

CNZ Player and Manager Feedback

Dear all,

The CNZ Tournament Committee has decided to share the feedback received after each CNZ event and to comment on what changes, if any, they plan to make to events for the following seasons. We hope that this is the first step in improving communication with players/managers and that it will lead to a better tournament experience for all. Next season, we aim to return these feedback forms to you within 5-6 weeks after the event finishes.

Event: Women's GC Tournament

Venue: Nelson Hinemoa

Manager: Lance Barker

The table below shows the feedback scores for each question together with how this compares to the average for CNZ events this season. Items highlighted in blue indicate the lowest rating for any event and those highlighted in yellow indicate the highest rating for any event.

Womens GC								
Nelson								All Events
	Str Dis	Dis	OK	Agre e	Str Ag	Tota l	Weighted Av	CNZ Average
Location			2	2	4	8	4.25	4.12
Cost of Travel		2	1	1	4	8	3.88	3.75
Cost of Accommodation			1	2	5	8	4.50	4.05
Format				5	3	8	4.38	4.02
Quality of Opposition			1	3	4	8	4.38	4.39
Number of Games			1	4	3	8	4.25	4.13
Manager				4	4	8	4.50	4.47
Lawns		1	5	1	1	8	3.25	4.09
Hoop Setting			1	5	2	8	4.13	4.20
Refereeing			1	4	3	8	4.25	4.10
Clubrooms				4	4	8	4.50	4.46
Clubhouse Fee		1		6	1	8	3.88	3.90
Catering			4	3	1	8	3.63	3.99
Total	0	4	17	44	39	104	4.13	4.13

Response to feedback

1. The lawns were the only area that received poor ratings. No comments were made to explain any dissatisfaction.
Action: CNZ to investigate if written explanations can be forced through surveymonkey when anything less than "OK" is selected.
2. Several players commented that they were unaware of the coaching.
Action: CNZ to ensure that the coaching is added to the events entry in the Yearbook.
3. One player commented that 13 games was plenty over a weekend.
Action: None - CNZ attempts to provide approximately 6-7 games per day where possible in weekend GC events. With 14 entrants, the fairest available format was a complete block.

If you would like to provide further feedback in order to help future events, please email croquet@croquet.org.nz

Jake Inwood

CNZ Executive Director