

9-13 Jan 2012 AFPVE Course Scorecard

Course makeup: 15 Active Duty and Civilian Coast Guard, 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-12	Jan-11	Dec-10	Oct-10*	Dec-09
Critique response rate	82.6%	91.7%	73.1%	96%	84%
Quality fill	89.9%	90.9%	90.1%	92.5%	61.8%
Class critique overall average	4.27	4.54	4.51	4.56	4.27
Class critique overall median	4	5	5	5	4
Class critique overall standard deviation	0.69	0.57	0.62	0.58	0.71
Average # FPV exams by CG attendees	20.9	29.2	30.1	16.3	16.9
Average time in Marine Safety field by CG attendees	12.1	10.4	11.0	8.8	6.4
How well course prepared for FPV exams**	4.14	4.45	4.37	4.29	4.11
Training environment	4.41	4.36	4.42	4.46	4.29
Usefulness***	4.55	4.64	4.53	4.74	4.55
Training materials	4.05	4.27	4.53	4.5	4.19
Material presentation	4.23	4.50	4.74	4.33	4.29
Instructor knowledge & preparation	4.38	4.68	4.58	4.83	4.57
Usefulness of cruise ship visits	4.05	4.64	4.58	4.92	4.33
Time allotted	4.33	4.77	4.32	4.42	3.81

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

Quality fill measures how successful we were at targeting CG students (qualified, from active cruise ship port, conduct 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.

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

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
Could use closer attention to detail in some presentations by using slides to give prompts and to make sure exact references are used.	Each instructor is to review and revise as required.
Maybe need to go on an older vessel and a new vessel.	Limited ship availability. This is a consideration when scheduling visits.
Expected more global discussions of issues	Group/student driven. For some participants it is considered GLOBAL
Scenarios are not explained well (specific task) and sometimes differently execute by different team leaders	Expectations are to be clearly briefed in the beginning and spoken too throughout the week.
Recommend ship visits have more methodical approach.	Minimum expectations and spaces to be viewed will be identified.
Exercise for lesson 2 awkward and unclear of tasking, I question benefit	Lesson 2 brief scenario will be revised
Some Instructors jumped around.	Concur and this has been addressed with those instructors.
I wish standardization of deficiencies and corrective actions was more thoroughly covered	This was covered. We will reemphasize the course objectives and purpose.
Big reference binder, lots of books hardly touched	Agree the reference binder was more underutilized than we anticipated. We will address for future courses.
Temperature cold at times (particularly with table under the vent) but overall great location	noted and communicated to the hotel
Change welcome aboard letter to reflect the course ended on Friday versus Saturday.	Noted and done
Grouped by tables a good thing	Agree
Ability to see/speak with industry stakeholders and CG provided great insight.	Concur
Include slides of MISLE prints so industry reps know what the database looks like (perhaps white-out VCP, or what a VCP contains).	Information is critical however we do not agree the actual format is necessary as this is internal to CG.
Use dry erase boards vs giant stick pads	Concur and corrected
It was easy to forget we are accumulating deficiencies. Maybe create a master power point slice with the accumulated deficiencies we have already identified.	Concur and corrected

