

20 - 26 March 2022 FPVE Course Scorecard

Course makeup: 16 Active Duty and Civilian Coast Guard, 7 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	Mar 22	Mar 19	Jun 19	May 19	Mar 18	Feb 18
Critique response rate	87%	100%	100%	100%	100%	95%
Class critique overall average	4.85	4.62	4.51	4.38	4.49	4.39
Class critique overall median	4.8437	4.618	4.506	4.375	4.44	4.3925
Class critique overall standard deviation	0.07680	0.27356	0.3358	.29525	.22516	.38680
Average # FPV exams by CG attendees	11.8	10.9	11.8	26.4	6.9	14.1
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	4.70	4.50	4.35	4.17	4.32	4.33
Training environment	4.95	4.58	4.75	4.33	4.28	4.19
Usefulness	4.85	4.83	4.65	4.61	4.72	4.76
Training materials	4.90	4.58	4.00	4.56	4.40	4.38
Material presentation	4.75	4.71	4.55	4.50	4.52	4.38
Instructor knowledge & preparation	4.90	4.96	4.95	4.72	4.84	4.86
Usefulness of cruise ship visits	4.85	4.79	4.80	4.39	4.64	4.62
Time allotted	4.85	4.00	4.00	3.72	4.16	3.62

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
Doing the Course on a regular operating vessel is excellent	Thank you.
Appreciated that USCG included industry in their course attendance and being transparent regarding the inspectors preparation program. The Instructors continuously asked for feedback from all participants and created a positive learning environment. I felt included, my feedback appreciated, got lots of take aways and a better understanding of the holistic approach of an inspection which I will bring back to our office. Thank you for the opportunity and congratulations on a course well organized, interesting and informative.	Thank you. We must have industry in these training sessions in order to be successful. We very much appreciate your attendance and contributions.
Pros: Repetition of exams/walks were crucial for knowledge retention. Instructors possess a wealth of knowledge and more than willing to share. Seeing the vessel in operation allowed the students to really understand rationale for drills. Deltas: Time management and front-loading students With the plan for each day could have been better articulated. Led to minor confusion on the plan for the day and what to wear and prepare for.	Thank you. We will look to do a better job in setting up each team for the next day.
To summarize, my biggest feedback is in relation to the course length and the type of exam covered I believe the course could have been completed in 3/4 days rather than 6. With a stop to finish exam on the last course. I felt the course id a good job driving home the use of scorecard and its importance. I gained a new appreciation. I believe there could have been a bigger focus on the annual portion. Actual functional tests of equipment and how they work For example, on team four we were rushed by a generator under maintenance, all quick closing valves remote	We appreciate your feedback. Many things to consider and we will take a look at all of your suggestions. . The Spel is designed to cover much of the knowledge aspects. The course length has been exercised in many different lengths and we have determined six days is optimal for now.

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<p>closing devices and the CO2 release stations. Furthermore du to maneuvering we were not able to spend time in the ECR and thus missed a major command and control station. Understanding team 1 is similar to PSC exam the course did not cover the DSS and how all systems interact especially during drills. I would recommend send a team to the bride as many students have rarely been on a cruise bridge. For newer inspectors more emphasis on what each category space requires. We did a good job identifying spaces but not explaining what the different systems required. I would have benefited more from an in depth explanation of the EDG and transitional power system including the proper way to test. We didn't spend much time on LSA other than the MES, a lesson on the history, requirements and equipment onboard would have been beneficial. The room location/double bunk was not preferential. Many students were kept up by late by proximity to the club and/or roommate noises. I felt like sending out the course schedule beforehand would be beneficial to students in preparing for the course. I feel that the course should be taught to students who are less than 50% PQS complete rather than almost done so they can build better habits. The walks/questioning began to feel repetitive, teams focusing on the same space, same crew which began to feel over used.</p>	
<p>The way the instructors presented the training was perfect! Instructors kept Sea stories to a minimum maximizing training and learning opportunities that help me expand my knowledge On topics and periodic examinations. The direct interaction with the NCOE personnel allowed me to see things better and learning from the future goals. Super excited to see the he continuity they are working on come through. Recommend everyone To watch brads video on scorecard before class, his speech did change my mind on the scorecard process.</p> <p>Best part of the training was seeing the ship with The NCOE personnel and looking at things from a different perspective was extremely helpful.</p> <p>Love the fact we don't use PowerPoints the hands on training and knowledge is way better than throwing out lots of info from a presentation.</p> <p>The course info was great. Clear and straight to the point. The opportunity so see and learn from the NCOE personnel was extremely useful and helpful.</p> <p>The course helped me lean things in a different perspective and definitely made me more comfortable and more knowable in systems questions during periodic exams.</p> <p>Holding the training on an actual vessel was the best. It was quiet and allowed us to listen without interruptions</p>	<p>Thank you</p>
<p>Instructors were well versed in their assigned topics and allowed discussions to develop in the classroom as needed. The training was very well presented. Great job by all NOCE personnel wouldn't change anything.</p>	<p>Thank you</p>
<p>The training environment was excellent. There isn't a better substitute for the real thing.</p>	<p>Agreed and thank you</p>
<p>Being that I have a lower level of experience on FPV exams, the course information, the walkthroughs led by instructor's then by students was really good to follow. The repetitions and observing other was huge.</p>	<p>Thank you</p>
<p>Excellent presentation by all instructors, Discussions were great and insightful</p>	<p>Thank you</p>
<p>Some future attendees may need or want a little more time in the Cruise Ship applicable regulations in SOLAS. I loved that each instructor took each team because it is a great way to learn each individual approach.</p>	<p>Thank you</p>

