

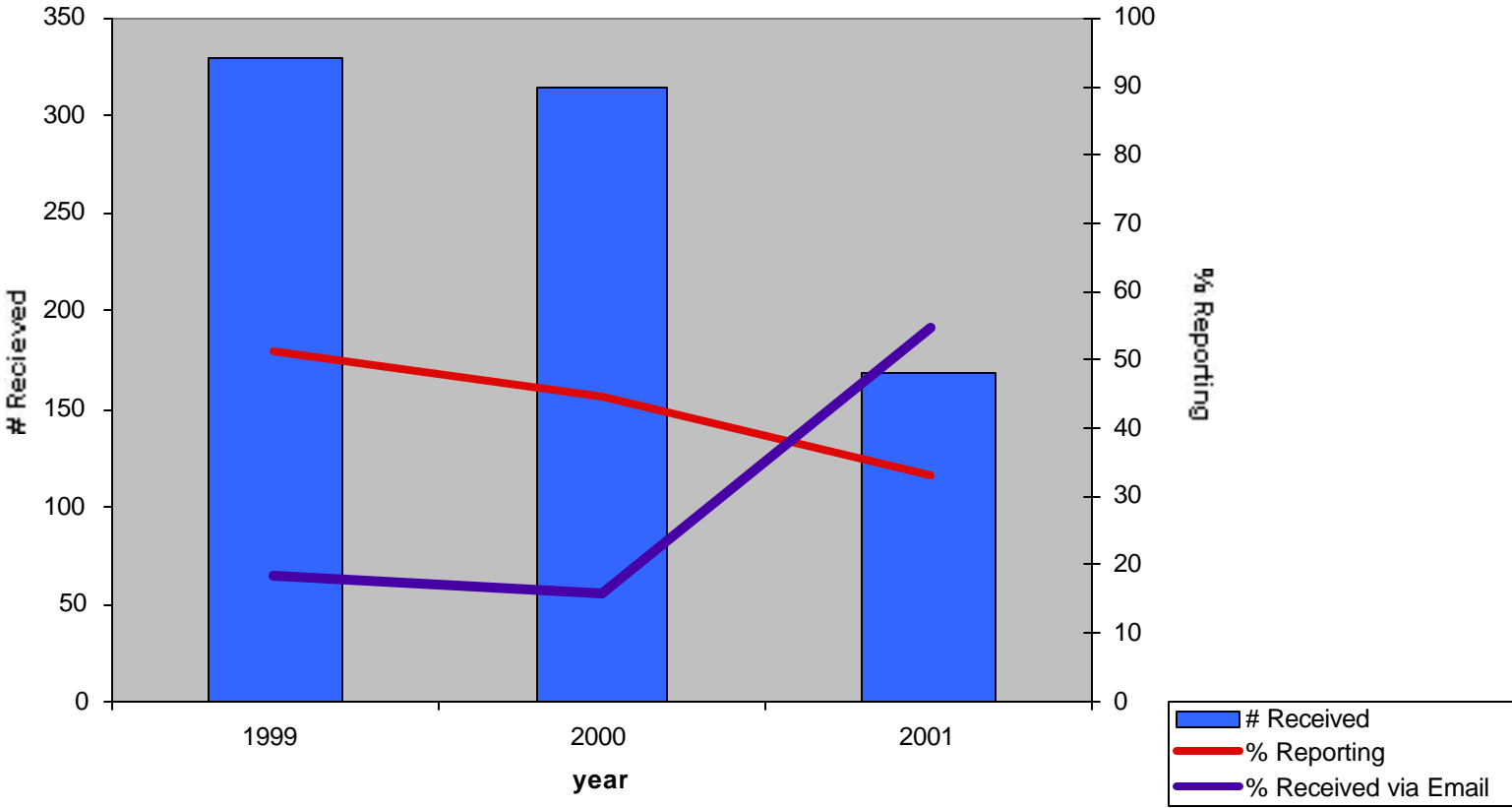
Quality of Service

Post Cruise Assessments

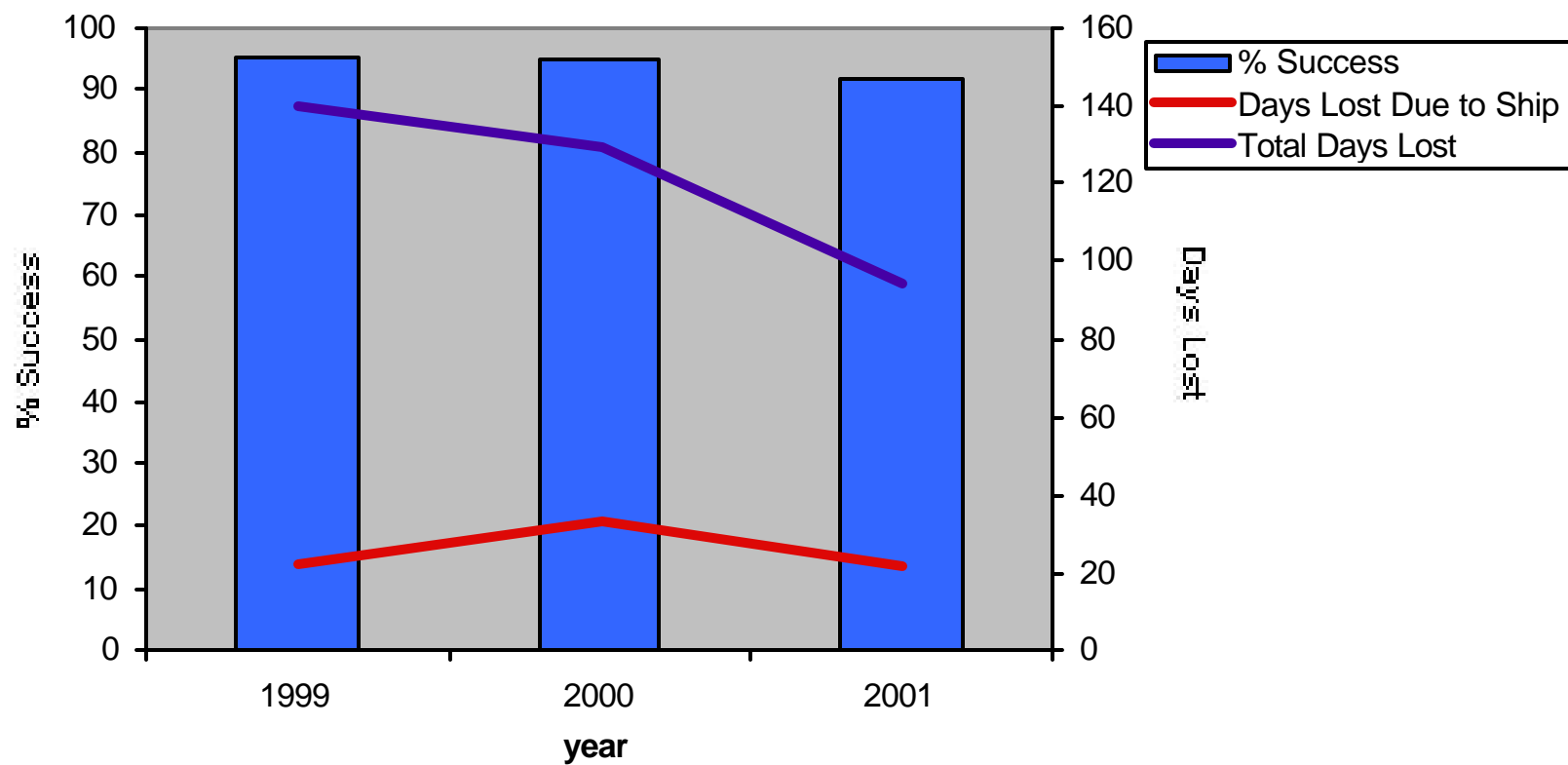
Committee to review PCAs

- Wilf Gardner (TAMU)
- Tom Shipley (UT)
- Steve Rabalais (LUMCON)
- Tim Cowles (OSU)
- Dale Chayes (LDEO)
- Mike Prince (UNOLS office)
- Laura Dippold (UNOLS Office)

