

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: NI GC Champs

Venue: Howick, Manurewa and Pukekohe

Manager/s: Ceri Gavin and Cynthia Bates

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.

NI GC								
Manurewa + Howick								All Events
Ceri Gavin & Cynthia Bates	Str Dis	Dis	OK	Agree	Str Ag	Total	Weighted Av	CNZ Average
Location		1	2	4	6	13	4.15	4.12
Cost of Travel			4	4	5	13	4.08	3.75
Cost of Accommodation			3	5	4	12	4.08	4.05
Format			4	5	4	13	4.00	4.02
Quality of Opposition		1	1	8	3	13	4.00	4.39
Number of Games		1	1	7	4	13	4.08	4.13
Manager				5	8	13	4.62	4.47
Lawns				4	9	13	4.69	4.09
Hoop Setting				5	8	13	4.62	4.20
Refereeing		1		7	5	13	4.23	4.10
Clubrooms				1	12	13	4.92	4.46
Clubhouse Fee			1	4	8	13	4.54	3.90
Catering				4	9	13	4.69	3.99
Total	0	4	16	63	85	168	4.36	4.13

Response to feedback

1. "I felt that management should have posted the results on croquet scores instead of leaving it to a player to update"
Action: From 2018, CNZ now meets with Managers before events and explains what is expected from them.
2. "I was very disappointed with only 4 entries in the doubles although the round robin was ok. Pukekohe Level 3+ worked very well, a real shame no trophy or badge available."
Action: CNZ to investigate providing suitable prize for the 3+
3. "I was not expecting to be playing at Pukekohe as the venues advertised in the Year book were Howick & Manurewa-there was no mention of games being played at any other venue. I had to travel 40 minutes to get there. To have the event split between Howick and Pukekohe was inconvenient"
Action: CNZ to investigate why the correct venues were not listed in the Yearbook and ensure accurate Yearbook entries in future.

Overall, this event received very positive feedback which is quite remarkable given that multiple clubs were involved – congratulations to them. Low entry numbers to doubles events is an increasing problem. We may need to work more closely with Regional Associations to encourage doubles entries.

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