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)

- # Received
- % Reporting
- % Received via Email

Year:
- 1999
- 2000
- 2001
% Success Reported (Chief Scientists) and Days Lost

- % Success
- Days Lost Due to Ship
- Total Days Lost

Year: 1999, 2000, 2001

Days Lost:
- 0
- 20
- 40
- 60
- 80
- 100
- 120
- 140
- 160

% Success:
- 0
- 20
- 40
- 60
- 80
- 100
- 120
- 140
Areas of Concern from 2000 PCAs

- Chemicals
- Communications
- Communication within ship
- Communication ship to shore
- Data/computers
- Electrical systems
- Habituability
- Lab space
- Pre-cruise planning
- Safety
- Safety aspects of ship
- Scheduling
- Science equipment
- Science operations
- Science personnel
- General ship comments
- Ship's equipment
- Ship operations
- Ship's personnel
- Technicians
- Tech Training

Chart showing areas of concern with bars for Captain and Chief Scientist.
Areas of Concern

2001 Post Cruise Assessments
# of comments in certain areas

- Chemicals
- Clearances
- Communication within ship
- Communication ship to shore
- Data/computers
- Electrical systems
- Shipping/equipment transport
- Habitability
- Lab space
- Pre-cruise planning
- Safety
- Safety-International threats
- Safety-ship operations
- Safety aspects of ship
- Scheduling
- Science equipment
- Science operations
- Science personnel
- General ship comments
- Ship's equipment
- Ship's personnel
- Technicians
- Tech Training

Legend:
- Captain's Comments
- Chief Scientist's/Technician Comments
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
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/pcaform.htm](http://www.gso.uri.edu/unols/pcaform.htm)

- and the previous, but still used by the majority paper form:

- On WHOI pages:
  - [http://www.marine.whoi.edu/planning/cruise_assess.pdf](http://www.marine.whoi.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](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 feedback
- Evaluate the scheduling process and cruise planning in addition to actual cruise.
- **ONLINE FORM**