

## 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 Women's AC Invitation

Venue: Richmond

Manager: Betty Winterburn

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.

Women's Invitation								
Richmond								All Events
Betty Winterburn	Str Dis	Dis	OK	Agree	Str Ag	Total	Weighted Av	CNZ average
Location			2	1	1	4	3.75	3.92
Cost of Travel		2	1	1		4	2.75	3.63
Cost of Accommodation		1	1		2	4	3.75	3.97
Format				3	1	4	4.25	4.02
Quality of Opposition				3	1	4	4.25	4.34
Number of Games				3	1	4	4.25	4.18
Manager				3	1	4	4.25	4.47
Lawns	1	2	1			4	2.00	3.93
Hoop Setting		2		2		4	3.00	4.19
Refereeing			1	2	1	4	4.00	4.11
Clubrooms				3	1	4	4.25	4.50
Clubhouse Fee			1	3	0	4	3.75	4.03
Catering				1	3	4	4.75	4.14
Total	1	7	7	25	12	52	3.77	4.11

## Response to feedback

Most comments focussed on the combination of fast lawns at the start of the event and difficult hoops. These were blamed for the low scores by some respondents.

Action: CNZ to update guidance to say that if lawns are rolly, lawn speeds should not exceed 12 seconds. CNZ has received several complaints, particularly from women, about events being played on lawns that are too slow/heavy that disadvantage them. CNZ is striving to provide lawns that run between 11 and 12 seconds for events such as this.

CNZ acknowledges that if lawns are fast, then very narrow hoops make breakplay testing. However, the tournament regulations for this event already specify hoop widths that are much wider for this event than for the three Open Invitations -  $1/16''$  ( $+/-1/32''$ ) compared to  $1/32''$  ( $+0/-1/64''$ ). We encourage the hoops to be set towards the narrower end of the tolerance if the lawns are easy and towards the wider end of the tolerance if lawns are difficult.

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