

## 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 GC Nationals

Venue: Heretaunga and Marewa

Manager: Geoff 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.

GC Nats								
Heretaunga + Marewa								All Events
	Str Dis	Dis	OK	Agree	Str Ag	Total	Weighted Av	CNZ Average
Location	1		4	9	10	24	4.13	4.12
Cost of Travel		2	7	8	6	23	3.78	3.75
Cost of Accommodation	1	1	8	6	6	22	3.68	4.05
Format		3	4	8	9	24	3.96	4.02
Quality of Opposition			1	10	13	24	4.50	4.39
Number of Games	1		1	13	9	24	4.21	4.13
Manager		1	1	7	15	24	4.50	4.47
Lawns			3	9	12	24	4.38	4.09
Hoop Setting		1	2	12	9	24	4.21	4.20
Refereeing	3	2	3	8	8	24	3.67	4.10
Clubrooms			1	8	15	24	4.58	4.46
Clubhouse Fee	2	4	4	5	8	23	3.57	3.90
Catering		2	4	5	13	24	4.21	3.99
Total	8	16	43	108	133	308	4.11	4.13

## Response to feedback

1. The majority of comments centred around the removal of the 3+ event. Some sample comments are shown below;

“There needs to be consideration for the higher H/C players now that the National Limited Section has been removed. A number of players have supported the Limited over the years and now have basically been pushed to one side as far as this tournament is concerned. I am sure that the low H/C players also find it very frustrating to have to play high H/C players. Therefore, I hope that next year we will see a National tournament for players on higher H/C's and that it will encourage more people in the higher H/C ranges to enter.”

“As a 3hcp I was outclassed but knew it on entry and have no complaints. I do feel it is a big loss not having a strictly limited competition Can name three from our club who would have entered but intimidated by minus-3 players. and as it was local feel coaches could have encouraged our juniors to enter and get some valuable experience”

“It was wonderful to have the 3+ president's salver instead of separating the 3+ from the open. It built a great deal of excitement in the competition. Those who were in the 3+ were working to gain index points.”

“Please reinstate the limited competition. Pitting average club players against international champions was unrewarding for both. The 9 players who were winnowed to the plate won only 9 games between them of the 83 they collectively played in the round robin before being relegated. The "Plate" competition was then a consolation event rather than being a nationally recognised title of Limited Champion.”

Action: CNZ to review splitting the event between Limited and Open after one year's further trial of combined event.

2. “The number of games played per day needs to be reviewed, a number of players were finished for the day by early afternoon on multiple days in a row. If lawns allow players should generally get 6 - 9 games per day, a number of players only got 4 games per day.”

Action: None. CNZ aims to offer 6-7 games per day per player during weekend events. For week-long events, CNZ aims to offer a minimum of two matches per day, in line with WCF events. The ability for our top players to play a match, have a break and then perform to a high standard after such a break is important. Additionally, we have received negative feedback in previous GC Nationals when players have been asked to play more than 7 games a day. We appreciate that the average age in GC Nationals is now much younger and that 9 games a day isn't difficult for younger players, but we need to provide formats appropriate for all entrants.

3. “prelim info gave impression that the main venue was Marewa, so I booked accom in Napier on that basis.”

Action: CNZ to attempt to provide as detailed information as possible. CNZ would like to highlight that Heretaunga was listed as HQ in the Yearbook.

4. “The position of the sprinkler holes in the back lawns at Heretaunga was disruptive at times”

Action: CNZ to liaise with club to attempt to minimise the impact of sprinkler holes in future events – with particular importance being given to the 2019 Women's World Championships.

5. “Change the cost in the yearbook to read doubles \$ 30 EACH”

Action: Thank you for bringing this to our attention. We will make the change.

6. “The timing of this tournament needs to be changed. Early January is not a good time regarding accommodation”

Action: None. CNZ needs to find a time when the maximum number of players are available. At present, we have a large number of school and university age players and we want to ensure that they are available to play. Early January achieves this goal whilst often allowing the event to act as a warm-up to World Championships.

7. “It was very disappointing that in the plate round a player was allowed to play when it was known that they would only be able to play on the first full day and not see the competition through. They should not have been allowed to start the plate rounds”

Action: None. CNZ respectfully disagree. With the event being played as double round robin, no harm was done allowing Nathan Bullen to play in the entirety of the first series. Indeed, it allowed him to gain valuable extra games and provide added competition to his fellow competitors during the first series. Since all Nathan’s games were removed from the scoring when he withdrew, no-one was adversely affected and we commend the Manager for his decision.

8. CNZ notes that the rating of referees was very low. CNZ accepts that there needs to be improvement in the standard of refereeing and that they will commit to attempt to do so prior to the 2019 Women’s GC Worlds being held in the area.

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)

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