

## 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: Duncan Dixon

Venue: New Plymouth

Manager: Peter Batchelor

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.

Duncan Dixon								
New Plymouth								All Events
Peter Batchelor	Str Dis	Dis	OK	Agree	Str Ag	Total	Weighted Av	CNZ average
Location	2	2	3	2	0	9	2.56	3.92
Cost of Travel	2	3	2	1	0	8	2.25	3.64
Cost of Accommodation	0	2	5	1	0	8	2.88	3.93
Format	1	1	3	1	3	9	3.44	4.00
Quality of Opposition	0	0	2	3	3	8	4.13	4.36
Number of Games	0	0	1	2	5	8	4.50	4.17
Manager	0	0	0	2	6	8	4.75	4.47
Lawns	0	0	0	4	5	9	4.56	3.96
Hoop Setting	0	0	0	3	6	9	4.67	4.20
Refereeing	0	0	1	4	4	9	4.33	4.09
Clubrooms	0	0	0	4	5	9	4.56	4.48
Clubhouse Fee	0	0	2	6	1	9	3.89	3.96
Catering	0	0	3	6	0	9	3.67	4.06
Total	5	8	22	39	38	112	3.87	4.10

## Response to feedback

### 1. Comments regarding location included

“more notice would be helpful in arranging travel. The cost of travel when two flights are involved can be excessive and obviously it is cheaper when booked well in advance”

“I think if there are any more CNZ tournaments in New Plymouth it might just make sense to avoid the weekend when all the American cars descend on New Plymouth. It made for interesting viewing but it means that accommodation is very tight and there was not a lot of choice even in January when the invitations went out for good accommodation at a reasonable price”

Action: CNZ to ensure that the Selection process improves to avoid late notification. CNZ is attempting to draft a 3 year rolling calendar – it will then be up to local Associations to advise of local issues such as American cars!

### 2. There were varying comments regarding format

“I felt a best of three match would be preferably to three round robins. This seemed to create a lot of hanging around waiting for games. Matches would make a better flowing tournament.”

“I believe that the format should have been as advertised in the yearbook as best of 3 and not a 3x round robin”

“The reason that this tournament was so satisfying is because we played three round robins. Thus, apart from some slow player holdups, there was far less down time than during best of three tournaments. Also more interesting.”

“The format gave us a good day's play and finishing at a reasonable time.”

Action: CNZ to ensure the Selection process improves to maximise the likelihood of 10 players playing. This event was advertised in the Yearbook as a 10 player event with 3 best of 3's per day. CNZ prefers this option since it provides matchplay experience for our improving players similar to what they will experience in National and World events (U21, Women's, Over 50'S etc). We understand that whether to play matchplay or single games always tends to divide players. The reason for changing to single games this year was that due to failures in the Selection process, we only had eight players. This would have meant players potentially only getting 4 games per day if matchplay had been used. Therefore, in order to provide a full tournament's play, we opted for a late change to triple round robin.

### 3. “Even though the games are not timed I believe that the management should be able to intervene if games are over the 1 1/2hrs and impose a 10 min time to complete the hoop they are on and if a draw to complete the next hoop for a hoop, with a maximum of 2 hours to ensure the continuity of play for all players.”

Action: CNZ to run Managers' training courses over the closed season. The Regulations are quite clear about what a manager is able to do. Once a game has been in progress for 1 hour, the manager may impose a time limit of no less than 15 minutes. If a game is holding up the event, the Manager should use this ability to help progress the event.

Final note: CNZ would like to apologise to all players affected by the failures to obtain full fields in this year's GC Invitations.

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

CNZ Executive Director