

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: North Island AC Champs

Venue: Mt Maunganui

Manager: Geoff Young

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.

NI AC								
Mount								All Events
Geoff Young	Str Dis	Dis	OK	Agree	Str Ag	Total	Weighted Av	CNZ Average
Location			2	3	4	9	4.22	4.12
Cost of Travel			2	3	4	9	4.22	3.75
Cost of Accommodation			1	2	5	8	4.50	4.05
Format			3	3	3	9	4.00	4.02
Quality of Opposition		1	0	5	3	9	4.11	4.39
Number of Games			2	4	3	9	4.11	4.13
Manager			2	2	5	9	4.33	4.47
Lawns		1	4	3	1	9	3.44	4.09
Hoop Setting			1	5	3	9	4.22	4.20
Refereeing			1	8		9	3.89	4.10
Clubrooms				3	6	9	4.67	4.46
Clubhouse Fee		2	0	4	3	9	3.89	3.90
Catering			2	4	2	8	4.00	3.99
Total	0	4	20	49	42	115	4.12	4.13

Response to feedback

1. The only area that rated particularly low was the lawns.
Action: None. CNZ were informed that a new groundsman had just taken over and was still “getting up to speed”.
2. Two players commented that they would prefer block play leading into knockout.
Action: CNZ will experiment next season with using block play leading to either semi-finals or final matchplay.
3. One player commented on the lack of entries.
Action: CNZ is aware that AC numbers are declining overall. We hope the introduction of block play to start with will encourage entries.

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