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Provide sample forms/certificates for class to look at (COC's, PSSC, IOPP, etc) for Sublime II.	This was done however it will be briefed better in the beginning of the week.
The security presentation should also cover how 33 CFR Sub H applies to foreign cruise ships (Definitions and 4 areas applicable to foreign vessels).	Concur
Discussion on white box is confusing and not useful if it isn't required by MARPOL why should we care?	Concur. Presentation has been revised accordingly
If a unit does not have sufficient qualified persons available what should they do about the recommended teams?	This was covered in lesson 2. The scope of the exam and exam workload remains consistent regardless of team size. If you only have one qualified person that one person must examine the entire ship.
I would like to see a video on MES Operations or visit company who services them and watch inspection.	Concur and done
Would like to attend for a week with one of the staff conducting COC aboard vessel. Discuss items found, write-ups & get input for better hands-on experience.	The opportunity is available. Contact the CSNCOE staff directly.
Good training regarding machinery/pollution/waste streams.	Thanks
Trainers were good, need to add something to fire fighting to keep subject interesting	Concur. LP4 presentation is being revised
Need to have more table space	Concur a new table layout will be tested
Arrange everything so everyone can see without turning heads and chairs.	Unable to achieve this given room size/budget constraints
Add SANS to list of Acronyms	Concur completed
Can HQ establish a direct path to Equasis to avoid field personnel having to establish separate password?	We will look into this.
Emphasize at the beginning that the Sublime II assessment parts are a major part of the course. Every scenario issued should be put in the blue binder in the correct lesson plans.	Concur. This will be emphasized in lesson 1
MISLE notes need to be looked into. If whitebox is no longer used and can be bypassed, remove the pollution statements from MISLE	We will look into this.
Give sample of what the narrative would look like in MISLE.	Concur. This will be added to lesson 9
Give example of ideal COC remarks.	Concur. This will be added to lesson 9
Add statement to COC for Sublime II for annual, periodic inspections covering all parts of lesson plan 9.	Concur. This will be added to lesson 9
Add drawings of symbols usually seen on passenger vessels (i.e. pods, bow thrusters, stabilizers, loadline, etc).	This is considered prerequisite knowledge but we will point out different hull markings during ship visits.
Take more/better pictures. Some were dark/fuzzy and could not be seen clearly from the back of the room.	Concur. All presentations are being reviewed
Make a copy of the job aid for students to carry on board vessel.	Concur and completed
Instructor needs to be more engaged to prevent one team member from doing all the work/talking.	Concur. Facilitator roles have been clarified.
Visual aids preferred to conference type training. Use the projector more.	Concur and addressed with those instructors
Instructors would present questions to the class, many people would provide widely different answers, but instructor would move on without confirming which answer is correct.	Concur and addressed with those instructors
Recommend having ship officers explain function of systems onboard ships. Instructors explain testing/inspection requirements.	This can only be done when the ships officer is willing and capable
Need copies of tender COC's, VCP with special notes, IOPP with white box listed	We will provide as appropriate
Perhaps rotate seating order once or twice during the week for better networking.	The ship visits and possibly a social will support this to some degree
Would have liked to discuss specific cases a little more detailed.	This is done as much as possible. The class dynamic really drives this.
Some presentations gave additional info than what was in the student guide and made the lesson more interesting. Others gave only the information in the student guide.	Noted and discussed with instructors
Organize one common dinner or lunch at the beginning of the week so participants have the possibility to get to know each other in a different situation.	This will be considered for future courses. Past attempts have not proven to be well attended.
LP 2, 3, and 4 should be smoother.	Noted and discussed with instructors. New dryrun of these lessons will be conducted prior to the March course.
Covered a lot in a short time for ship visit. May be misleading in some areas.	The ship visit is a snapshot. We are limited on how much time we have aboard.
Did not fully understand the role of the table facilitators in the first few days of the course. When we did, it resulted in more improved exercise.	This will be better explained/briefed from the very beginning of the week.

5-9 March 2012 AFPVE Course Scorecard

Course makeup: 15 Active Duty and Civilian Coast Guard, 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	Mar 12	Jan-12	Jan-11	Dec-10	Oct-10*
Critique response rate	87.0%	82.6%	91.7%	73.1%	96%
Quality fill	84%	89.9%	90.9%	90.1%	92.5%
Class critique overall average	4.53	4.27	4.54	4.51	4.56
Class critique overall median	5	4	5	5	5
Class critique overall standard deviation	0.54	0.69	0.57	0.62	0.58
Average # FPV exams by CG attendees	29.7	20.9	29.2	30.1	16.3
Average time in Marine Safety field by CG attendees	12.5	12.1	10.4	11.0	8.8
How well course prepared for FPV exams**	4.45	4.14	4.45	4.37	4.29
Training environment	4.65	4.41	4.36	4.42	4.46
Usefulness	4.70	4.55	4.64	4.53	4.74
Training materials	4.30	4.05	4.27	4.53	4.5
Material presentation	4.40	4.23	4.50	4.74	4.33
Instructor knowledge & preparation	4.55	4.38	4.68	4.58	4.83
Usefulness of cruise ship visits	4.55	4.05	4.64	4.58	4.92
Time allotted	4.65	4.33	4.77	4.32	4.42

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

Quality fill measures how successful we were at targeting CG students (qualified, from active cruise ship port, conduct FPV exams or supervises/manages those that do, from a unit short of people that have attended the course).

