

22-26 January 2016 FPVE Course Scorecard

Course makeup: 14 Active Duty and Civilian Coast Guard, 8cruise 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 16	Feb 15	Jan 15	Mar 14	Feb 14	Jan 14
Critique response rate	100%	100%	99%	97%	100%	96%
Class critique overall average	4.6	4.6	4.5	4.5	4.6	4.6
Class critique overall median	4.68	4.65	4.67	4.63	4.62	4.63
Class critique overall standard deviation	.21307	.15881	.14619	.18257	.10842	.09094
Average # FPV exams by CG attendees	13.6	11.1	19.4	10.7	13.3	18.5
Average time in qualified as a FPV Examiner	1.0	1.0	1.4	1.0	4.3	8.0
How well course prepared for FPV exams	4.68	4.43	4.64	4.50	4.63	4.63
Training environment	4.59	4.68	4.76	4.61	4.60	4.46
Usefulness	4.86	4.86	4.68	4.29	4.64	4.58
Training materials	4.68	4.61	4.52	4.64	4.68	4.71
Material presentation	4.82	4.68	4.72	4.89	4.48	4.67
Instructor knowledge & preparation	4.95	4.86	4.92	4.36	4.76	4.67
Usefulness of cruise ship visits	4.55	4.68	4.68	4.21	4.76	4.75
Time allotted	4.27	4.46	4.44	4.54	4.48	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; however below is a summary of the most constructive comments and our action:

Attendee Comment/Suggestion	CSNCOE Action/Response
One of the best courses I have been to	Thank you
Fire protection should be covered more	Okay. If you have any specific areas please let us know and we can assist you now.
During the assessments I propose the participants are encouraged to apply logic and discuss before opening SOLAS	Noted. We hope this comes out during the discussion/debates/arguments
Propose to use the voting gadget more often throughout the week	We will. Thanks you for the suggestion.
Propose to use a thumb drive instead of a CD for reference materials. Many new computers do not have CD drives	We have ordered thumb drives and will have them available. This may be easier for industry as CG are not allowed to use thumb drive in the CG computers.
I really like the mixture of class review and hands on visiting the ships.	Thank you
The instructors did a very good job of discussing the various situations and possible considerations for the situations.	Than you
PowerPoint is great because it allows the students to see the bullet points and possibly write notes and visually see the examples through pictures as well.	Yes! Thank You
Instructors clearly know their subject matter. It made the training much more interesting and far more effective because they expanded on subjects and didn't just read the information from slides.	Yes! Thank You
The ship visits really helped me visualize and understand the training better.	Very good.
Time for the target audience is right. I would have liked to have the class be 2 weeks involving more ship visits	Yes! Thank You
A guide listing only US Specific requirements would be useful	We will take a look. Presently everything we look at is in the TTP

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This was honestly one of the best classes I have attended.	Yes! Thank You
Some assessment questions are vague	Yes they are designed to be vague so the teams can sort out the possible answers.
Parking was terrible	Ye we know and have spoken to the hotel about this.
Much better course than expected	Yes! Thank You
I think overall the course was great.	Yes! Thank You
The mix of industry and CG personnel was perfect.	Yes! Thank You
I would like to have seen more evaluations and emphasis on preparing each individual for the FPVE qual.	Noted. We can and do offer follow on training and certification assistance which can be coordinated to take place following the regular sessions.
Parking for locals was a small issue	We know and have asked the hotel to find better arrangements.
MSC presentation was not good	Noted
Some presentations jumped around a little	Yes and we will continue to look at this.
I think another day or two would have been beneficial. Some discussions were cut short and there never seemed to be enough time for the end of lesson assessments.	Yes the time requirements are difficult to maintain. We have changed some details of the presentations to help with this.
There was multiple assessment periods where I thought there was inadequate time allotted to fully complete the assessment.	Yes the time requirements are difficult to maintain. We have changed some details of the presentations to help with this
During assessments completions, team coaches, i.e. instructors were not present enough for questioning/clarifications of the vagueness of assessment observations.	Noted and we have taken actions to correct this from happening
Excellent course	Yes! Thank You
Great set up and resources	Yes! Thank You
Having industry in class with USCG was great	Yes! Thank You
Waited a long time to go to this training. It was everything I wanted it to be and more. As a former Coastie inspector and now private industry it an extremely insightful class and is highly recommended.	Yes! Thank You
Nice hotel, close to airport, staff unhelpful	We have spoken to the hotel and provided this feedback
Thank you for not just reading slides	You are welcome
I am going to go back to unit and immediately change the way we do some parts of the exams	Yes! Thank You
Time period for the assessments was not enough o get all the deficiencies down on the form B.	We have already made changes
I though every part of the course was valuable with the exception of writing all the def's on the form B.	We have made a change already to make this better.
I think turning the assessments into Yes OR No questions with a spot for a cite would accomplish the same learning objective awhile also saving time. Allowing for more instructional time.	We have taken this recommendation for action and made changes to the assessments.
Excellent course lots of topics highlighted.	Yes! Thank You
Instructors were great	Yes! Thank You
Information was very comprehensive and useful	Yes! Thank You
Course would be better on a real cruise ship	Yes it could be
The biggest drawback to the course was the hotel. Credit card information was stolen. Staff was rude.	We have spoken to the hotel and do not expect this in the future.
The hotel services were not that good.	We have spoken to the hotel and do not expect this in the future.
Recommend to explain more regulation II-2 reg 10.10.2.2 for number of fire fighters outfits.	We will take a look at this.
Nice location but too cold and uncomfortable	We have asked the hotel to better regulate the climate in the room
Trips to the vessels were a plus	Yes! Thank You
Instructors are very knowledgably	Yes! Thank You
Very good explanation of examination process	Yes! Thank You

