University-National Oceanographic Laboratory System
~UNOLS ~

Post Cruise Assessment Committee Report

Post Cruise Assessment Report (PCAR) Members

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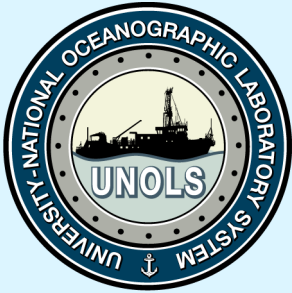
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2017 Response Rate thus far:
(As of September 2017)

- Captains: 48.9 %
- Chief Scientists: 50.8 %
- Marine Techs; 17.5 %

Previous Years Response Rate:

| 2014	2015	2016
Ch. Scientists: 64.97%	Ch. Scientists: 62.09%	Ch. Scientists: 75.95%
Captain: 77.07%	Captain: 74.18%	Captain: 73.88%
Techs: 31.21%	Techs: 29.41%	Techs: 45.70%

PCAR Revamp Project Steps

Outside Professional Advice

- September2017 Meeting:

  Division of Student Learning, Outcomes Assessment and Accreditation-Office for the Advancement of Teaching and Learning- University of Rhode Island

- Collected Fresh Set of Feedback from Federal Agencies -
- Revisit what feedback is needed by our federal agency sponsors so as to ask a question that generate useful responses & data points.

- Collected feedback from UNOLS Marine Superintendents and R/V Technicians

Steps taken: Revisited Common Themes

- Captains & Techs don't feel it is appropriate to "rate their customers. (Rate all Excellent, Jeopardize Relationships)

- Still a question on who receives them

- Feel the current form for techs is not productive feedback

- Understanding that PCARS can identify equipment that is needed.

- Response rate is low, quality of responses is lacking and timeliness of submitting form is poor.
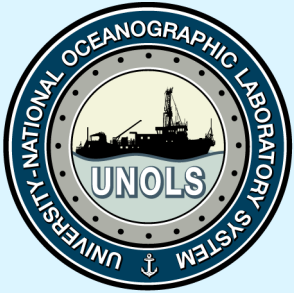
Steps Taken: Going Forward

- PCAR Committee to meet in the near future

- Consider 2 separate forms- 1 for Chief Scientists and 1 for Captains and Technicians

- Consider hiring an outside firm that specializes in developing surveys

- Consider a time limit to insure "fresh data"

- Clearly explain distribution of completed form- Maintaining as much confidentiality as possible. Revisit perception of privacy

- Explain what the value-added of the Post Cruise Assessment is. What purpose does the PCAR serve?

- Carefully construct the question so that the results/answers are useful to correcting or continuing a practice that is in place.

Steps Taken: Going Forward

- Work to streamline the data, so that it is useful feedback, easy data to interpret, and less cumbersome to report out on

- Feedback Loop to track issues and how they are resolved

- Revisit the current 10 point range of how successful in meeting cruise objectives. Is it too broad ?

- Maintain a consistent framework/groupings of questions being asked

- Incentivize- Create a reward mechanism to encourage completion of the assessment

- Use commercial software such as Google Docs or Qualtrics