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

Comments: Each comment that identifies a gap or positive, or suggests an alternative method or process is documented and evaluated. We're not able to include all comments here; however below is a summary of the most constructive comments and our action:

Attendee Comment/Suggestion	CSNCOE Action/Response
I thought Lesson Plan 10 Lab was excellent.	Thank you
Suggest breaking down to two groups for engine room review.	We have tried all options and prefer the current practice.
A short presentation on available online resources and more explanation on policy would be helpful.	Noted for consideration
1st morning room was too cold in classroom	We are working on targeting the right temperature. Thanks
A couple of the presenters let the class "Take Over" the lesson	Noted
I think taking photographs by competing companies is professionally inappropriate unless accompanied by their counterpart	Attendance rosters are communicated well in advance to all ships and their corporate offices.
I think there should be a basic and an advanced course	We are going to address baseline (vs basic) knowledge with distributed learning and better guidance.
More comfortable chairs would be nice.	Sorry, there isn't much we can do regarding the chairs.
I would have liked to know to look up cites for the assessments at the beginning of the course	This will be better communicated in the future
A ship ride or class aboard a ship would provide an invaluable experience to allow attendees to work alongside the crew, stand watches and actually have time to see this ship in operation.	Concur. This remains a work in progress. However there are opportunities for inspectors to ride along with class during the PSSC exam. Contact our office for more information.
Having a three hole punch available would be helpful to file the class handouts	Noted, concur, and implemented
I realize the CD has all the reference material however being able to keep the class reference binder would be helpful as a ready reference to browse through prior to conducting future CVE's	Printing costs prohibit this. Digital media is the most cost effective.
Several times various instructors stated we will get to a particular subject at a later time. Perhaps starting a parking lot board to cover these items would be helpful to remind instructors for cover a particular issue prior to the class ending	The parking lot did/does exist but it is on a laptop. A piece of paper will be placed on the back wall as a mental marker for the instructors
Additional shipboard visits would be helpful.	Possibly. What is done aboard is the key and we are time restricted .

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The various modules referenced the CFR's however very little discussions actually discussed the CFR's. Perhaps providing a general list of what CFR's actually apply such as part 147 would be helpful	Noted. We are addressing this.
We had several discussion about space classifications, structural fire protection and down flooding devices and other items, however we have little material data in MISLE to help prepare inspectors to conduct inspections perhaps the NCOE could work with MSC to upload the space categorization plan, SFP Plan and other drawings or data. This would certainly be helpful to prepare inspectors for upcoming inspections.	This is a great idea and something we'll work on and look into over the summer. Thanks.
It would be helpful if a pressure conversion chart could be put within the FPVE job aid.	We will take a look at this
Convenient hotel near food decent facilities allowed for minimal time away from training	Thank you
Real life scenarios were critical and unobtainable otherwise. Would like to see more photos and group discussions.	We will take a look at this
Training materials did not always follow student guide but assessments (i.e. Cruise Ship Security Act) were mostly thought provoking.	This point has been emphasized with the instructors.
A presentation from CLIA or cruise line with their thoughts on CG exams, class surveys, etc. How can we improve upcoming designs latest news etc .	We are looking into where industry speakers can augment the lessons. The industry attendance is geared to generate feedback on CG exams though.
All instructors were very professional and have a vast storehouse of knowledge of cruise ships and how an exam shall be conducted	Thank you
Good mix of attendees in small groups	Thank you
Accuracy of some information should be improved especially the assessment answers to be more clear.	Noted and we will work on this
The in class discussion was good just the onboard was limited by not seeing tests	We are working on video presentations for 2013
Better planning onboard ship on what spaces to be seen..	agree. We are working on the best way to accomplish this.
LP2 Overhead should be used for list of references	Instructor has been informed of the suggestion
A best practice document would be good to use on the deficiency noted.	We will consider this.
Add shipboard senior management on the seminars (class) for better future results. (ship captains, staff, safety, should attend in the future)	We agree. This outreach is made on a regular basis. Unfortunately, few attendance requests result.
I suggest to change groups during the course so members could benefit of different backgrounds	While ideal, timing and associated disruptions to the course make this impractical.
More photographs of non-compliant issues would clarify things during the lessons. However the time spent on Thursday afternoon going through "possible deficiencies "was excellent"	Thanks. We are always increasing our photo library.
Non USCG personnel are not aware of acronyms, if they can be explained and not used in training as much as possible that would be good	Concur, a acronym list has been added to the student guide as well
Involving class societies and industry personnel was a very good idea	Concur
Ship visits are an excellent idea	Concur
More time in new policy and or pending MSC circulars IMO standards would be helpful.	New policy is addressed. Policy & IMO standards under development are not enforceable and therefore will no be covered. We do, however, discuss these items when necessary in our newsletter.
Tell students upfront that each non-conformity needs a cite. Would have streamlined our process/avoided doubling back with scenarios	Noted Concur, correction implemented
Cruise line industry & pre-exam procedures could have been shortened. (that is entry level)	This is very important information but it is understood and applied inconsistently CG wide.
Would liked to see more time dedicated to advanced issues-COTP orders, LOD, exemption emergency generator tests. (this is a major issue for industry as for consistency.) these got class going but were rushed because they came up during the instruction. Emerging trends/technologies, newest from program info 101 would be helpful.	Noted
For the intro. State what ports we have done CVE's would be much more interesting than the animal questions. This will get the conversation started sooner and help us benchmark the discussion for consistent application	We will consider.
I think funding should be found to provide attendees with latest versions of SOLAS references	We do provide the latest versions for use during the class. We have attempted take-homes in the past but it is not sustainable.
Would like to have known the background of each of the instructors.	We will try to roll this into introductions but will certainly make mention of the instructor bio's that are available on our website.

