

HPAC Student Evaluation

Project Lead: Randy Parkin

Goal

HPAC BoD undertook this project to provide...

- Students with a means to offer feedback on the quality of instruction received.
- Instructors with feedback on the quality of their instruction provided.
- The BoD and CSI with objective data for to support efforts to improve the quality of instruction.
- The BoD with objective data as input to decisions and actions related to the practices of individual instructors and if disciplinary action for an instructor is being considered.

Project History 2019

1. Stephen Kurth and I were charged with this project at the 2019 ADM.
2. We developed a question set based on the Instructor's Code of Conduct, 22 questions total.
3. Respondents were asked to what extent they agreed with each positive statement regarding their instruction and replied using a 0 (Not at All) to 5 (Completely) scale.
4. The survey was deployed online in English and French on SurveyMonkey.
5. All students completing a rating of any kind in 2019 were invited to respond via email in 3 phases: July and September 2019, January 2020.
6. An interim report and concerns were shared with BoD members via email in November 2019.
7. A final report for 2019 is provided here.

Overall 2019 Outcomes

Response Rate: A total of 228 invitations to respond were sent, with 75 responses returned for a response rate of 32.9% overall. There were 68 responses for Paraglider ratings, 7 for Hang Gliders. The typical respondent spent 6-9 minutes completing the survey.

Instructor Count: Evaluations were received with respect to 32 instructors. Jim Reich had the most at 21, with the next highest being Keith MacCullough and Dave Underwood with 5 each. Most had only 1 or 2. (see *Responses by Instructor* attached).

Average Overall: The average overall rating for all questions for all instructors was 4.50.

Top Rated Questions Overall: The highest rated questions overall were (see *Questions Overall* attached)...

1. Q4.2 The "Theoretical Knowledge" requirements for your rating were explained in a way that was clear and understandable to you. 4.80
2. Q1.5 Made appropriate safety decisions throughout your training, including cancelling lessons if conditions seemed hazardous. 4.80
3. Q2.1 Demonstrated courtesy, respect and objectivity in their dealings with students. 4.77

Lowest Rated Questions Overall: The lowest rated questions overall were...

1. Q4.5 For H1/2 or P1/2 ratings, the HPAC Student Logbook was helpful as a way track and record your accomplishments throughout your training. 3.22
2. Q2.3 Recognized your right as a student to consult other instructors and/or schools. 3.99
3. Q3.3 Maintained confidentiality as required. 4.14

Average Instructor Ratings Overall: 11 instructors scored below this average, the lowest with a rating of 3.50. 4 instructors were scored 5.0 across the board.

1-2 Ratings Summary

It makes sense to focus on 1-2 ratings in particular because...

- This is the bulk of the training conducted.
- Training at this level is the students' first introduction to the sport and our community.
- Habits and impressions formed here are likely to persist into a flying career.

Response Rate: 51 responses were received from those completing 1-2 ratings. Just 5 of those were for HGs. I can't provide a % of 1-2 pilots completing overall as we were not tracking that early on. I can tell you that 27.8% of pilots invited to respond in this category in the Jan batch of invitations responded, about the same as responded from this batch overall.

Instructor Count: Evaluations were received with respect to 24 instructors. Jim Reich had the most at 12, with the next highest being Dave Underwood with 5. Most had only 1 or 2. (see *Responses by Instructor* attached).

Average Overall: The average overall rating for all questions for all instructors increased to 4.63 compared to 4.50 for all respondents.

Top Rated Questions – 1-2: The highest rated questions for this group were (see 1-2 Ratings - *Questions Overall* attached)...

1. Q1.5 Made appropriate safety decisions throughout your training, including cancelling lessons if conditions seemed hazardous. 4.96
2. Q1.6 Ensured all students, including you, used appropriate safety equipment (e.g. helmets, footwear, etc.) at all times during instruction. 4.90
3. Q3.1 Acted as a courteous ambassador for our sport to landowners and the public. 4.84

Lowest Rated Questions Overall: The lowest rated questions for this group were...

