

CNZ Player and Manager Feedback

Dear All,

The CNZ Tournament Committee has decided to continue last year's policy of sharing the feedback received after each CNZ event and to comment on what changes, if any, they plan to review for events held in following seasons.

Event: U21 Championships

Venue: Matamata

Manager: Nigel Grondin

The table below shows the feedback scores for each question together with how this compares to the average for CNZ events from last season as well as the previous NZ U21 GC Champs.

U21: 18 pairs and 31 singles								2017/18	2017/18
Mata Mata								All Events	U21
Nigel Grondin	Str Dis	Dis	OK	Agree	Str Ag	Total	Weighted Av	CNZ Average	Champs
Format	1	4	1	5	13	24	4.04	4.01	4.00
Number of Games	0	0	3	12	9	24	4.25	4.17	4.13
Manager	0	0	1	2	21	24	4.83	4.48	4.42
Lawns	0	4	4	8	7	23	3.78	3.95	4.46
Likely to attend this tment again?	1	0	1	8	14	24	4.42	N/A	N/A
Likely to attend tment in this location again?	0	2	9	7	6	24	3.71	N/A	N/A
Total	2	10	19	42	70	143	4.17	4.15	4.25

Response to feedback

1. Format – the following specific comments were:

Was only top 8 knockout and wasn't players choice

It was the best organised tournament that I've been to and it was very easy as a player to see when and where I was playing. I would have preferred if it was top 16 not top 8 though.

It worked well

Well run by Matamata club, beautiful lawns, Greg and Jarrod were both extremely helpful along with all members of the club who helped out. Was run very smoothly and professionally.

I always like the block format, then the knockout which follows

Very well run and smooth

Larger KO with smaller but more blocks and a single game Ro16

More than top 2 should qualify

Would have been good to have the top 16 progress through to the knockout instead of the top 8.

Having 2 blocks of doubles and having top 2 quality is ridiculous

I prefer players choice when determining the knockout draw for a few reasons, the first being had to play my doubles partner in the first round of knockout which was annoying and also the top 3 ranking players were all in the top half of the block.

CNZ TC Respond –

- a. Doubles format. The decision to have two blocks of doubles was in line with all previous survey responses. Players have requested blocks providing a wide range of opponents followed by knockout. With 18 doubles pairs, you cannot have 4 blocks, since two blocks take 5 rounds to complete and two take 3 rounds to complete. You should not have 3 blocks since this is fundamentally unfair – some blocks end up with more pairs qualifying than others and this is likely to depend upon the strength of the blocks top pair. The format followed ensured everyone had 8 different opponents and then provided matchplay for the knockout. It also followed CNZ policy for Championships which is to attempt to minimise the possibility of any pair being eliminated with only 1 loss and was the same format used at the British Open Doubles this year.
- b. Singles format. In an ideal world, 16 players would have been allowed through. However, there was not time to achieve this. Once again, we followed previous player requests to have blocks followed by knockout. With 31 entries, 3 blocks of 8 and 1 block of 7 gave everyone a full first days' play. We then had one day left for the knockout. We decided we could just about fit 3 best of 3's in and so allowed block winners and runner's up through – there was certainly no time available for a last 16. It is also important to understand that the event was lawn limited – that is, only 24 of the 31 players could play at any time.
Actions: CNZ to consider extending the singles to 3 days and to try and find venues with more than 6 lawns for future years.
- c. Player Choice. The decision to use block seeding was made by the CNZ TC. We realise that this is imperfect, but player choice seeding tends to work better when there are 4 players qualifying from each block rather than two.

Action: CNZ to accept player feedback and ensure future U21's use Player Choice.

2. Number of Games – the following specific comments were:

It seemed like long days but I think that 4-7 games a day is very reasonable.

Sometimes we played a lot of games and it was very tiring

It was really nice having full days

6-8 games is a good amount

It was good

Slightly longer breaks between games would have been nice.

The number of games wasn't too much it was the rushing from one game to the next that made it difficult.

CNZ TC Respond – With the lawns being limited, it is important that players be put on immediately if lawns are available. This may have led to some players not having as much time between games as they would have liked.

Action: CNZ to try and find venues with more than 6 lawns for future years.

3. Lawns – the following specific comments were:

Had some large curves

Sloping downhill too much

They were good but some of them curved a lot. Slight curves but other than that, really well maintained.

The bottle caps in the lawns were quite annoying sometimes however I do realise there was nothing else that could be done.

A bit curvey

They were very sloped

They sloped

The lawns were okay

Were not level and was hard to position balls

A few lawns had noticable slope but overall the lawns were good

CNZ TC Respond – thank you for the feedback. This is a new venue for us and this feedback is helpful. Action: None

Manager - the following specific comments were received;

It was very well organised :)

He did a really good job organising everything.

Was all run very well, couldn't have asked for better.

The tournament was very well organised.

Management at the club was great and well organised.

Well organised.

He was very organised and did a great job.

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Well organised.

He was very organised and did a great job.

Nigel did fantastic it was well organised.

Nigel was fantastic, patient and understanding.

Nigel could of been open to more input from the players but overall he did a fantastic job.

CNZ TC Respond – We were delighted with the job Nigel did in his first major event – a big thank you Nigel!

Action: CNZ to consider Nigel for future major management roles

Other comments - the following specific comments were received;

I think if you are coming from a different island to this location you have to hire a car, plus get flights, which can be quite costly. On the last day, play needs to end earlier or they need to tell people far in advance what time it is likely to finish. Decisions had to be made based on the need to catch the last flight of the day because we had to drive all the way back to Auckland and knew there would be traffic delays due to Labour Weekend.

Tournments need to be in main centers or auckland christchurch or Wellington. Having to go from the south island to matamata meant flying to a main center then driving or driving there from home. So need rental car for five days if flying etc. Cost is too high outside of main centers.

Would CNZ consider prize money for this event to align with other CNZ endorsed tournaments especially when significant travel is involved.

Was a great tournament - well managed. Could have better refs.

The timing of the event should not be just before the end of year exams. Two days school had to be missed meaning we were missing crucial lessons and I was not prepared to miss a third day. I, however, really did enjoy this tournament and it was really well run with play starting on time every day and everyone having about the same amount of play.

Was extremely well run

Extend the time of the tournament, the seniors are on break anyway, and the juniors do not have exams or national standards. This will allow more time for games if that is the concern. Having few blocks with alot of players is no different to having alot of blocks with few players as there will still be

the same amount of games being played, it will also encourage the new players by allowing them to qualify into a KO and giving them a sense of accomplishment.

Very well organised and run event. I am looking forward to future tournaments

Make it a day longer so you can increase the singles numbers to make the first round of knockout 16 players like GC Nationals. I feel like this would benefit make people as often 3rd and 4th place would of had a strong chance of contending for the top position.

CNZ TC Respond – We need a minimum of 6 lawns to host this event (preferably more). Last year, the event was held in Christchurch and there were complaints at using a SI venue. Neither Wellington or Auckland currently have a 6 lawn venue, so it isn't easy to find a solution that works for everyone.

We have considered prize money for the U21's. For normal events, the entry fee would be approximately \$65 for a 4 day event. We have discounted the entry fee to \$45 and the trade-off is that we have decided not to offer prize money.

CNZ have scheduled the U21 Champs for the next two seasons in April 2020 and 2021. We intend to change the qualifying criteria to U21 as at 1st September 2019 and 2020 respectively.

Action: CNZ to consider changing the event from 4 to 5 days.