

## 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: South Island AC Champs

Venue: Nelson Hinemoa

Manager: Annie Henry

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.

SI AC								
Nelson								All Events
Annie Henry	Str Dis	Dis	OK	Agree	Str Ag	Total	Weighted Av	CNZ Average
Location			1	3	7	11	4.55	4.12
Cost of Travel	1		2	1	5	9	4.00	3.75
Cost of Accommodation			2	1	6	9	4.44	4.05
Format	1	4	1	4	1	11	3.00	4.02
Quality of Opposition			2	4	5	11	4.27	4.39
Number of Games		4	2	3	2	11	3.27	4.13
Manager			2	7	2	11	4.00	4.47
Lawns			5	5	1	11	3.64	4.09
Hoop Setting			1	7	3	11	4.18	4.20
Refereeing			1	8	2	11	4.09	4.10
Clubrooms				6	5	11	4.45	4.46
Clubhouse Fee	1	1		5	4	11	3.91	3.90
Catering				7	4	11	4.36	3.99
Total	3	9	19	61	47	139	4.01	4.13

## Response to feedback

1. There were multiple complaints about the format. These were two-fold;
  - a. Prefer block-play to start with
  - b. Don't like players not playing in the consolation event and being able to choose not to play at certain periods during a swiss

### Action:

- A. CNZ will be changing the format for both SI and NI AC Champs so that they start with block play for next season as an experiment. Ideally, we want our top players to experience matchplay, but appreciate that there is a balance to be met between that and providing a range of opponents for all entrants.
- B. No action. Whilst the point is valid, the flexibility that this allows players means that they may opt to play in the event when otherwise they would not play at all.

2. There were multiple complaints with regard to the speed of play.

Action: CNZ to remind Managers of the need to enforce Law 49 – Expedition in Play. This remains a problem in all Countries around the world.

3. "One game was still going while the prize-giving was being held so earlier thought to reducing the time limits for games may have helped, or having 3 games on the Saturday with only 2 on the Sunday may have helped."

Action: None. Point taken, whilst acknowledging that with best of 3 matches, it is never clear when the main event will finish.

If you would like to provide further feedback in order to help future events, please email [croquet@croquet.org.nz](mailto:croquet@croquet.org.nz)

Jake Inwood

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