1. Q4.5 For H1/2 or P1/2 ratings, the HPAC Student Logbook was helpful as a way track and record your accomplishments throughout your training. 3.92
2. Q2.3 Recognized your right as a student to consult other instructors and/or schools. 4.02
3. Q3.3 Maintained confidentiality as required. 4.12

Average Instructor Ratings: 8 instructors scored below the Overall Rating average for 1-2's, the lowest with a rating of 3.91. 4 instructors were scored 5.0 across the board with students in this group.

Comments: The comments received were generally consistent with the ratings.

General Observations

- The current evaluation will give us good data, but we need to be patient. There are too few responses in most cases to draw real conclusions. But trends over time will be more telling.
- We need to encourage all instructors to encourage their students to complete the evaluation.
- There are specific instances where immediate action should be taken. For example, we have students reporting their instructor did not use the student logbook in for ratings where the SOP suggests it should be mandatory. We will follow up with the specific instructor in these cases.
- The danger of reacting to individual complaints or observations of students from other schools is evident in the comments. For example, a comment from one instructor's student suggests another instructor's students can't launch and are unsafe. Meanwhile, comments from the instructor in question report that that instructor is "fantastic" and always puts "Safety first". Students may be poor observers of anything beyond their own experience. And, any observation cannot simply be taken at face value without further inquiry into the specifics of the situation. There are too many variables in any situation to take one report, no matter who makes it, as accurate and objective.

Proposed Next Steps

1. **Continue the Program in 2020:** The original objectives are still valid, and with more data we will be better positioned to act on the issues raised by the feedback. Margit to administer with invitations sent...
 - end of June for ratings and certifications January 1-June 30
 - end of September for ratings and certifications July 1-September 30
 - end of December for ratings and certifications for October 1-December 31
2. **Edit the Survey:** There were comments suggesting spelling and other errors. And as a result of this meeting, there may be edits or adds suggested. Randy to complete asap.
3. **General Communique to Instructors:** When the next instructor update is sent, include an overview of our goals, the 2019 overall results, and next steps planned. Encourage all instructors to recommend completion of the Student Evaluation to their students. Randy to prepare for BoD review, then included with instructor update sent by Margit.
4. **General Follow-up with Individual Instructors:** Send each instructor that submitted ratings a report comparing their results to the overall results, offering option to discuss, Randy to prepare reports, Margit to handle distribution, and Randy to be contact for follow-up conversations.
5. **General Communique to All Pilots:** Include an overview of our goals, the 2019 overall results, and next steps planned in the next appropriate “The Launch” newsletter. Randy to prepare for BoD review, then included with The Launch sent by Margit.
6. **Specific Follow-up with Individual Instructors:** Contact specific instructors to discuss specific issues raised by the feedback, specifically...
 - Non-use of HPAC Student Logbook.
 - Student complaints.