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<p>This training is essential in my opinion. Many lessons taught in this class are missed by VO's in the field wen training break-ins.</p>	<p>Agreed. Thank you</p>
<p>This is best CG course I have attended. Most courses are classroom instruction and are not focused on performing actual tasks. For me those courses lead to a brain dump afterward. Having the lesson then practical walks were really great.</p>	<p>Thank you</p>
<p>I enjoyed the amount of walk through. Watching the instructions lead the exams was greatly beneficial.</p>	<p>Thank you</p>
<p>The walk-arounds was the most useful part.</p>	<p>Thank you</p>
<p>The walk throughs were very conducive to learning. This is the first C school where we Had more on the job training than classroom. Having the class conducted On the ship has helped me retain more information.</p>	<p>Thank you</p>
<p>Instructors were extremely knowledgeable and helpful. They were always prepared and well organized.</p>	<p>Thank you</p>
<p>This course was very well presented and reasonable n scope. It met my expectations and even though I have been doing FPV COC's for a while now I learned a lot and better understand program expectations. Pleas continue to push for standardization and developing procedures and guidelines so filed PSCO's can deliver the highest quality examination process.</p>	<p>Thank you</p>
<p>Great focus on Periodic exams, more detail on specific system functions and testing would be nice.</p>	<p>Thank you. We will look to increase testing as much as possible.</p>
<p>Great course. Very focused on periodic exams which did broaden my knowledge of questioning. I would like to have had more Training on the testing of engineering and fire suppression systems and how they work. Also, one observation on the bridge during red condition would be nice.</p>	<p>Thank you. Observation of Red Condition is considered nice to have. Not sure how much this supports our actual exam processes.</p>
<p>I feel it would be more beneficial to take this course earlier in the qual process.</p>	<p>Thanks for the suggestion. We will take a look.</p>
<p>During some point it would be useful to have a sit down with some of the crew for an informal discussion with the students. Cites or general areas of common refs would be useful to provide the class and we can take it back to the office.</p>	<p>Thank you. Most if not all of the cites and reference material is available through the Spel and on our Portal page. Time with the crew has been tried in the past and while nice to do we didn't find it contributed to the actual examination process.</p>
<p>Some of the instructors focused in on one person to take lead because maybe they felt they had a stronger knowledge base. I found that slightly the wrong approach to take. Why not focus on the members that need more practice than on the ones that already have a good grasp of the procedures. Sure use those as an example once Then move onto developing others and allowing them to practice.</p>	<p>We will take a look. Thank You for the suggestions.</p>
<p>We all could have benefited from a list of questions to ask each department that are deeper than the fire and abandon ship drill. For instance having a list of questions for the hotel staff that we can reference so we aren't asking the fall back questions. It comes with practice to get good at expanding On questions but examples for each department for us to mill over would have been so helpful; so we can get batter at asking them in the moment Scenarios may be something to go over in the class before we get out there could be useful as well or perhaps role playing.</p>	<p>Thank you for the suggestions. We will discuss this and determine potential options for development.</p>

