

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: Arthur Ross Memorial National AC Handicap Singles

Venue: Morrinsville

Manager: Phyllis Young

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.

Arthur Ross								
Morrinsville								All Events
Phyllis Young	Str Dis	Dis	OK	Agree	Str Ag	Total	Weighted Av	CNZ average
Location			3	5	1	9	3.78	3.92
Cost of Travel		1	2	5	1	9	3.67	3.63
Cost of Accommodation			3	4	2	9	3.89	3.97
Format		2	1	4	1	8	3.50	4.02
Quality of Opposition		1	1	4	3	9	4.00	4.34
Number of Games			1	4	4	9	4.33	4.18
Manager		1		3	5	9	4.33	4.47
Lawns		1	1	5	2	9	3.89	3.93
Hoop Setting				7	2	9	4.22	4.19
Refereeing				3	6	9	4.67	4.11
Clubrooms				1	8	9	4.89	4.50
Clubhouse Fee				4	5	9	4.56	4.03
Catering				1	8	9	4.89	4.14
Total	0	6	12	50	48	116	4.21	4.11

Response to feedback

1. There were negative comments regarding the format.

"I strongly disagreed with the format. As the tournament was a CNZ event, the super-section should have been played as a knockout format."

"The choice of format for the final round meant that the final round was not independent of the first round, which resulted in an inequitable start for some of the competitors."

Action: CNZ to ensure Managers use the agreed format. The format used was not the one that the CNZ Tournament Committee told the manager to use. We had specified that the final stages would be played as a full knockout. CNZ has spoken with the Manager who said she used a super-section because it was the best available format. This is wrong. The use of a super-section brings in games from earlier in the event where players may have played off significantly different handicaps. It also means that a block winner may enter the super-section with less wins than a player who comes below them in block play. Additionally, it fails to guarantee a final which should be one of the highlights of a National Finals. CNZ is planning to hold Manager training sessions prior to next season where such issues can be explained.

2. Lack of communication.

"Would have been nice to get an email acknowledging that my entry had been received so that I knew it had gone through."

Action: CNZ is planning to introduce a new system next season where managers input entries onto croquetcores at set times prior to an event beginning, so players know who has entered.

3. Lawn allocation.

"There didn't seem to be a concern to assign players to an equitable assignment of lawns."

Action: As above, CNZ is planning to hold Manager's Training Sessions prior to next season. The optimal and fair assignment of lawns should be one of very few tasks required from a manager during play each day.

4. There were also several positive comments.

"Refereeing was good"

"The refereeing was brilliant"

"Appreciated the locals who picked me up at airports and transported me around as this made organising travel plus costs a lot easier, as did recommendations of possible nearby accommodation."

"Congratulations to all involved."

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