Responses by Instructor 2019
Réponses de l'instructeur 2019

Title	Year	InsCode	Instructor Name	Total	Hang Glider	Paraglider	1	2	3	4	Instructor	Tandem 1	Tandem 2
HPAC Student Evaluation	2019	0200	Francois Dussault	1	1			1					
HPAC Student Evaluation	2019	0351	Glenn Derouin	3		3		2					
HPAC Student Evaluation	2019	0534	John Janssen	1	1					1		1	
HPAC Student Evaluation	2019	0549	René Marion	1		1							
HPAC Student Evaluation	2019	0689	Michael Robertson	3	3		1	2					
HPAC Student Evaluation	2019	1243	Keith MacCullough	5		5	1	2		1			
HPAC Student Evaluation	2019	1259	Max Fandler	1		1							
HPAC Student Evaluation	2019	1568	Jim Reich	21		21		12					
HPAC Student Evaluation	2019	1751	Stéphane Cantin	1		1							
HPAC Student Evaluation	2019	1969	Don Herres	1		1		1					
HPAC Student Evaluation	2019	1975	Dion Vuk	2		2		2					
HPAC Student Evaluation	2019	1985	Colleen Varcoe	1		1							
HPAC Student Evaluation	2019	2337	Eric Brent	2		2		2					1
HPAC Student Evaluation	2019	2377	Jacques Blanchet	1		1	1						
HPAC Student Evaluation	2019	2576	David T. Llewellyn	1		1		1					
HPAC Student Evaluation	2019	2703	Claudio Mota	1		1		1					
HPAC Student Evaluation	2019	2725	Vincent Vaillancourt	3		3	1	2					
HPAC Student Evaluation	2019	2913	Mario Hamelin	1		1		1					
HPAC Student Evaluation	2019	2996	David Underwood	5		5		5					
HPAC Student Evaluation	2019	3047	Eric Olivier	1	1						1		
HPAC Student Evaluation	2019	3567	Al Thielmann	2		2		2					
HPAC Student Evaluation	2019	3616	Antonina Roumiantseva	1		1		1					
HPAC Student Evaluation	2019	3870	Robert Pelletier	3		3		3					
HPAC Student Evaluation	2019	4011	Bill Goglin	1		1		1					
HPAC Student Evaluation	2019	4312	Guy Herrington	2		2		1		1			
HPAC Student Evaluation	2019	4376	Sandra Ducasse	2		2		1		1			
HPAC Student Evaluation	2019	4989	Norm Krcmar	2		2		2					
HPAC Student Evaluation	2019	5009	Pedro Pedersen	1	1			1					
HPAC Student Evaluation	2019	5095	Nicolas Guertin	1		1		1					
HPAC Student Evaluation	2019	5112	Jonathan Pinsonnault	1		1		1					
HPAC Student Evaluation	2019	5175	Toby Stier	1		1		1					
HPAC Student Evaluation	2019	5390	Mukunda Lorenzo	2		2		1		1			
				75	7	68	4	47	4	7	12	1	0

