

AFPVE Course Scorecard

Course Date: 18-25 Oct 2010

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

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

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

Course critique summary: Responses are from 1 (lowest) to 5 (highest). For each course date red denotes lowest rating(s), green the highest rating(s)

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

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

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

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

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

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

6-11 Dec 2010 AFPVE Course Scorecard

Course makeup: 16 Active and Civilian CG, 9 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	Dec-10	Oct-10*	Dec-09	Nov-09	Oct-09
Critique response rate	73.1%	96%	84%	40.9%	75%
Quality fill	90.1%	92.5%	61.8%	70.3%	47.3%
Class critique overall average	4.51	4.56	4.27	4.22	4.01
Class critique overall median	5	5	4	4	4
Class critique overall standard deviation	0.62	0.58	0.71	0.61	0.85
Average # FPV exams by CG attendees	30.1	16.3	16.9	11	5.2
Average time in Marine Safety field by CG attendees	11.0	8.8	6.4	4.9	3.5
How well course prepared for FPV exams**	4.37	4.29	4.11	3.89	3.88
Training environment	4.42	4.46	4.29	4.67	3.94
Usefulness***	4.53	4.74	4.55	4.22	4.11
Training materials	4.53	4.5	4.19	4.00	4.17
Material presentation	4.74	4.33	4.29	4.11	3.94
Instructor knowledge & preparation	4.58	4.83	4.57	4.22	4.11
Usefulness of cruise ship visits	4.58	4.92	4.33	4.67	4.17
Time allotted	4.32	4.42	3.81	4.00	3.69

Critique response rate is the % of attendees that provided written course feedback.

Quality fill measures how successful we were at targeting CG students. Weighted parameters are: CG attendee qualification, is attendee from active cruise ship port, does attendee unit have a gap in FPVE's that have attended course.

*Course delivery was modified and lessons repackaged starting with Oct 2010 course.

** The wording of this question was changed into two parts (CG and non-CG) for the Dec 2010 course.

***The wording on this question was changed into two parts (CG and non-CG) for the Dec 2009 course.

Comments: We had over 70 comments/suggestions submitted for the Dec 2010 course. Each comment that identifies a gap or positive, or suggests an alternative method or process is documented and evaluated. Because of the high number of comments, they cannot all be included here. Below is a summary of the very frequent comments (most fall into one of these anyway) and our action:

Attendee Comment/Suggestion	CSNCOE Action/Response
Having industry was huge plus	This is something we will continue to strive for
Answers to questions during exercises need to be the same	Have developed standard answers and created a facilitator data sheet to ensure consistent answers to scenario questions
Would like to see CDC representation	We have been in discussion with CDC VSP for a couple of months and are discussing their formal involvement in FY2012 classes. Depending on their schedule, they may be able to have one or more inspectors sit in during the Jan course
Some topics can be expanded (i.e. security, LP4, LP8)	We continually revisit/review all lesson plans to ensure the latest information is being presented, this is an ongoing process
Classroom small, lighting, hard to read	We requested extra lamps but this was still not enough. We are addressing with hotel & continue to search for an ideal venue
Would like to see more pictures substandard	Our goal is to teach attendees to evaluate the ship, not find non-conformities. We mix pics of standard and substandard conditions to achieve this. We will remove duplicates.
Ensure review of all anchored questions	As answers are obtained the results are articulated to the class; we will go over the entire anchorage at the end of the course for reinforcement
Great location hotel	Thanks