03 - 09 April 2022 FPVE Course Scorecard

Course makeup: 16 Active Duty and Civilian Coast Guard, 6 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	Apr 22	Mar 22	Mar 19	Jun 19	May 19	Mar 18
Critique response rate	68%	87%	100%	100%	100%	100%
Class critique overall average	4.82	4.85	4.62	4.51	4.38	4.49
Class critique overall median	4.8653	4.8437	4.618	4.506	4.375	4.44
Class critique overall standard deviation	0.1224	0.07680	0.27356	0.3358	.29525	.22516
Average # FPV exams by CG attendees	11.8	11.8	10.9	11.8	26.4	6.9
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	4.60	4.70	4.50	4.35	4.17	4.32
Training environment	4.80	4.95	4.58	4.75	4.33	4.28
Usefulness	4.93	4.85	4.83	4.65	4.61	4.72
Training materials	4.67	4.90	4.58	4.00	4.56	4.40
Material presentation	4.93	4.75	4.71	4.55	4.50	4.52
Instructor knowledge & preparation	4.93	4.90	4.96	4.95	4.72	4.84
Usefulness of cruise ship visits	4.93	4.85	4.79	4.80	4.39	4.64
Time allotted	4.80	4.85	4.00	4.00	3.72	4.16

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
This is the best course I ever had. Many thanks for this opportunity, it will be very useful for me and hope to take a refresh in the future.	Thank you.
I now understand how the NCOE expects a FPVE Annual and periodic should be conducted. The demo was invaluable. .	Excellent and thank you.
The training environment allowed for total immersion in subject matter and max take away of FPVE policies and procedures. Environment facilitated after hour discussions this MUST continue.	Agreed and thank you
I hope I was able to assist with the information I provided This training I would recommend to all other industry personnel. I learned far more than what I thought I would and much appreciated. It's good that the three trainers (Erik, Brad, Tom and TJ) are very different in personalities, it makes it more enjoyable. Stories, videos, walk-around are a must. I enjoyed it very much!!	Your contributions were wonderful and very much appreciated. We would not be successful without the participation and contributions from industry.
For future classes I think it would be useful to complete an annual exam with NCOE members in full, especially for units that don't have a lot of cruise ships.	Thank you. We agree as the complete demonstration of the expectation is ideal it just is not possible in this environment. We are always available to come to your unit and lead the examinations at your request.
Very satisfied with the course. Some of lesson review went a little long. I agree with some of the feedback about adding some team one instruction. A little more on team four would also be helpful. Best training I have received since coming into prevention. Thanks	Thank you and we are looking to add some team one examination processes.
Very impressed with the course overall Definitely a path to uniformity in the cruise inspection program. An awesome experience and professional development.	Thank You

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The level of education is high as the course is well driven and planned, focused on objectives and reflects actual scenarios in the field.	Thank you
The course was fantastic, my expectations are covered and I am now clear on the scope of work during exams.	Thank you
I cannot overstate the quality and value of the SPeL Course for introducing the world of FPV Examinations, and important concepts to FPVE Trainees! 2) In discussions with the instructors, they made it clear that the NCOE is also available so assist units throughout the CG to conduct examinations.	Thank You
The course material and the way it was presented was extremely engaging.	Thank you
Allow students to decide who/when they question crew— no surprises!	Agreed. We will incorporate this suggested change.
Change course prerequisites. I was about 55% completed with the PQS and felt I was not over/under prepared. I could have benefitted as early as (1) coming with SPEL only or (2) about 40% PQS.	Thank you for the feedback. We will take a look at this and see how it would affect the course roster fill.
Allow CG members to go ashore for lunch while in port	It would be nice, but no. The time aboard the ship is too valuable and we need to optimize the ship's crew time while regular guests are ashore.
SPEL was Awesome	Thank you
Increase the amount of annuals for the walk arounds.	We will take a look at this suggestion.
Allow time for specific PQS items if someone wants to go over them during the week like study hall where we can discuss certain items. Or allow filed trips for different items each day for 15 minutes after class.	We will consider this suggestion.
The dinner is a little late in the evening so leaving it that late would allow for additional student time for training.	OK
This form on my iPad does not allow me to edit the sentence without using backspace	I know and I don't like it. We may have to go back to paper and pen.
This class has far exceeded my expectations and am extremely happy with the content, quality, training, etc.	Thank You

