University-National Oceanographic Laboratory System
~UNOLS~

Post Cruise Assessment Committee Report
Council Mtg- Nov 29, 2017
Post Cruise Assessment Report (PCAR) Members

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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:

<table>
<thead>
<tr>
<th>Year</th>
<th>Ch. Scientists</th>
<th>Captain</th>
<th>Techs</th>
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</thead>
<tbody>
<tr>
<td>2014</td>
<td>64.97%</td>
<td>77.07%</td>
<td>31.21%</td>
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<tr>
<td>2015</td>
<td>62.09%</td>
<td>74.18%</td>
<td>29.41%</td>
</tr>
<tr>
<td>2016</td>
<td>75.95%</td>
<td>73.88%</td>
<td>45.70%</td>
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PCAR Revamp Project Steps

Outside Professional Advice

- September 2017 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