

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 CA Silver Tray

Venue: Epsom Remuera

Manager: Maida Beetson

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.

Silver Tray								
	Str Dis	Dis	OK	Agree	Str Ag	Total	Weighted Av	All Events CNZ average
Location	0	1	1	1	2	5	3.80	3.94
Cost of Travel	0	0	3	0	2	5	3.80	3.67
Cost of Accommodation	0	1	1	0	3	5	4.00	3.97
Format	0	1	0	4	0	5	3.60	4.01
Quality of Opposition	0	1	1	2	1	5	3.60	4.35
Number of Games	0	1	1	2	1	5	3.60	4.17
Manager	0	0	0	4	1	5	4.20	4.48
Lawns	0	0	1	3	1	5	4.00	3.95
Hoop Setting	0	0	0	3	2	5	4.40	4.22
Refereeing	1	0	0	4	0	5	3.40	4.10
Clubrooms	0	0	0	1	4	5	4.80	4.49
Clubhouse Fee	0	1	0	0	4	5	4.40	4.00
Catering	0	0	1	1	3	5	4.40	4.12
Total	1	6	9	25	24	65	4.00	4.12

Response to feedback

1. "I feel this event should be a double round robin , not best of 3. It is a better format for 8's. The top 8 could also then be reduced to 4 days."

Action: CNZ Tournament Committee and Selection Committee to work together to evaluate optimal future format. Note: This season, due to the weaker than average entry, we canvassed all players to find out if there was clear support to change to double round robin. The votes were split, so we maintained the status quo. With both SI and NI Championships reverting to a block play start, there is more reason to keep the Silver Tray as matchplay. If players were to canvas strongly for a 4 day event, we would be more likely to play double round robin.

2. "For a stronger field I would have probably have overseen slightly tighter hoop settings. However I think the settings were fine given the strength of the field. It would probably pay to explicit check that the host club has the necessary expertise to set hoops for this event in advance - is there a document clearly stating the preferred CNZ way for setting Atkins?"

Action: CNZ to investigate the production of a document, possibly linked to a youtube video showing how to set Atkins hoops from scratch.

3. "Refereeing was the worst I have encountered in 39 years of playing tournaments!"

Action: CNZ is committed to improving the overall standard of refereeing and will be actively encouraging our top players to take their referees exams.

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