

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: 2018 AC Nationals

Venue: United and Fendalton

Manager: Chris Clarke

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.

AC Nats								
United + Fendalton								All Events
Chris Clarke	Str Dis	Dis	OK	Agree	Str Ag	Total	Weighted Av	CNZ Average
Location			1	9	11	21	4.48	4.12
Cost of Travel	1		5	10	5	21	3.86	3.75
Cost of Accommodation			6	6	9	21	4.14	4.05
Format			1	9	14	24	4.54	4.02
Quality of Opposition			1	8	15	24	4.58	4.39
Number of Games			1	12	11	24	4.42	4.13
Manager				4	19	23	4.83	4.47
Lawns		1	1	7	15	24	4.50	4.09
Hoop Setting		2	2	5	15	24	4.38	4.20
Refereeing	1		5	9	9	24	4.04	4.10
Clubrooms			2	14	7	23	4.22	4.46
Clubhouse Fee	2	2	8	6	6	24	3.50	3.90
Catering		2	6	10	6	24	3.83	3.99
Total	4	7	39	109	142	301	4.26	4.13

Response to feedback

1. "The lawns at United were exceptionally good. Fendalton was very much slower. I have only one piece of (hopefully constructive) criticism. If a few have to play twice at Fendalton during the block stage of the main event, my opinion is it would be better to have them play the first two days there, then at United before the main event. That way, they have the disadvantage of two days at F (on the slower lawns) but the advantage of at least having both days back to back there, and the final day of blocks at U, which I think is sensible compensation. Playing F, U, F and then the first round of the ko at U is a difficult roller-coaster to ride in terms of speed adjustment."

Action: CNZ (and the Manager, Chris Clarke) agree with this analysis and will share the information with Managers of future major events where such venue changing is necessary.

2. "The Fendalton CC was not a good host of an AC major event. No interest from the club what-so-ever and on the day I played there, present were just two members serving water and packet biscuits while complaining about the lack of money being made by the club. The Fendalton lawns were far too slow to be included in the Open event (qualifying), running at much less than the minimum CNZ standard (Appendix 4, Tournament Regulations). It was a major blemish of otherwise excellent lawn conditions at United. The Fendalton pace, in comparison to testing united conditions was enjoyed by the Plate players that I talked to after the event)"

Action: None. CNZ accepts this criticism and notes that where satellite venues are required, some of these clubs now have no members that play AC and can seem disinterested.

3. There were varying opinions regarding the hoops.....
"Personally felt that the hoop settings at United were predominantly too wide."
"I wish the lawns were a little slower and the hoops a little easier as the ground was too hard for the tight hoops causing too many rejections and detracting from the croquet played between the hoops"
"I think the hoop settings are too tight They suit the very very good players but for most of us they were difficult."

Action: None. The hoops were set at 1/32" clearance for the block stage and the Plate which is reasonable for a National Championship.

4. Comments regarding refereeing.....
"I also would love to see some official referees walking around simply so whenever anybody's needing a red they aren't scrounging around for a fellow player who may or may not be qualified. However I do understand if they are unavailable this is impossible"

"The quality of refereeing decisions was great, however there were no dedicated referees available - was sometimes a struggle to find anyone to adjudicate."

"More NZ'ers training as referees would be handy."

Action: CNZ is committed to encouraging more of their top players to become referees and will actively approach them over the closed season.

5. "The Bronze medal had limited participation."

Action: This event is a new concept and will be reviewed after a second trial season.

6. “needless double-banking of singles quarterfinal and semi-final matches while surrounded by empty lawns. The manager must have felt this served some purpose but players did not agree.”

Action: None. The Manager lost his 4 lawns at Fendalton at 11.30am on Saturday and knew that he had 8 Plate games that required lawns at United on Saturday afternoon in addition to continuing play in the Bronze Medal and main event. With this knowledge, he chose to double bank main event matches for their entirety rather than double bank for 3 hours with a random Plate game. Additionally, the main event matches were played with narrower hoops that had been set in newer holes than for the Plate games (note complaints above that hoops were still too difficult for Plate players despite wider settings). This decision to double bank was noted in the player briefing notes a fortnight prior to the event. Everyone accepts that in an ideal world, all the knockout would be single banked.

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

Jake Inwood

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