Questions Overall 2019
Questions Global 2019

Area	Area-FR	Q#	QuestionText	QuestionText-FR	QAVG	Count	0	1	2	3	4	5
Obligations to Students - Safety	Obligations des étudiants - Sécurité	Q1.1	Demonstrated personal proficiency in the skills they were teaching you.	Ont démontré leurs compétences personnellement aux compétences enseignées.	4.71	75	1		1	2	10	61
Obligations to Students - Safety	Obligations des étudiants - Sécurité	Q1.2	Before beginning instruction, took time to get to know you, especially your skill level and readiness for training.	Avant de commencer l'instruction, ont pris le temps de vous connaître, particulièrement votre niveau de compétence et votre préparation à la formation.	4.44	75	4		2	3	10	56
Obligations to Students - Safety	Obligations des étudiants - Sécurité	Q1.3	Advised you of the risks involved in your training.	Vous ont informé des risques associés à votre formation.	4.43	75	4		1	4	12	54
Obligations to Students - Safety	Obligations des étudiants - Sécurité	Q1.4	Inspected the equipment you used in your training to ensure it was worthy and suited to your skill level.	Ont inspecté l'équipement que vous avez utilisé pendant la formation, afin de s'assurer de son état de navigabilité et de son adaptation à votre niveau de compétence.	4.55	75	3	1			15	56
Obligations to Students - Safety	Obligations des étudiants - Sécurité	Q1.5	Made appropriate safety decisions throughout your training, including cancelling lessons if conditions seemed hazardous.	Ont pris les décisions adéquates en matière de sécurité pendant votre formation, y compris l'annulation de leçons si les conditions semblaient dangereuses.	4.80	75	2		1	3		69
Obligations to Students - Safety	Obligations des étudiants - Sécurité	Q1.6	Ensured all students, including you, used appropriate safety equipment (e.g. helmets, footwear, etc.) at all times during instruction?	Se sont assurés que tous les élèves, en vous incluant, utilisaient l'équipement de sécurité adéquat (casques, chaussures, etc.) en tout temps pendant la formation.	4.73	75	2		1	8		64
Obligations to Students - Safety	Obligations des étudiants - Sécurité	Q1.7	If applicable, made sure all students conducting high flights carried a reserve parachute and were instructed on how to deploy it?	Le cas échéant, se sont assurés que tous les élèves effectuant un vol à haute altitude avaient un parachute de secours et savaient comment l'utiliser.	4.48	75	4		5	9		57
Obligations to Students - Integrity	Obligations des étudiants - Intégrité	Q2.1	Demonstrated courtesy, respect and objectivity in their dealings with students.	Ont fait preuve de courtoisie, de respect et d'objectivité dans leurs interactions avec les élèves.	4.77	73	1		1	2	5	64
Obligations to Students - Integrity	Obligations des étudiants - Intégrité	Q2.2	Established a relationship of mutual trust with you.	Ont établi une relation de confiance mutuelle avec vous.	4.75	73	1		3	7		62
Obligations to Students - Integrity	Obligations des étudiants - Intégrité	Q2.3	Recognised your right as a student to consult other instructors and/or schools.	Ont fait valoir votre droit à titre d'élève de consulter d'autres instructeurs ou d'autres écoles.	3.99	73	12		2	10		49
Obligations to Students - Integrity	Obligations des étudiants - Intégrité	Q2.4	Encouraged you to familiarize yourself with club(s) and/or association(s) you could join after becoming a rated pilot.	Vous ont encouragé à vous familiariser avec les clubs et associations que vous pourriez rejoindre après la réussite de votre qualification.	4.19	73	6		2	4	15	46
