

## 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: Men's and Women's Champs

Venue: Rangatira

Manager: Michael Hardman

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.

Mens & Womens 2017/18								
Rangatira								All Events
Michael Hardman	Str Dis	Dis	OK	Agree	Str Ag	Total	Weighted Av	CNZ Average
Location				3	3	6	4.50	4.12
Cost of Travel				3	3	6	4.50	3.75
Cost of Accommodation				2	4	6	4.67	4.05
Format			2	3	2	7	4.00	4.02
Quality of Opposition			1	5	1	7	4.00	4.39
Number of Games			1	5	1	7	4.00	4.13
Manager			1	5	1	7	4.00	4.47
Lawns	2	3	1	1		7	2.14	4.09
Hoop Setting			1	5	1	7	4.00	4.20
Refereeing			1	2	4	7	4.43	4.10
Clubrooms				3	4	7	4.57	4.46
Clubhouse Fee		2	1	3	1	7	3.43	3.90
Catering				4	3	7	4.43	3.99
Total	2	5	9	44	28	88	4.03	4.13

## Response to feedback

1. The location and costs involved were extremely popular.  
Action: CNZ intends to keep the Men's and Women's at Rangatira.
2. The lawns received a very low rating compared to other CNZ events. Over 80% of respondents said that they were too heavy and could potentially lead to injury.  
Action: CNZ to liaise with club to attempt to reduce watering and increase lawn speed. Additionally, next season, the event will be moved to February to help allow more time and better weather to improve lawn speed. Please note that due to National and World events, this is unlikely to be possible the following 2019/20 season.
3. One player commented that they would prefer the event to start with block play.  
Action: None. CNZ is committed to providing match play in at least its two major events – the Nationals and M+W in order to provide experience of match play for its top players. CNZ intends to alter the format of the NI and SI so that they start with block play.

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