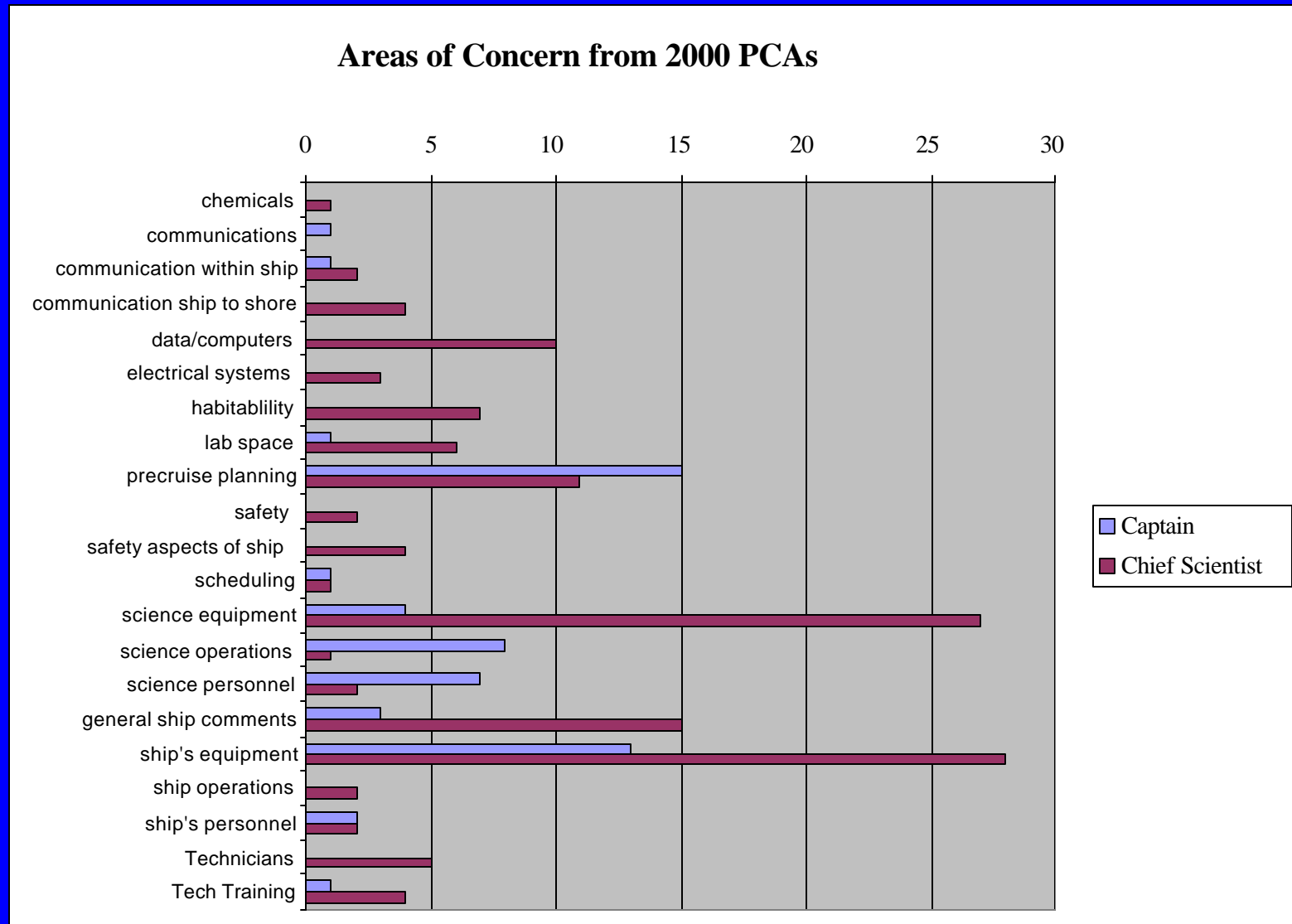
Cruises Reported (Chief Scientists)