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This was one of the most well organized courses I have ever been to.	Yes! Thank You
The reference material could be better organized for the exercises.	We will take a look at this
The assessments and scenarios were great.	Yes! Thank You
The photos from exams and discussion as a class were excellent.	Yes! Thank You
Good location but the door being in the middle of the room was very noisy and a distraction.	We have instructed the staff to use the back door when we have this arrangement
Great training material but it would have been nice to have the policy letters provided in hard copy in the binders.	Can you lets us know which letters and we will look into it. Everything should have been in the white reference binder on the table.
I thought the instructors were great. You could Cleary tell they really are passionate about cruise ship exams.	Yes! Thank You
The timer in the back was great. I felt it was important that the instructors always gave the class breaks every 50 minutes.	Yes! Thank You
The tax exempt issue could have been managed better. The front desk was confused and make copies of the military ID's. This could have been more streamlined instead of waiting in line on Friday for 15 minutes. They also had me fill out the form twice.	We have made a change which we hope will take card of this.
Student notes could use more regulatory references. Too many PowerPoint slides with just words.	We will take a look
I am very confused about allowing deficiencies that are addressed by procedures. We have heard we should never accept tables on landings and that it's acceptable to have wedges keep doors open. What is correct?	The doors are self closing. The crew performs while in pace and remove to allow the door to comply with the regulations. The tables are simply not allowed. Furthermore the aggregate number of persons leads from the corridors to the stairs.
We learned a lot about exam procedures in the classroom but did very few onboard tests to demonstrate and exercise the procedures.	Noted but it is not possible to test while on a visit.
How do we enforce intent?	We observe crew performance compared to ships procedures.
I would have liked spending more time in the regulations during discussion requirements as written rather than simply sated by instructors.	This is the separation from knowledge and performance. Knowledge is expected as a pre requisite

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Course makeup: 16 Active Duty and Civilian Coast Guard, 6 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	Feb 16	Jan 16	Feb 15	Jan 15	Mar 14	Feb 14
Critique response rate	95%	100%	100%	99%	97%	100%
Class critique overall average	4.45	4.6	4.6	4.5	4.5	4.6
Class critique overall median	4.44	4.68	4.65	4.67	4.63	4.62
Class critique overall standard deviation	.19353	.21307	.15881	.14619	.18257	.10842
Average # FPV exams by CG attendees	7.6	13.6	11.1	19.4	10.7	13.3
Average time in qualified as a FPV Examiner	1.0	1.0	1.0	1.4	1.0	4.3
How well course prepared for FPV exams	4.29	4.68	4.43	4.64	4.50	4.63
Training environment	4.48	4.59	4.68	4.76	4.61	4.60
Usefulness	4.62	4.86	4.86	4.68	4.29	4.64
Training materials	4.14	4.68	4.61	4.52	4.64	4.68
Material presentation	4.52	4.82	4.68	4.72	4.89	4.48
Instructor knowledge & preparation	4.76	4.95	4.86	4.92	4.36	4.76
Usefulness of cruise ship visits	4.38	4.55	4.68	4.68	4.21	4.76
Time allotted	4.38	4.27	4.46	4.44	4.54	4.48

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

Red highlights the lowest overall mark and green is the highest mark.