2-6 April 2012 AFPVE Course Scorecard

Course makeup: 14 Active Duty and Civilian Coast Guard, 10cruise 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	Apr 12	Mar 12	Jan-12	Jan-11	Dec-10
Critique response rate	100%	87.0%	82.6%	91.7%	73.1%
Quality fill	77.3	84%	89.9%	90.9%	90.1%
Class critique overall average	4.5	4.53	4.27	4.54	4.51
Class critique overall median	5	5	4	5	5
Class critique overall standard deviation	0.67	0.54	0.69	0.57	0.62
Average # FPV exams by CG attendees	12.9	29.7	20.9	29.2	30.1
Average time in Marine Safety field by CG attendees	7.3	12.5	12.1	10.4	11.0
How well course prepared for FPV exams**	4.5	4.45	4.14	4.45	4.37
Training environment	4.5	4.65	4.41	4.36	4.42
Usefulness	4.79	4.70	4.55	4.64	4.53
Training materials	4.33	4.30	4.05	4.27	4.53
Material presentation	4.33	4.40	4.23	4.50	4.74
Instructor knowledge & preparation	4.71	4.55	4.38	4.68	4.58
Usefulness of cruise ship visits	4.46	4.55	4.05	4.64	4.58
Time allotted	4.38	4.65	4.33	4.77	4.32

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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 most constructive comments and our action:

Attendee Comment/Suggestion	CSNCOE Action/Response
Suggest visiting ships not belonging to major lines as the LSA/FF equipment and arrangement may be different.	This is a good idea and we do consider all opportunities for ship visits. Given the logistics, we have to rely on ships that are available in Port Everglades when the class is in session.
Don't focus review and exam procedures only on newly built ships, allow students to have an overview of the "conventional" ships.	The process is the same. We'll do our best to incorporate any differences in expectations between modern ships and earlier ones.
Trouble with training aids (projector) made lecturers deviate from the topic sometimes. This was distracting, caused pauses at awkward moments.	We agree. The equipment problems were a surprise particularly since we test them beforehand. We'll make sure we have a backup in the future.
Encourage CG to invite more Safety Officers & other ship officers to this course. It is important for us to understand the way the CG develops the inspection and what to expect.	We wholeheartedly agree. We advertise vigorously to the cruise lines and ask for ship officers. We're open to ideas on how to get the word out better.
Some of the questions on the assessments were unclear.	We noted the problem areas throughout the week and will make the necessary corrections before the next class.
Division into small groups was useful.	Thanks, we agree.
Would like more time on board ships. Help avoid being rushed near the end.	We expect that by managing our time onboard better, we'll eliminate any rushed feeling at the end.
Instructors moved very quickly from lesson to lesson.	There is a lot of information to pass in this full course.
The "two corridors" sentence on the drills assessment is confusing.	The assessment is being revised. Thanks
On the first day, the music in the adjoining hallway was distracting.	This was addressed with the hotel
More space on the tables would be nice	We actually arranged for larger tables this time based on feedback from a previous course. We'll see what we can do with the hotel.
Recommend double check on headphones before going onboard the ship.	Noted. We had not tested the new additional headphones and did not realize they were not programmed correctly. This is being addressed now.
Would like to know more about what the NCOE's can do for field units now	Recommend visiting our website which was updated recently
Enjoyed having industry reps in the class	Agree. Thanks
Would like to see case studies of actual vessel detentions and their associated deficiencies.	If information is available, we'll incorporate it in a general sense

