

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: 2018 Don Reyland Gold and Silver GC Stars

Venue: Fendalton

Manager: Tony O'Donnell

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.

Don Reyland								
Fendalton								All Events
Tony O'Donnell	Str Dis	Dis	OK	Agree	Str Ag	Total	Weighted Av	CNZ average
Location		1	3	2	3	9	3.78	3.92
Cost of Travel	2	2	0	2	3	9	3.22	3.63
Cost of Accommodation	0	1	1	2	5	9	4.22	3.97
Format				4	5	9	4.56	4.02
Quality of Opposition				5	4	9	4.44	4.34
Number of Games		1		4	4	9	4.22	4.18
Manager				4	5	9	4.56	4.47
Lawns				5	4	9	4.44	3.93
Hoop Setting		1		5	3	9	4.11	4.19
Refereeing		2	1	3	3	9	3.78	4.11
Clubrooms				4	5	9	4.56	4.50
Clubhouse Fee			2	3	4	9	4.22	4.03
Catering		1	2	6		9	3.56	4.14
Total	2	9	9	49	48	117	4.13	4.11

Response to feedback

1. Refereeing

“One of the referees on Saturday afternoon was simply not up to the task - did not know how to mark balls in crucial circumstances, plus made two incorrect calls when called upon in my games. Both my partners & I, (as experienced referees ourselves), were a tad 'surprised' for want of a better word”

Action: CNZ has spoken with Canterbury and have been advised that 4 referees each took a half day session over the weekend. The experience levels of these referees were very varied. CNZ will recommend that if inexperienced referees are used for National Finals, they are assisted by a more experienced colleague.

2. “The short time frame between being selected to play and the actual tournament didn't allow for finding cheaper air fares”

Action: None. CNZ acknowledges the feedback. However, previous feedback from Associations tends to indicate that they want a good amount of time for clubs to play their internal Don Reyland/Arthur Ross play-offs and then play their Association Finals. This means that the time between winning the Association Final and the actual final tends to be fairly short and flights are therefore more expensive.

3. Positive comments

“the tournament was the most enjoyable I have encountered & is a credit to all concerned.”

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