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

Attendee Comment/Suggestion	CSNCOE Action/Response
The course was helpful in giving confirmation and new ideas of conducting exams.	Great
Venue was excellent	Thank you
A lot of good info and personal experience sharing	Thank you
Request cites in training materials	We will take a look at this as it has been a repeated comment, especially for those items that are passenger vessel specific. But we do expect all attendees to at minimum have the Port State Qualification and a working familiarity with SOLAS
Class was well presented	Thank you
The course is not enough to complete an exam but it does provide the appropriate guidance and addresses your individual weak points	We recognize the time constraint and have no solution because of financial and human resource costs
Ship visits are the most important. Reading regs searches are not enough	Okay the course is intended to teach the process of the exam not reading regulations.
Very beneficial course. I will be using knowledge gained through this course to better prepare our other examiners	Thank you
Some unnecessary repetitiveness but otherwise well organized.	Noted and Thank you
Time allotted was okay but this course could last for weeks	Yes we recognize the point of continued learning
Additional involvement from more than 2 instructors during the assessments would be nice.	This will be corrected
The course outlines the exam process very clearly	Thank you
Printed references or pre email to bring a laptop would allow references to be followed in real time during class.	Good point about the laptop

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Training presentation could be improved during post exam overview. Groups gave different answers and it was never clarified which way the program leaned.	If half the class leans toward detention and half the class leans the other way we achieve success. The direct engagement and discussion with your industry counterparts is the goal. However each position should be clarified and be able to be supported.
Class was great but material could be improved to follow along with slides more accurately	We will work on this
Training time should be longer. More ship visits, more time to cover topics	We recognize the time constraint and have no solution because of financial and human resource costs
Would like to see more cites in training materials	Noted
The class should be extended for more time.	We recognize the time constraint and have no solution because of financial and human resource costs
The training room and ship visits were great	Thank you
It was nice to have the up to date information and policies	Thank you
All aspects of the training was presented in such a way that adult learning was second nature	Thank you
Great chance to get on the same page with policy and standards	Great
Time allotted was well thought out and a great execution of time. Days were filled and maximized	Thank you
During the ship visits maybe do 4 teams and walk through the entire exam process. Rotate before lunch and again after. Maybe just Thursday with a Friday debrief.	We will take a look at this idea as we are doing another course overhaul for the 2017 sessions.
The course is very good. Instructors are knowledgably and friendly. If the course is intended to be a basic course the regs should be added to the student notes.	Thank you. The course is not basic we expect the attendees to arrive with knowledge. The course is to drive home the process of the exam and reinforce how the process is the overall success of our Cruise Ship Inspection program.
The individual training on one platform qual type is great it would be very useful for other quals.	Thank you
Hotel close to airport was good	Yes
Hotel was poor. Rooms dated no free wifi, no restaurants or anything near the hotel.	We are looking to find a better venue
Information provided from class point of view limited worth. However the ability to "Look into the kitchen" of the USCG is very informative	Thank you
Assessments focused on USCG procedures/operations.	Yes
Room too cold first part of the week	We are looking to find a better venue
Student notes need sites nest to bullets.	Noted
Hard to see from the rear of the room	We are looking to find a better venue
Training was very beneficial because it gave the opportunity to be familiar with coast guard procedures and protocols.	Great
I definitely feel more confident and capable to conduct an examination	Thank you
Information was on point and discussions were great.	Thank you
Training materials were good but I forgot we could ask questions and had vessel certificates for the assessments.	Thank you
Training was well presented	Thank you
Ship visits were good but having the class underway on a cruise ship would be much better.	Yes we agree
Each assessment helped me to understand the broad picture of an exam.	Great
Good classroom setup and comfortable environment	Thank you
I will certainly be putting what I have learned into practice	Great
The references provided were very useful	Thank you
Some instructors were more energetic than others.	Yes they are younger or at least think they are younger

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The ship visits made it easier to understand	Great
Great timing between lessons	Thank you
Visibility from the back of the classroom was not the best	We are looking to find a better venue
Training was very well organized	Thank you
Exceeded my expectations	Great
All the trainers did outstanding	Thank you
Trainers were very knowledgeable, prepared, and experienced	Thank you

21-25 March 2016 FPVE Course Scorecard

Course makeup: 16 Active Duty and Civilian Coast Guard, 7 cruise industry stakeholders (cruise lines, class societies)

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

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

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

Red highlights the lowest overall mark and green is the highest mark.

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

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

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

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

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