

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 Gold Cup

Venue: Allenton

Manager: Raylene Phillips

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.

Gold Cup								
Waireka								All Events
	Str Dis	Dis	OK	Agree	Str Ag	Total	Weighted Av	CNZ average
Location	2	2	0	3	1	8	2.88	3.94
Cost of Travel	2	2	1	2	1	8	2.75	3.67
Cost of Accommodation	2	0	2	3	1	8	3.13	3.97
Format	0	1	0	2	5	8	4.38	4.01
Quality of Opposition	0	0	1	3	4	8	4.38	4.35
Number of Games	0	0	1	2	5	8	4.50	4.17
Manager	0	0	0	1	7	8	4.88	4.48
Lawns	0	2	3	3	0	8	3.13	3.95
Hoop Setting	0	0	2	2	4	8	4.25	4.22
Refereeing	0	0	0	4	4	8	4.50	4.10
Clubrooms	0	0	0	4	4	8	4.50	4.49
Clubhouse Fee	0	0	0	4	3	7	4.43	4.00
Catering	0	0	0	1	7	8	4.88	4.12
Total	6	7	10	34	46	103	4.04	4.12

Response to feedback

1. There were several comments regarding the lawns;

“Whilst the lawns were heavy it was the same for all - quite ok for me. lawn three i thought was the heaviest but more true , 1&2 not as heavy but a bit bouncy in places.over all it was not an issue for me. I heard the odd complaint regarding this”

“Lawns were very heavy and slow. Measured at 7-8. Not fast enough. Lawns were not mown down enough. Advantaged stronger men with more hitting power and disadvantaged women”

“Lawns were quite heavy”

“Lawns very slow (7 secs) and varied from lawn to lawn”

Action: CNZ takes note of these comments with regard to the awarding of future events. We have a clear standard for lawn speed that we hope clubs will attempt to follow. Verti-cutting and mowing at 4mm to 4.5mm for two weeks prior to the event should help improve lawn speed providing there is no heavy rain.

2. “It was unfortunate that there had to be double banking on one lawn - we were given 5 mins extra to compensate this- not sure how this made up for the waiting time really and some had several games in this situation”

“Was a bit disappointed at having to play 6 out of my 8 games on the double-banking lawn”

Action: CNZ notes that players prefer to single bank, however a 5 lawn club would normally be necessary to achieve this and they are few and far between. CNZ will create an order of play for future managers that attempts to optimise the lawn allocation with regard to playing 8 player events at 3 lawn clubs and 10 player events at 4 lawn clubs. CNZ notes that the best possible outcome for this event would have been that all players had 4 of their 8 games double banked.

3. “Late notice of invitation to tournament increased the cost due to lack of time to book travel”

Action: CNZ to improve selection procedure and timing to provide greater notice to players.

4. Comments regarding location;

“Ashburton was time consuming and difficult to get to (but appreciate these events can't always be in main centres).”

“Ashburton is a very difficult place to get to”

Action: None. CNZ has a policy of trying to play the majority of its events in the major centres in order to make travel easier and cheaper. However, we also accept that we need to balance that with occasionally awarding a CNZ event to the regions. We hope that the current balance is about right.

5. “Lawn not properly set out - no corner pegs until we asked for them.”

Action: CNZ to write to South Canterbury Association advising them that corner pegs should be provided for all AC events. This is not the first time that this has been an issue in this region.

In addition to the above comments, several players noted that it is an enjoyable and friendly event with excellent catering.

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