

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: 2020/21 North Island AC Championships

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 all CNZ events last season.

NI AC									
	Str Dis	Dis	OK	Agree	Str Ag	Total	Weighted Avg	CNZ Avg 2019/20	NI AC 19/20
Format	0	0	0	7	4	11	4.36	4.38	4.54
Number of Games	0	0	1	6	4	11	4.27	4.37	4.62
Manager	0	0	0	6	5	11	4.45	4.50	4.67
Lawns	0	0	0	4	7	11	4.64	3.98	4.62
Likely to attend this tournament again?	0	0	1	8	2	11	4.09	4.09	4.23
Likely to attend tournament in this location again?	0	0	2	5	4	11	4.18	4.02	4.38
Total	0	0	4	36	26	66	4.33	4.22	4.51

Response to feedback

Format - the following feedback was received

- I appreciate the commitment to providing 3 days play, in this case a minimum of 7 games
- Usual procedure block play followed by ko as expected
- 3 games a day. Perfect!
- I was disappointed that a player left to go home after the first round of playing the other players which meant I didn't have anyone to play on Sunday and ended up going home on Saturday evening, having already paid for Saturday night's accommodation in Hawera. I'm surprised the manager allowed the player to leave during the tournament without penalty.
- played a good number of games against different players

CNZ TC Response

N/A

Number of games per day - the following feedback was received

- 3 games a day is standard
- 3 x3hr games each day
- I played nine games in three days, if semi or final had gone to three games that would be eleven games in three days and that would be difficult...

CNZ TC Response

N/A

Lawns – the following feedback was received

- Lawns were in excellent condition. They are slightly small but well grassed and reasonably fast. No hills around the hoops.
- lawns were of a very high standard medium fast
- Well presented lawns, speed affected by rain and wind first part of event, but sped up by weeks end as the weather cleared and lawns dried.
- Fast and setting of hoops challenging
- Excellent lawns
- good speed, firm and tight hoops

CNZ TC Response

Great feedback, it's excellent to hear so many positive responses to the court conditions - many thanks to the club.

Manager - the following feedback was received.

- The event ran smoothly at the venue (Hawera club) but there was quite a bit of confusion over post section play and how this would be organised to provide the minimum number of games.
- Very well organised
- Full information supplied prior to start re venues and times, prompt updates
- All went smoothly for the Open category I played in, but I understand there were some hiccups after section play in the 0-3.5 and 4+ events which were held at a different location.
- The best manager I have come across
- A little inexperienced but did a good job.
- It was unclear what would happen after everyone had played everyone else so more information about how the second life works would have been appreciated.
- everything clearly explained. very smooth running and umpiring all day as well!
- Everything as expected. No complaints

CNZ TC Response

Great feedback Eileen - well done.

Other feedback

- What is CNZ doing to encourage clubs to hold these competitions on CNZ's behalf? And in particular what is CNZ doing to promote AC croquet?
- Held at my home club so can't comment, but had a lot of very favourable comments from visitors in spite of having to deal with rain, wind and heat during the five days.
- All players appeared to enjoy the event

CNZ TC Response

CNZ actively encourages clubs to host tournaments in the following ways. Please refer to CNZ Tournament Regulations Appendix 4 – Reimbursements to Associations for Council Tournaments. Page 331 of the Yearbook. CNZ holds Tournament Manager workshops from time to time, supporting infrastructure development for tournament hosting. CNZ works alongside host clubs to improve playing conditions when cited as an issue in the player surveys (recent/current examples Waireka, Levin, Stratford). CNZ provides and promotes the Lawn establishment and maintenance publication (A unique and comprehensive lawn maintenance resource).

Promoting and reinvigorating association croquet is part of CNZ's long term strategic plan.

1. CNZ advertises, promotes and conducts Intro-AC coaching sessions, Bronze level coaching sessions, Silver level coaching sessions, Gold level coaching sessions and Platinum level coaching sessions – on request from associations and clubs. Please refer to page 4 of the CNZ Yearbook.
2. CNZ conducts community coaching sessions for AC and GC across the entire country from time to time (Next round in March-May of this year).
3. Pathways for AC development are provided in the CNZ Youth Squad programme.... At least 75% of U21 members have an AC handicap (as high as 90% in some years).
4. CNZ promotes Arthur Ross Memorial participation in the CNZ Club Participation Award. Please refer to page 5 of the CNZ Yearbook.
5. CNZ promotes the Bronze, Silver, Gold and Platinum Merit Awards. Please refer to page 4 of the CNZ Yearbook and the CNZ facebook page.
6. CNZ manages a national tournament calendar catering for Association Croquet tournaments at all levels. The calendar is reviewed from time to time to improve events and formats.
7. CNZ Laws committee is reviewing and updating the Laws of Association Croquet.
8. CNZ recently completed a major overhaul of the CNZ Tournament Regulations.
9. CNZ is developing a long term plan to establish an AC programme in NZ Secondary Schools including an AC variant, alignment with NZQA qualifications and NCEA credits in the PE Curriculum, a resource app to re-establish our AC infrastructure in clubs and associations etc.
10. CNZ is developing it's live streaming capability to include major AC tournaments for public viewing on the Sky Sport Next platform via the NZ Sports Collective.
11. CNZ's draft HP Plan intends to incorporate and support a far wider range of AC players through CNZ AC Invitation events and WCF AC events. It is envisaged that the HP Plan will be adopted and implemented in the next term.
12. The CNZ Coaching Coaches Programme includes AC and GC resources for coaches.
13. CNZ encourages and welcomes volunteers in the various AC development areas to support growth.

If you would like to provide further feedback in order to help future events, please email croquet@croquet.org.nz

CNZ Tournament Committee