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Great minimum power point outstanding	The result of good instructor training
Great 840 job aid	Thanks, let us know if you id any need to change
Great using headsets in Engine Room	Thanks, this will definitely be continued
Develop helo landing area lesson / discussion	This remains under discussion, perhaps it will fit in firefighting
Talk about flash lights tripping flame detector	We will research this and see if specific cases can be incorporated, we also heard that UF radios cause some lifejacket lights to illuminate
Include additional cruise industry CG policy updates	On disk provided to students
Provide intumescent, azipod, sewage data.	On disk provided to students
Provide this course to senior shipboard officers & fleet	We agree and are going to seek fleet participation in the future
Advanced course data to include additional new pubs amendments	The newest policies are being discussed & our pubs and references will be updated by the January convening.
Provide list of acronyms	Good point, we will strive to reduce the number of acronyms but develop an acronyms list just in case.
Reduced passenger manning scenario needed for a class exercise	We agree, and thanks, this is being added to the scenarios
Drive home SMS point discussion - suggest include this in 840 job aid for drill review	SMS is imbedded into all topics of the course and referenced in lesson plans job aid
Identify method to ensure participants are seated timely after breaks	The ground rules are covered and posted, the instructors will review the ground rules daily in the future
Scenario table questions very good promoted discussion	Thanks
Suggest CSNCOE develop power point to state in writing position on issues and deficiencies	Every condition needs to be evaluated separately for determination if it meets the intent of the regulation, the same condition on separate vessels may or may not be a deficiency
Aimed holistic approach to the examination process	Thanks
Guest speaker from industry would be beneficial	This is a definite goal for the future but was not a reasonable option for 2011 since the curriculum, exercises in particular, had been updated and we were not quite sure on the time needed.
Ship visits are good, suggest more	We are discussing. It is difficult to maintain current lesson structure and course time-frame and then add new visits.
Great CD as tool	Thanks
Suggest more discussion on older ship regulations applicability	We disagree. We cover the most recent and prevalent international standards and their applicability
Suggest using term RO/RSO not class society	We will continue to use the terms "Administration or Flag" and/or "Class society on behalf of the administration or flag"
Student notes could be more extensive	Student notes reflect the latest revision update or regulatory requirement
Suggest more data regarding vessel stability	Vessel stability, though critical to understand in general, is not a topic we plan to cover in any more detail for cruise ships.
Expand VGP discussion	This is a definite goal for the future; we will revisit this during this during the next course curriculum approval process
Use of term PSCO vs MI	We actually prefer to use the term examiner and the term MI is usually not appropriate

24-29 Jan 2011 AFPVE Course Scorecard

Course makeup: 15 Active and Civilian CG, 9 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	Jan-11	Dec-10	Oct-10*	Dec-09	Nov-09
Critique response rate	91.7%	73.1%	96%	84%	40.9%
Quality fill	90.9%	90.1%	92.5%	61.8%	70.3%
Class critique overall average	4.54	4.51	4.56	4.27	4.22
Class critique overall median	5	5	5	4	4
Class critique overall standard deviation	0.57	0.62	0.58	0.71	0.61
Average # FPV exams by CG attendees	29.2	30.1	16.3	16.9	11
Average time in Marine Safety field by CG attendees	10.4	11.0	8.8	6.4	4.9
How well course prepared for FPV exams**	4.45	4.37	4.29	4.11	3.89
Training environment	4.36	4.42	4.46	4.29	4.67
Usefulness***	4.64	4.53	4.74	4.55	4.22
Training materials	4.27	4.53	4.5	4.19	4.00
Material presentation	4.50	4.74	4.33	4.29	4.11
Instructor knowledge & preparation	4.68	4.58	4.83	4.57	4.22
Usefulness of cruise ship visits	4.64	4.58	4.92	4.33	4.67
Time allotted	4.77	4.32	4.42	3.81	4.00

Critique response rate is the % of attendees that provided written course feedback.

Quality fill measures how successful we were at targeting CG students (is CG attendee: qualified, from an active cruise ship port, in a billet where he/she conducts FPV exams or supervises/manages those that do, from a unit short of people that have attended the course).

*Course delivery was modified and lessons repackaged starting with Oct 2010 course.

** The wording of this question was changed into two parts (CG and non-CG) for the Dec 2010 course.

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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, however below is a summary of the very frequent comments and our action:

Attendee Comment/Suggestion	CSNCOE Action/Response
Great idea having CG & Industry together. Learned from the discussion	This is by design
Benefit to have instructors that have recency in the field of work	That's the role of the NCOE's
Holistic approach is something new inspectors are missing... good to see it being brought back	Thanks
Room small... would like more wall space for writing/exercises.	This will be a determining factor when we choose the venue for the next round of courses.
SG pg 2-3, Annual & periodic exam seems to be redundant. Pg 4-3 under functional requirements, change "restricted us" to "restricted use".	We will look into and update before the next course. Thanks
Ship visits a good reinforcement of what learned in class. First day visit good idea.	We plan to continue this
Would be good for inspectors to realize costs associated with holding a cruise ship in port (cost per day)... including impact on local economy.	Interesting suggestion. We'll consider for the next courses.
Identifying groups by team, table, and group was confusing (team 2, table 4, group 3).	We agree and will address this during the "off season" and come up with a simpler methodology.
Creation of the job aid with USCG inspection team selection & guidance is excellent	Thanks.
Writing of Form B has become issue CG-wide... need to discuss	We'll pass this on to the PSC school. We'll reinforce where appropriate but we prefer to avoid going over Port State Control fundamentals.
Discussion of USCG training and selection of personnel quals for FPV Exam should be expanded... who should get the qual and what	We will pass on the suggestion to CG-543 regarding more clarification on who should get the qual or participate in the exams. For now, we feel the discussion

