ship rider program and looking to see if there are better means to provide the same information to the members.
I think an extra day would be useful.	In a perfect world this would be great. Budget and time constraints limit our ability to what we can do.
The training was presented in a very proper and professional way.	Thank you.
All materials were easily understood.	Thank you.
The instructors were very experienced.	Thank you.
I am very happy that I attended this USCG training and I learned information with professionals regarding safety procedures and regulations.	Thank you.
Walking around the ship was incredibly useful and Red Zone navigation was great, but watches seemed redundant.	Thank you that is what we are striving for. We are working on revamping the watches.
More time exploring the ship is needed, less time in the classroom	We are trying to fit more ship time into the schedule.
This was a great mixture between class field trips and watches	Thank you.
Can't beat the training platform, see the operations take place full of passengers brings everything into perspective.	Thank you that is what we were looking for when we took the course underway.

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Very useful in helping to uniform out different OCMI's way of conducting exams, better relations with industry if we can all conduct exams in similar fashion.	That was our intent with the class makeup.
Filed trips were great the more the merrier.	Thank you, we are trying to fit more ship time into the schedule.
It was extremely useful to have insight regarding Coast Guard approaches to deficiencies linking deficiencies to regulatory references were remarkable.	We are glad that we were able to provide you with an understanding into the Coast Guard examination processes.
This is one of the best courses I have recently attended.	Thank you, we appreciate the complement.
Instructors were extremely knowledgeable.	Thank you.
Training hours in day 1 and 2 were a bit long.	We understand time is tight, there is so much information that we are trying to get out to the students. We are looking at measures that can reduce the classroom time and make the days easier.
Assessments were conducted very professionally and well prepared. I benefitted best from the assessments.	Thank you.
I loved having training on the cruise ship.	Thank you, so do we.
Information passed in the course will be extremely useful in the future.	Thank you.
Being onboard an actual vessel is key to success.	We agree.
I think an extra day on the ship would be better.	In a perfect world this would be great. Budget and time constraints limit our ability to what we can do.
This course was very good and I have more ideas to instruct my vessels to prepare themselves for annual and periodic examinations.	Thank you.
All facilitators were very well prepared and they know what they were talking about.	Thank you.
The ship was very useful to know examination techniques.	Thank you.
More hands on would be more beneficial walking around and testing more equipment it allowed by the vessel.	We are looking into the possibility of being able to operate some equipment that would not disrupt the vessel.
Assessments for each lesson is very good.	Thank you.
Key points for examination during the walk around was very beneficial.	Thank you.
Course materials was very good.	Thank you.
The information we received on the memory sticks also very good.	Glad we could provide you with some useful tools.
The training environment was very good.	Thank you.
The combination of PowerPoint and ships tours was extremely helpful.	Thank you.
The instructors have extensive experience and worked well with attendees in cooperation.	Thank you.
Walking around the ship was key to understanding.	We agree.
Loved the course.	Thank you, we appreciate the complement.
The question regarding security breaches should be re worded to note the breach occurred within US jurisdiction because a security breach occurring outside US jurisdiction does not have to be reported to the NRC.	We agree that the scenarios and questions should be reviewed after each course to ensure the class is receiving the correct information. We will work harder to make that happen.
Overall I got a lot out of this course. We covered several things I hadn't really been told through OJT or PQS process. I also enjoyed the interactions with industry reps and the crews. Only specific suggestion I can think of is to maybe find a better time for the one hour watches 9-10 did not seem optimal. Also using more cites in the lessons so we know where the info is coming from.	Thank you that is what we are striving for. We are working on revamping the watches. The lack of cites is to get the students to look into the references to get a better understanding of them. You can always ask an instructor to help guide you to the correct area in the regulations.
The workarounds were great and showed students how to conduct the exam.	Thank you.