Obligations to Students - Integrity	Obligations des étudiants - Intégrité	Q2.5	Submitted your ratings and endorsements promptly to the HPAC office.	Ont présenté vos qualifications et annotations rapidement au bureau de l'ACVL?	4.73	73		1		3	10	59
Obligations to HPAC - Reputation	Obligations envers l'ACVL - Réputation	Q3.1	Acted as a courteous ambassador for our sport to landowners and the public.	Ont agi à titre d'ambassadeur courtois de notre sport auprès des propriétaires fonciers et du public.	4.71	72	3			6		63
Obligations to HPAC - Reputation	Obligations envers l'ACVL - Réputation	Q3.2	Avoided shortcuts in providing instruction, ensuring all requirements both written and practical were completed before signing off on your rating.	Ont évité les raccourcis pendant votre formation et se sont assurés que toutes les exigences écrites et pratiques étaient respectées avant de vous octroyer votre qualification.	4.74	72		1	1	1	10	59
Obligations to HPAC - Reputation	Obligations envers l'ACVL - Réputation	Q3.3	Maintained confidentiality as required.	Ont assuré la confidentialité au besoin.	4.14	72	10		3	3		56
HPAC Student Evaluation	Évaluation des étudiants de l'ACVL	Q4.1	You met the "prerequisites" for your rating prior to beginning instruction.	Vous avez atteint les préalables (Prerequisites) liés à votre qualification avant de commencer la formation.	4.71	70	2		3	10		58
HPAC Student Evaluation	Évaluation des étudiants de l'ACVL	Q4.2	The "Theoretical Knowledge" requirements for your rating were explained in a way that was clear and understandable to you.	Les exigences liées aux connaissances théoriques (Theoretical Knowledge) pour votre qualification vous ont été expliquées de façon claire et compréhensible.	4.80	70			1	12		57
HPAC Student Evaluation	Évaluation des étudiants de l'ACVL	Q4.3	You felt thoroughly prepared for the written exam required for your rating.	Vous vous sentiez bien préparé en vue de l'examen écrit associé à votre qualification.	4.37	70	4		1	2	17	46
HPAC Student Evaluation	Évaluation des étudiants de l'ACVL	Q4.4	Your instructor observed as you demonstrated each of the "Demonstrated Skills and Logged Requirements" for your rating.	Votre instructeur vous a observé en train de démontrer chacune des compétences démontrées et exigences consignées (Demonstrated Skills and Logged Requirements) liées à votre qualification.	4.61	69	2	1	1	2	6	57
HPAC Student Evaluation	Évaluation des étudiants de l'ACVL	Q4.5	For H1/2 or P1/2 ratings, the HPAC Student Logbook was helpful as a way track and record your accomplishments throughout your training.	Dans le cas des qualifications D1/D2 et P1/P2, le carnet de l'élève de l'ACVL vous a été utile pour consigner vos accomplissements pendant votre formation.	3.22	69	17	2	1	8	11	30
HPAC Student Evaluation	Évaluation des étudiants de l'ACVL	Q4.6	On conclusion of your training, you felt competent and confident with each of the "Demonstrated Skills and Logged Requirements" for your rating.	À la conclusion de votre formation, vous sentiez que vous aviez les compétences et la confiance pour chaque compétence et exigence liée à votre qualification.	4.74	69	1			1	11	56
HPAC Student Evaluation	Évaluation des étudiants de l'ACVL	Q4.7	The "Recommended Operating Limitations" for your rating were thoroughly explained to you by your instructor.	À la conclusion de votre formation, vous sentiez que vous aviez les compétences et la confiance pour chaque compétence et exigence liée à votre qualification.	4.39	70	4		3	2	10	51

