

## CNZ Player and Manager Feedback

Dear all,

The CNZ Tournament Committee has decided to continue last year's policy of sharing the feedback received after each CNZ event and to comment on what changes, if any, they plan to review for events held in following seasons.

Event: North Island AC Champs

Venue: Rose Gardens/Marton

Manager: Michael Hardman

The table below shows the feedback scores for each question together with how this compares to the average for all CNZ events last season and the NI AC last season.

NI AC								2017/18	2017/18
Rose Gardens/Marton							Weighted	All Events	NI AC
Michael Hardman	Str Dis	Dis	OK	Agree	Str Ag	Total	Average	CNZ Average	
Format	0	1	0	6	5	12	4.25	4.01	4.00
Number of Games	0	0	0	9	3	12	4.25	4.17	4.11
Manager	0	0	0	2	10	12	4.83	4.48	4.33
Lawns	1	2	2	7	0	12	3.25	3.95	3.44
Likely to attend this t'ment again?	0	0	1	9	2	12	4.08	N/A	N/A
Likely to attend t'ment in this location again?	0	1	0	8	3	12	4.08	N/A	N/A
<b>Total</b>	<b>1</b>	<b>4</b>	<b>3</b>	<b>41</b>	<b>23</b>	<b>72</b>	<b>4.13</b>	<b>4.15</b>	<b>4.12</b>

### Response to feedback

Format – the following feedback was received.

*Block play , then plate or knock-out is ex. Also like the resultant clear delineation between knock-out players and plate players.*

*I like the knock-out format once past section play.*

*I liked the block play prior to a KO however there was insufficient time to complete a bo3 KO. Would be happy with Best of 3 K/O from the outset.*

*The round robin works well but a shame their weren't more entries*

*Format gave every player an opportunity to play for the full tournament*

*It was fair as the plate people were not joined by first round losers.*

### CNZ TC Respond

The format for both NI and SI was changed from best of 3 knockout to blocks followed by knockout this season following player feedback. We are pleased that this was generally popular. One of the side effects of this is that you either have to eliminate the second place finishers in block play or risk

not completing 3 matches in 24 hours of play. History shows that events finish 98% of the time with this amount of time, this year was one of the 2%. In order to guarantee finishing, we would have had to abandon the quarter-finals and have 12 players in the Plate, which would also have been unpopular.

**Action: None**

Number of games per day – the following feedback was received.

*3 to 4 games per day is acceptable.*

*For me 3 games per day was fine however I would not have wished to play more.*

*Having the 3 hour time limit with no double banking ensured that the majority of games were pegged out*

*One of the quarter finals, the semi and final went to best of 3 using all the 8 hours allowed. If this happens then you cannot fit games in the allotted time.*

CNZ TC Respond

CNZ policy is to provide a minimum potential three games each day. The minimum time limit permissible for this event is 2.5 hours. We try to minimise the possibility of a player being eliminated with only one loss.

**Action: None**

Lawns – the following feedback was received.

*Lawns were 'tricky'. The region had experienced a lot of rain in recent weeks, resulting in slow lawns. There was nothing the club could do about this situation, it just happens that the North Island experiences seasonal wet weather through spring and early summer (farmers like it).*

*Too heavy.....not cut down enough*

*Heavy due to rain*

*Too slow nowhere near the 11+ req. for Tier 1*

*a little rough in some parts but generally a good speed*

*Lawns were slow and patchy especially around hoops*

*I played at the world qualifier and they were bad. They are now quite good. The grass was all there and the humps around some of the hoops had been fixed. The lawns could have been mowed shorter as they were quite slow.*

CNZ TC Respond

According to reports provided by Rose Gardens, the lawns were on track to play at 11 seconds. They were being mown at 4mm which is a sensible cutting height. Clearly there is nothing that can be done if heavy rain occurs. Based upon other comments (see later), it appears that the lawns were in better condition and easier to play breaks on than last season.

Manager - the following feedback was received.

*The manager has a calming influence over the players, probably gained from years of controlling unruly students. Will be missed when he retires from tournament management.*

*Wasn't helped by slow lawns with rigid narrow Quadways*

*relaxed atmosphere but ran to time, no controversies*

*Michael had to juggle a lot of different scenarios.*

CNZ TC Respond

We were pleased with how Michael managed this event – many thanks.

Other comments - the following feedback was received.

*A really excellent and enjoyable tournament.*

*Sadly this tournament was poorly attended by many local players. Feedback from other players not attending was because the lawns were in poor condition. I agree they were bad last year but this year the lawns were very good. I believe the hesitation to hold the tournament between Wanganui and Palmerston may have hampered the players decisions not to attend.*

*No. Just concerned about the lack of entries.*

*Do not expect us to play more than 3 games per day at our level. There is no enjoyment in playing longer and it would put me off entering tournaments if that is expected.*

*The Quadways were well set but I felt they were too narrow for enjoyable play when combined with very slow uneven courts. Playing conditions and the calibre of the field (highest ranked 12) should be taken into account. AC should be a test of skill not a slog fest many big accurate croquet strokes and controlled long rushes were way beyond my physical strength and I am sure that of many of the ladies and other older folk. It is not then an even and fair contest.*

*I'm wondering if there is a way of promoting the event, to make it clear that you don't need to be a 4 or 5 handicap to have an enjoyable tournament.*

*The courts were playing better than I have ever encountered them before. A little slow but not impossible to send both balls to the other end of the lawn.*

*The format and the lawns were in a far better state than I expected. Other people had told me they would not enter the tournament due to the poor lawns at Rose Gardens. They were wrong and I think Croquet NZ should put out a notice to commend the work done by the grounds people to get the these lawns to the condition they are since the tournament in late January early this year.*

CNZ TC Respond

As you can see, there are a variety of comments in relation to the lawns at Rose Gardens – ranging from much improved, very good to patchy and should have been cut lower. We agree that AC should not be a slog fest and have moved our calendar so that AC events are no longer played between October and April, but December and April. Equally, we cannot play all AC events in the height of summer since key GC events need to be held to coincide with school and university holidays so that our top players can compete. The addition of World and Trans-Tasman events makes scheduling a season tricky.

With the lawns being reported to be less fast and firm than last season, we did not anticipate that the hoops would be too difficult.

**Action: Consider revision of hoop width at Manager's meeting if the standard of entry does not warrant Tier 1 hoops.**

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)

CNZ Tournament Committee