

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 Edwina Thompson

Venue: Carlton

Manager: Pam Fisher

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.

Edwina Thompson								
	Str Dis	Dis	OK	Agree	Str Ag	Total	Weighted Av	All Events CNZ average
Location	0	1	0	2	1	4	3.75	3.94
Cost of Travel	0	1	0	2	1	4	3.75	3.67
Cost of Accommodation	0	0	0	1	3	4	4.75	3.97
Format	0	0	0	2	2	4	4.50	4.01
Quality of Opposition	0	0	0	2	2	4	4.50	4.35
Number of Games	0	0	0	1	3	4	4.75	4.17
Manager	0	0	0	1	3	4	4.75	4.48
Lawns	0	0	3	1	0	4	3.25	3.95
Hoop Setting	0	0	1	2	1	4	4.00	4.22
Refereeing	0	0	0	2	2	4	4.50	4.10
Clubrooms	0	0	0	1	3	4	4.75	4.49
Clubhouse Fee	0	0	0	1	3	4	4.75	4.00
Catering	0	0	0	0	4	4	5.00	4.12
Total	0	2	4	18	28	52	4.38	4.12

Response to feedback

1. "The hoop widths were generous and I think this is a good thing. All games went to 26 points and non had to be pegged down"

Action: None. CNZ has specified hoop widths for each event. We hope that the referee of the tournaments ensures that these are adhered to. Overall, we tend to receive equal complaints that hoops are too wide to too narrow.

2. "The lawns were bumpy in places. Otherwise very enjoyable"

Action: CNZ notes this for future tournament allocation. CNZ attempts to place the Invitation events at locations with good lawns. Thank you for the feedback.

3. "I prefer games with time limits. Less wasted time sitting around waiting for extended games to finish. It is a disincentive to the significant expenditure that is required for any location other than one's own club or general area. "Oh" say the proponents. "the manager can set a time limit if a game goes on too long." Precisely. I fail to see the difference."

Action: None. CNZ accepts that this point is valid. However, overall, we receive more complaints about having time limits than not having them.

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