13 - 19 November 2022 FPVE Course Scorecard

Course makeup: 15 Active Duty and Civilian Coast Guard, 6 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	Nov 22	Apr 22	Mar 22	Mar 19	Jun 19	May 19
Critique response rate	100%	68%	87%	100%	100%	100%
Class critique overall average	4.69	4.82	4.85	4.62	4.51	4.38
Class critique overall median	4.7071	4.8653	4.8437	4.618	4.506	4.375
Class critique overall standard deviation	0.1839	0.1224	0.07680	0.27356	0.3358	.29525
Average # FPV exams by CG attendees	14.8	11.8	11.8	10.9	11.8	26.4
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	4.62	4.60	4.70	4.50	4.35	4.17
Training environment	4.71	4.80	4.95	4.58	4.75	4.33
Usefulness	4.76	4.93	4.85	4.83	4.65	4.61
Training materials	4.67	4.67	4.90	4.58	4.00	4.56
Material presentation	4.67	4.93	4.75	4.71	4.55	4.50
Instructor knowledge & preparation	4.95	4.93	4.90	4.96	4.95	4.72
Usefulness of cruise ship visits	4.86	4.93	4.85	4.79	4.80	4.39
Time allotted	4.33	4.80	4.85	4.00	4.00	3.72

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

Attendee Comment/Suggestion	CSNCOE Action/Response
This is the best "C" School ever attended just because it has you working on the ship.	Thank you.
I think it would be beneficial to hit more knowledge points to standardize the requirements. I feel our unit AJMI and MITO teaches the old ways and not the right ways.	We are reviewing this as we have had the expectation the unit level training was more detailed than it may be. Thank you
I did notice information passed from one instructor to another was different.	This is one of our internal key performance indicators and I am hopeful this was directly communicated to staff so we can take immediate action and identify what the topic was.
Great training on Scorecard and examination process. I expected more technical training. I understand this isn't the main goal of the class as it is expected to be done at the unit, but it would be helpful to learn more of the specific technical information.	We have an expectation this is being completed at the unit level. We are taking time to review this and will take action. Thank you
Periodic exam walkthroughs became too repetitive.	We agree and making the changes. Thank you
Class/industry involvement was awesome. Every effort should be made to encourage their attendance. I understand their inclusion excludes USCG personnel, but I find this info/insight to be extremely valuable.	This has always been a critical part of this course and it will always remain. We view industry participation as a requirement of this program. Thank you, additionally, the inclusion of industry personnel does not take any seats from CG personnel attending the course. Their seats are in addition to any CG quotas we receive.
The repeated walkthroughs were good but too much. Focus more on systems and technical regulations.	We agree and will be making a change
Being underway on the ship was extremely beneficial to learning.	Agreed Thank you
The periodic exam reps could have been less. Talking to the crew and asking questions can be developed at the unit level.	We agree and will reduce the number of periodic reps. So far our course pre-testing and unit exam audits does not show the units are training to the TTP and exam policy. While we are hopeful this will change the data does not support this feeling.
Go over waste streams in more detail.	We will look at this. Thank you

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Less periodic and more annual walkthroughs.	Agreed thank you
I feel the course made be board ready	Excellent
Classroom environment was great. Walk arounds a little different. Hard to find crew members to question.	Thank you
I really enjoyed my time. It was exactly what I needed for my qualification, and I felt like it was the perfect time in my qualification process to attend.	Excellent
The real time training during the replicated walks I believe was the most beneficial. I think fewer but longer walks would be better.	Thank you. We are making a change to the walks.
I would have liked to see a demonstration of a waste stream examination. Or at least talk about exactly what to do for each waste stream.	Thank you, we are reviewing the options to provide greater detail.
The instructors were very passionate about the subject, and I feel as if I could call them anytime if I found myself in an interesting situation on a FPV exam.	Thank you and yes...call/message anytime.
I would like more engineering systems training. Spel's are OK, not great.	We have the expectation this is being handled at the unit level. We are currently reviewing how we can re-introduce the detailed instruction during this course.
If students arrive with pre board and deferment test complete, a three-day cruise would be enough to absorb the information.	We would hope this was the case. However, the data from the course pretesting and unit audits does not currently support this. We also only have 5 to 7 day sailing options and cannot dictate cruise length to the contracted cruise ship companies.
Excellent instructors and knowledge.	Thank you
Breakfast and dinner arraignments should be adjusted for future classes. Dinner is served too late, and breakfast is too short.	Well, we can't change the ships schedule. Additionally, there are numerous dining time options. You never have to restrict you dining times to what is scheduled. The buffets and alternative dining options are always open and we don't expect everyone to attend the scripted dining times and we spoke to this during the introduction.
Excellent training environment.	Thank you
Perhaps reduce the number of walkthroughs too many periodic walks and it became difficult to find new crewmembers to ask questions.	We agree and we are making this change. Thank you
FPVE is an advanced qual, so students more than likely have four or more quals prior to attending this course. Students have most likely participated in at least eight exams. A three-day cruise would be enough. No need for seven-day cruise.	We would hope this was the case. However, the data from the course pretesting and unit audits does not currently support this. We also only have 5 to 7 day sailing options and cannot dictate cruise length to the contracted cruise ship companies.
Would be great to have a discussion on the last day to talk about new upcoming technologies with the industry. Dual fuel ships and examiner expectations, lifesaving changes, like AES or whatever information meetings, and discussions the CSNCOE is having with industry and CVC.	Thank you and we will look to expand within these areas.
A good understanding of your regulatory framework. Technical analysis of the related items under SOLAS II-2 helpful	Thank you
Having the course onboard the ship was very useful.	Thank you
The scenario-based discussion on the last day was very helpful. Suggest more.	Thank you
More technical presentations should be included like what was done for the podded propulsion.	Thank you and we will look to expand within these areas.
Reduce the number of walks.	We agree and we are making this change. Thank you
Crew competency testing was useful	Thank you
Useful experience which will be used in my work further.	Thank you
Great course provided by professionals in a realistic environment. As for a class society representative, gained valuable experience of USCG inspection processes and performance.	Thank you