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Would like to hear from a local OCMI about engaging the cruise industry and the ramifications of detaining a cruise ship or hindering the vessel schedule in any way.	This topic is covered in Lessons #1 and 9.
Course critique question #1 point: this course will not by itself prepare an inspector to complete an exam.	Agree. We are revising the course critique
Room temperature too cold	We will work with the hotel to address this further. Thanks
Emphasize that deficiencies and observations are to be used throughout the week and to keep them in mind during following assessments. Don't think this was clear until Tues afternoon.	Concur and this is being corrected for future courses
Emphasize use of Form B and how much detail you want put on there.	Concur and this is being corrected for future courses
More photos of SFP mixed into PowerPoint instead of just words that we have in our student guide.	Agree. The instructor has been informed.
Photos of new larger lifeboats vs others, tenders, rescue boats.	Agree. We will incorporate visual aids during Lesson 5
Would be nice to have guest speakers from industry	We agree but the timing and content has to fit seamlessly into the curriculum and schedule. Each instructor is responsible for determining whether or not guest speakers will fit into their lesson.
More specific examples/pictures would have been nice in many of the lessons	Concur and this is being corrected for future courses
2 weeks would be more appropriate for the amount of information discussed.	Thanks but this is unlikely
Student guides could use more details/cites/hints at available resources. Cite next to every lesson subpart.	This will be incorporated before the next course
Glad that PowerPoint was not over-used.	Thanks. PowerPoint is our tool of choice only for displaying photos/videos
Smaller groups would be even better for ship visits (2 for deck and 2 for engineering spaces)	More teams places a greater burden on the ship and we think we can address the issue better through more structure and instructor management during the ship visit walkthrough
MSC needs to be involved more (on SFP and plan review guidance)	We have already discussed this possibility with MSC and are considering it for the next course.
Would like to have more hands-on learning the equipment/testing	This is not possible given the logistics of our ship visit.
Provide Form B correct/incorrect descriptions	We will provide the correct Form B's for the Lesson 9 assessment at the conclusion of the next course.
Provide IMO changes to passenger vessel stds: why, what, when	We focus on the effective (or soon to be effective) standards.
Much better than traditional CG C-school environment	Thanks
1600 end of the day would be better even if it meant shorter lunch break.	We are looking into where we can save time in each lesson but anticipate long, full days no matter what.
No opportunity for students to stay on another week to conduct actual inspections for further training.	There is always an opportunity for inspectors to come here (before/after the course or anytime) or for NCOE staff to provide exportable training. The request needs to be telegraphed to us.
Add a section in the student guide for the assessments. Please hole punch the papers beforehand.	Agree. This will be incorporated for the next class.
Would be better to visit a ship in the middle of the week and the end of the week	Few, if any, ships call on the port in the middle of the week. Our intent is to cover all of the classroom information so that there is no deficit of learning during the ship visit (i.e. visiting the machinery spaces without having had Lesson #7).
Suggest visiting ships not belonging to major lines as the LSA/FF equipment and arrangement may be different.	This is a good idea and we do consider all opportunities for ship visits. Given the logistics, we have to rely on ships that are available in Port Everglades when the class is in session.
Don't focus review and exam procedures only on newly built ships, allow students to have an overview of the "conventional" ships.	The process is the same. We'll do our best to incorporate any differences in expectations between modern ships and earlier ones.
Trouble with training aids (projector) made lecturers deviate from the topic sometimes. This was distracting, caused pauses at awkward moments.	We agree. The equipment problems were a surprise particularly since we test them beforehand. We'll make sure we have a backup in the future.
Encourage CG to invite more Safety Officers & other ship officers to this course. It is important for us to understand the way the CG develops the inspection and what to expect.	We wholeheartedly agree. We advertise vigorously to the cruise lines and ask for ship officers. We're open to ideas on how to get the word out better.