

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 have these feedback forms back to you 5-6 weeks after the event finishes.

Event: U21 Championships

Venue: United, Canterbury

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.

U21								
United								All Events
Chris Clarke	Str Dis	Dis	OK	Agree	Str Ag	Total	Weighted Av	CNZ Average
Location	1	2	9	10	2	24	3.42	4.12
Cost of Travel	2	7	8	6	1	24	2.88	3.75
Cost of Accommodation		3	10	4	7	24	3.63	4.05
Format	1		4	12	7	24	4.00	4.02
Quality of Opposition			1	7	16	24	4.63	4.39
Number of Games		2	1	13	8	24	4.13	4.13
Manager	1		1	8	14	24	4.42	4.47
Lawns			2	9	13	24	4.46	4.09
Hoop Setting	1		7	8	8	24	3.92	4.20
Refereeing			5	5	14	24	4.38	4.10
Clubrooms		1	3	10	10	24	4.21	4.46
Clubhouse Fee				12	12	24	4.50	3.90
Catering	1	3	11	4	5	24	3.38	3.99
Total	7	18	62	108	117	312	3.99	4.13

Response to feedback

1. The location was unpopular, with the majority of players coming from the North Island and highlighting that this was the second consecutive year that this event had been held in the South Island.

Action: The event will not be held in the South Island next season or in 2019 and will never be held in the minority island in consecutive years

2. It was suggested that CNZ does more to find suitable cheap accommodation for this event.

Action: CNZ will encourage billets to be provided.

3. Hoop setting scored low. There was no indication given by the one person to score this less than OK as to what was wrong with the hoop-setting i.e. were they too wide, too narrow, too loose, had rabbit runs etc. Without such feedback, it is difficult to address any perceived problems. Given that two-thirds of respondents either agreed or strongly agreed that the hoops were set well, they probably were.

Action: CNZ to see if the surveymonkey forms can force a written response if “strongly disagree” is selected.

4. Catering rated low. It was decided to halve the clubhouse fee from \$5 to \$2.50 and to simply offer plain biscuits for morning tea together with Raro and water. The biscuits tended to be eaten quickly by those near the clubhouse meaning that others were left without. The good score for the clubhouse fee indicated that many felt that whilst the catering was reduced, this was reflected in the price.

Action: None. Perhaps worth noting that U21s tend to eat more biscuits per capita than the average croquet player and clubs should purchase accordingly.

Other changes planned by CNZ for next season

CNZ will attempt to ensure that at least 8 lawns are available for this event in order to minimise the amount of waiting time. This year, with only 6 lawns and 38 entrants, there were always a minimum of 14 players waiting. CNZ will consider scheduling the coaching for the day prior to the event in order to allow 4 full days for the doubles and singles. Additionally, there was some comment that the pre-Christmas time slot was bad and that January would be preferred. CNZ will consider this feedback whilst commenting that the calendar for January is already packed.

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

Jake Inwood

CNZ Executive Director