4.50

Questions Overall 2019 - 1-2 Ratings
Questions Global 2019-1-2 évaluations

Area	Area-FR	Q#	QuestionText	QuestionText-FR	Q Avg	Count	0	1	2	3	4	5
Obligations to Students - Safety	Obligations des étudiants - Sécurité	Q1.1	Demonstrate personal proficiency in the skills they were teaching you.	Ont démontré leurs compétences personnelles relativement aux compétences enseignées.	4.78	51			1			
Obligations to Students - Safety	Obligations des étudiants - Sécurité	Q1.2	Before beginning instruction, took time to get to know you, especially your skill level and readiness for training.	Avant de commencer l'instruction, ont pris le temps de vous connaître, particulièrement votre niveau de compétence et votre préparation à la formation.	4.61	51	1		2	1		
Obligations to Students - Safety	Obligations des étudiants - Sécurité	Q1.3	Advised you of the risks involved in your training.	Vous ont informé des risques associés à votre formation.	4.67	51			1			
Obligations to Students - Safety	Obligations des étudiants - Sécurité	Q1.4	Inspected the equipment you used in your training to ensure it was worthy and suited to your skill level.	Ont inspecté l'équipement que vous avez utilisé pendant la formation, afin de s'assurer de son état de navigabilité et de son adaptation à votre niveau de compétence.	4.65	51	1	1		3	8	39
Obligations to Students - Safety	Obligations des étudiants - Sécurité	Q1.5	Made appropriate safety decisions throughout your training, including cancelling lessons if conditions seemed hazardous.	Ont pris les décisions adéquates en matière de sécurité pendant votre formation, y compris l'annulation de leçons si les conditions semblaient dangereuses.	4.96	51					2	49
Obligations to Students - Safety	Obligations des étudiants - Sécurité	Q1.6	Ensured all students, including you, used appropriate safety equipment (e.g. helmets, footwear, etc.) at all times during instruction?	Se sont assurés que tous les élèves, en vous incluant, utilisaient l'équipement de sécurité adéquat (casques, chaussures, etc.) en tout temps pendant la formation.	4.90	51				1	3	47
Obligations to Students - Safety	Obligations des étudiants - Sécurité	Q1.7	If applicable, made sure all students conducting high flights carried a reserve parachute and were instructed on how to deploy it?	Le cas échéant, se sont assurés que tous les élèves effectuant un vol à haute altitude avaient un parachute de secours et savaient comment l'utiliser.	4.71	51				5	5	41
Obligations to Students - Integrity	Obligations des étudiants - Intégrité	Q2.1	Demonstrated courtesy, respect and objectivity in their dealings with students.	Ont fait preuve de courtoisie, de respect et d'objectivité dans leurs interactions avec les élèves.	4.80	51			1	2	3	45
Obligations to Students - Integrity	Obligations des étudiants - Intégrité	Q2.2	Established a relationship of mutual trust with you.	Ont établi une relation de confiance mutuelle avec vous.	4.80	51				3	4	44
Obligations to Students - Integrity	Obligations des étudiants - Intégrité	Q2.3	Recognized your right as a student to consult other instructors and/or schools.	Ont fait valoir votre droit à titre d'élève de consulter d'autres instructeurs ou d'autres écoles.	4.02	51	8			1	8	34
Obligations to Students - Integrity	Obligations des étudiants - Intégrité	Q2.4	Encouraged you to familiarize yourself with club(s) and/or association(s) you could join after becoming a rated pilot.	Vous ont encouragé à vous familiariser avec les clubs et associations que vous pourriez rejoindre après la réussite de votre qualification.	4.65	51			1	3	9	38
Obligations to Students - Integrity	Obligations des étudiants - Intégrité	Q2.5	Submitted your ratings and endorsements promptly to the HPAC office.	Ont présenté vos qualifications et annotations rapidement au bureau de l'ACVL?	4.80	51				3	4	44
Obligations to HPAC - Reputation	Obligations envers l'ACVL - Réputation	Q3.1	Acted as a courteous ambassador for our sport to landowners and the public.	Ont agi à titre d'ambassadeur courtois de notre sport auprès des propriétaires fonciers et du public.	4.84	51	1				3	47
Obligations to HPAC - Reputation	Obligations envers l'ACVL - Réputation	Q3.2	Avoided shortcuts in providing instruction, ensuring all requirements both written and practical were completed before signing off on your rating.	Ont évité les raccourcis pendant votre formation et se sont assurés que toutes les exigences écrites et pratiques étaient respectées avant de vous octroyer votre qualification.	4.76	51		1		1	6	43
Obligations to HPAC - Reputation	Obligations envers l'ACVL - Réputation	Q3.3	Maintained confidentiality as required.	Le cas échéant, ont assuré la confidentialité au besoin.	4.12	51			1		2	40
HPAC Student Evaluation	Évaluation des étudiants de l'ACVL	Q4.1	You met the "Prerequisites" for your rating prior to beginning instruction.	Vous avez atteint les préalables (Prérequisites) liés à votre qualification avant de commencer la formation.	4.68	50	2				6	42
HPAC Student Evaluation	Évaluation des étudiants de l'ACVL	Q4.2	The "Theoretical Knowledge" requirements for your rating were explained in a way that was clear and understandable to you.	Les exigences liées aux connaissances théoriques (Theoretical Knowledge) pour votre qualification vous ont été expliquées de façon claire et compréhensible.	4.76	50				1	10	39
HPAC Student Evaluation	Évaluation des étudiants de l'ACVL	Q4.3	You felt thoroughly prepared for the written exam required for your rating.	Vous vous sentiez bien préparé en vue de l'examen écrit associé à votre qualification.	4.66	50			1	1	12	36
HPAC Student Evaluation	Évaluation des étudiants de l'ACVL	Q4.4	Your instructor observed as you demonstrated each of the "Demonstrated Skills and Logged Requirements" for your rating.	Votre instructeur vous a observé en train de démontrer chacune des compétences démontrées et exigences consignées (Demonstrated Skills and Logged Requirements) liées à votre qualification.	4.51	49	2		1	2	3	40
HPAC Student Evaluation	Évaluation des étudiants de l'ACVL	Q4.5	For H1/2 or P1/2 ratings, the HPAC Student Logbook was helpful as a way track and record your accomplishments throughout your training.	Dans le cas des qualifications D1/D2 et P1/P2, le carnet de l'élève de l'ACVL vous a été utile pour consigner vos accomplissements pendant votre formation.	3.92	50	4		2	1	7	27
HPAC Student Evaluation	Évaluation des étudiants de l'ACVL	Q4.6	On conclusion of your training, you felt competent and confident with each of the "Demonstrated Skills and Logged Requirements" for your rating.	À la conclusion de votre formation, vous sentiez que vous aviez les compétences et la confiance pour chaque compétence et exigence liée à votre qualification.	4.68	50	1			1	9	39
HPAC Student Evaluation	Évaluation des étudiants de l'ACVL	Q4.7	The "Recommended Operating Limitations" for your rating were thoroughly explained to you by your instructor.	À la conclusion de votre formation, vous sentiez que vous aviez les compétences et la confiance pour chaque compétence et exigence liée à votre qualification.	4.50	50	2		2	2	5	39