% Success Reported (Chief Scientists) and Days Lost

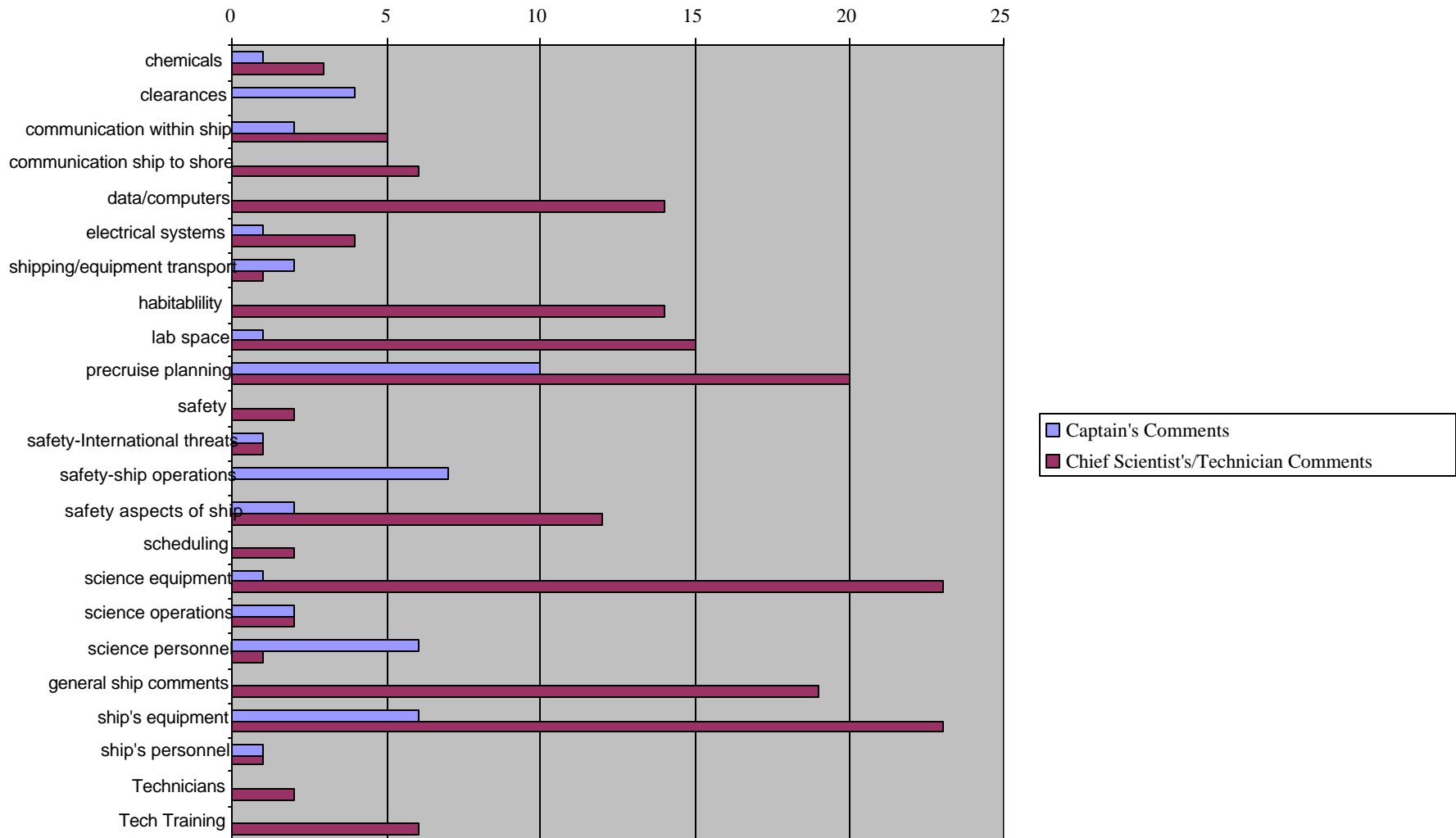


Areas of Concern



Areas of Concern

2001 Post Cruise Assessments
of comments in certain areas



Potential Objectives for PCA's

- Safety and the inspection program
- Shipboard scientific equipment program
- Shipboard technician program
- Science users for selecting best/most appropriate ships
- Ship operators for unbiased kudos and recommendations for improvement
- NSF for governmental performance review ('days lost')
- UNOLS Council for gauging overall fleet support of science

T. Shipley

Some Initial Areas of Focus

- Concern about requiring that the form be submitted electronically. This would mean that the PI would most likely leave the ship before submitting form and submittal rate would likely go down.
- Try to improve/redesign the assessment form and questions.
- This may require that we hire professionals.
- The agencies will be notified that the assessment form is being revised.
- The assessment form for the captain and marine technicians will also be examined.
- The subcommittee will consider whether or not all PIs should be able to submit the form, or just the chief scientists.
- The NAVO and NOAA assessment forms will be reviewed.

The Three Current Post Cruise Assessment Forms

- The UNOLS online form:
 - <http://www.gso.uri.edu/unols/pcarform.htm>
- and the previous, but still used by the majority paper form:
- On WHOI pages:
 - http://www.marine.who.edu/planning/cruise_assess.pdf
- There is also a Captain's form which is a paper version created in the late eighties.
- On OSU Pages:
 - http://www.oce.orst.edu/Vessels/martech/appendix_15.pdf

First Cut at a revised form

- Combine to one form
- Retain best aspects of online and original paper forms
- More focused feed back
- Evaluate the scheduling process and cruise planning in addition to actual cruise.
- ONLINE FORM