

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: Yvonne Yeates

Venue: Park Croquet Club

Manager: Eileen Judd

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.

Yvonne Yeates								
Park								All Events
Eileen Judd	Str Dis	Dis	OK	Agree	Str Ag	Total	Weighted Av	CNZ average
Location	0	2	1	1	1	5	3.20	3.92
Cost of Travel	0	1	1	2	1	5	3.60	3.64
Cost of Accommodation	0	0	1	2	2	5	4.20	3.93
Format	0	1	0	3	1	5	3.80	4.00
Quality of Opposition	0	0	0	3	2	5	4.40	4.36
Number of Games	0	0	0	3	2	5	4.40	4.17
Manager	0	1	0	2	2	5	4.00	4.47
Lawns	0	0	2	2	1	5	3.80	3.96
Hoop Setting	0	0	0	2	3	5	4.60	4.20
Refereeing	0	1	1	1	2	5	3.80	4.09
Clubrooms	0	0	0	2	3	5	4.60	4.48
Clubhouse Fee	0	1	2	1	1	5	3.40	3.96
Catering	0	0	1	2	2	5	4.20	4.06
Total	0	7	9	26	23	65	4.00	4.10

Response to feedback

1. The location was not entirely popular. One player commented “Where possible, having an event like this at a main centre with an airport is preferable e.g New Plymouth or Palmerston North would have been easier and cheaper to travel to than Hawera.”

Action: None. CNZ attempts to play the majority of its events in locations with airports and particularly major centres with potentially cheap flight options. However, we also need to balance the requirement of involving all of our Member clubs combined with a decreasing number of clubs who volunteer to host these events. In other surveys, New Plymouth was criticised as being too difficult to get to.

2. “The tournament manager was unfamiliar with how to use croquet scores and at the end of the tournament was unsure whether the winner was decided on match wins or game wins, when the format was a triple round robin.”

“There was no communication from the manager before the tournament”

Action: Multiple - CNZ are beginning to have Managers’ meetings prior to all CNZ events to attempt to ensure that managers know what is expected of them. Additionally, CNZ will be running Managers’ training courses for varying experience levels during the off-season. All Managers are/will be advised to email competitors prior to the event with helpful details and to also post this information for all to see in the Commentary section of croquetscores.com

3. “had a scenario where a ref was trying to make a ruling on our game off an AC rule because they couldn’t find it in the GC section”

Action: CNZ acknowledges that the standard of refereeing needs constant improvement and will be providing courses designed to achieve this every 2-3 years.

4. “Please could CNZ offer coaching programmes for us middle-aged players similar to those they run for the juniors so that we can have a chance to compete”

Action: CNZ recommends that your Association contacts Greg Bryant who will be happy to try and provide any assistance you require. We are always keen to help those who themselves are keen to improve.

Final note: CNZ would like to apologise to all players affected by the failures to obtain full fields in this year’s GC Invitations.

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