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experience range should be expected.	is appropriate as there is no limitation on rank/rate for obtaining the FPVE qual.
Environmental LP could use walk through procedures	Agree. We plan to add more emphasis on the environmental survey during the ship walkthrough and in the other assessments.
Would like more detail in security aspect, especially CVSSA. More security considering attention and resources committed by industry.	We expect to have more detail on the CVSSA next year. Though we realize the industry spends considerable resources on security, our course lesson must focus on those areas that are relevant to the examination and any decision making.
VGP section of Environmental LP really wasted time on a subject w/o any real CG role or policy established.	We'll be evaluating the information presented in each LP. Thanks.
Too much time spent on EPA's RCRA requirements	We'll be evaluating the information presented in each LP. Thanks.
Not sure we need extra half day on Sat...could be held in 5 days.	We're reviewing the need for the Saturday visit. Right now it's necessary in order to ensure everyone has the opportunity to observe particular key areas (namely engineering spaces).
Other mid-management (CG) should be encouraged to attend as well.	We are considering a mid-high level Sector management work-shop
Good class for already qualified FPVE's but could not train a new person in this course. Recommend development of basic FPVE course. Off-the-shelf power points would help MITO's.	We are working to develop knowledge based e-learning that is linked to the FPVE PQS. This course itself is not tailored for trainees but targets qualified FPVE's or those over 80% complete in the PQS.
Would help to add SOLAS/NVIC/CFR cites for all of the info in SG...they are absent from most articles.	We'll do our best to incorporate cites where appropriate. One concern is maintaining relevant cites. Another, more important concern with establishing cites for everything is that it will remove our ability to observe attendees' ability to research the appropriate references to find relevant cites (as would be required in real life).
DVD is outstanding. Recommend updating and disseminating to Sectors with cruise ships at least annually.	We hope to soon make this info available real-time via a website
Need to do better job of aligning instruction with Student Guide. Some tweaking is needed to make SG and other materials fluid with the course.	We collectively agree. We are considering our options on how to best orient the student guide with any powerpoint slides.
Ship visits interesting but were detached from actual FPV exam.	The Saturday visit used to encompass an Annual or Periodic exam but it became obvious we could not simultaneously maintain an efficient exam for the crew's sake AND provide proper learning oversight for 25 attendees. Every effort is made to emphasize the exam process during each ship visit.
Need more ship visits	We're always looking for ways to make the course more efficient. Right now, it's hard to imagine fitting in another ship visit.
Suggest including some hands on training for some equipment	This will be incorporated where available/appropriate as we develop lessons further
Had issues with some of the acronyms that are particular to military organization.	Point taken. We plan to develop a list of commonly used acronyms and post in the future.
If logistics could be worked out, would be more hands-on to hold class on a ship.	This is an idea we are considering but it is probably at least a couple of years to realization.
Provide example of COC for tenders...either as handout or on CD.	We will. Thanks
Recommend video instruction for/during presentation for "how to inspect" items.	Video or "Virtual walkthrough" is in the plan. Hopefully this will be within reach this off season.
Would like to see visit to cruise line corporate HQ, op center added to the schedule...allow to see day-to-day operations, behind the scenes processes FPVE's don't get to see	We disagree that a corporate office tour would help meet the course objective.
Would like more details in lieu of basics on advanced systems/types (i.e. hi fog variations, OWS, etc).	Our goal with this course isn't to get down to the component level for each system but to emphasize the need to consider all systems (both technically and how they are managed) together. We aim to help inspectors understand what's important for safety on a cruise ship, why it's important, what the symptoms are for systemic problems - how to differentiate those from case-by-case issues - and how to tailor CG actions accordingly, and ultimately to understand why the problem may have developed in the first place so we can genuinely effect "prevention".
Very responsive. Left no questions unaddressed	Thanks
This should be the gold standard for all NCOE's.	Wow. Thanks