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This was a great course that filled in all the unit training gaps.	Thank you
Lesson five is a little confusing. Recommend renaming all the lessons	Thank you. We will review and take action
There was some inconsistency between instructors, but you're going to get that during inspections as well.	This is one of our internal key performance indicators and I am hopeful this was directly communicated to staff so we can take immediate action and identify what the topic was. It is unacceptable to have inconsistency regarding findings and we must have fidelity with how we all identify noncompliance.
Could have used greater elaboration review on PRG's/space categorization ways to identify if a space may have been altered since plan review.	We will look into this. Thank you
SFP electronically was challenging to find in folder due to naming.	We will look into this. Thank you
Relevant to the qualification too many empty boxes.	Not sure if I understand this. The course is concentrated on process. We expect 80% of the PQS to be completed and unit training to teach systems. However, we are learning this may not be the case and will review how we can improve.
Ship training blocks were cancelled, and nothing really planned to fill those blocks	We will look to correct this. Thank you
Would have liked longer to focus on annuals and testing procedures. Periodic questioning seemed to be excessive.	Agreed. Thank you
Environmental SRTP MSC training skipped environmental	We will look to correct this. Thank You
All material was clearly well prepared and coordinated.	Thank you
Transfer of files was different between I Pad and hard drive both are great, but one had plans and the other did not. .	We will take a look. The IT solutions are not the best and we will continue to work to make them better.
Would it be possible to get name tags for the class	I will ask the team
I would have valued the chance to talk more with ships officers about their emergency roles and to show me the stability computer and how it works.	We understand this desire. However, we have to keep the training process and topics directly linked to the examination requirements
Hiatus exercise was awesome	Thank you
Stories of casualties/mishaps on cruise ships are great object lessons and help make info stick and emphasize importance of job.	This was done on a limited basis when the incident outcomes could be directly linked to something missed on an examination.
When the periodic's got dry I appreciated when the instructors jumped back into annual style training on the systems.	Thank you
The repetition with the periodic was helpful. I think some more training on the annual side would have been helpful	Agreed and we are making this change.
It seems the instructors did not agree on everything. I think you guys need to hash out the differences to have the same response back up by policy and regulations.	This is one of our internal key performance indicators and I am hopeful this was directly communicated to staff so we can take immediate action and identify what the topic was. It is unacceptable to have inconsistency regarding findings and we must have fidelity with how we all identify noncompliance.
Have an opening meeting with ship's Captain and crew. Explain to all what we are doing.	This is done two times. The first one is done remotely one month before the sailing and once again onboard one week before the sailing date. The ship's Captain and staff are always welcome, but they are very busy when we begin with the first session onboard as the pilot call time is 1500 and this is why we do the meetings prior to the course start date.
The course solidified training I received at the unit.	Excellent
I feel there was a decent number of extended breaks to wait on the ship's crew for escorts to continue the training. Would have been a good opportunity to use the time for additional training and knowledge walks.	We are working to correct this and improve the time/schedule management
The number of periodic walks was excessive. I would have preferred time set aside to go over topics and systems that people still had questions about. Also talking about NCIC 04-04 would have been nice so there is consistency throughout the units.	Agreed and we are making this change.

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Enjoyed the scenario-based exams	Thank You
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