

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 South Island AC Champs

Venue: Nelson Hinemoa Croquet Club

Manager: Betty Winterburn

The table below shows the feedback scores for each question together with how this compares to the average for all CNZ events last season.

SI AC									
	Str Dis	Dis	OK	Agree	Str Ag	Total	Weighted Avg	CNZ Avg 2019/20	SI AC 19/20
Format	0	1	2	4	4	9	3.78	4.38	4.33
Number of Games	0	0	0	6	3	9	4.33	4.37	5.40
Manager	0	1	1	3	4	9	4.11	4.50	4.17
Lawns	0	2	2	3	2	9	3.56	3.98	2.33
Likely to attend this tournament again?	0	1	0	4	2	7	4.00	4.09	3.42
Likely to attend tournament in this location again?	0	1	3	2	3	9	3.78	4.02	3.56
Total	0	6	8	22	18	52	3.92	4.22	3.72

Response to feedback

Format - the following feedback was received

- Repetitious and fairly meaningless qualifying rounds due to insufficient entries to justify the advertised format
- New to the sport - initially declined entry due lack of numbers in 4+ so I asked to play in 3.5-, initially also declined but got a start because of a late withdrawal and they wanted to avoid a bye - so that was the important factor rather than my participating. Dodgy when AC is struggling for players. No matter, I came away with +ve points anyway, had a blast, cheers Jake.
- The knockout section of 0-3.5 was disappointing as players 5 -8 chose not to play in this section. The final was extremely Disappointing in the 0-3.5 50% of players chose not to participate in play off section though ting to have only one other competitor from that grade watching
- If we want people to travel to tournaments then if at all possible play needs to end by early/mid afternoon so that they can get home reasonably easily and safely on that day. In the 0-3.5 there was no need for more than one playoff. 1versus2, 3v4, etc. But with playoffs tend to mean that many people opt out, especially at this lower level of play, and especially those who are not in contention for winner, and regardless of that, people lose interest so that during the final there may be no-one present but the two players, the manager and perhaps one or two others. Sadly the same applies to the prize giving. On the other hand, when events are limited to round robin everyone finishes at about the same time, and most will be there for the prize giving which contributes to the "togetherness" that is created during tournaments.
- Believe the person who wins the round robin should win the tournament. Don't like the knockout stage so didn't play in it.

CNZ TC Response

If entering a tournament, players should be endeavouring to complete it rather than withdraw midway through because they don't like the format (which had been well advertised in advance).

The fact that there is feedback from players criticising qualifying rounds and also criticising knockout rounds means that whichever format is chosen cannot please everybody. Having a round robin followed by a knockout is a tried-and-tested format but we agree that a block of 6 to try and find 4 semi-finalists is not optimal.

TC will conduct a format review for the Island AC champs shortly.

Number of games per day - the following feedback was received

- As per above there should have been no more than two games on the last day

CNZ TC Response

In general CNZ tournaments will try and provide players with a full tournament's play, with at least 3 games per day. Indeed, if the format is best-of-three, then two games cannot be guaranteed.

Lawns – the following feedback was received

- The lawns could have been better. They weren't exactly mown brilliantly and they were watered mid tournament which meant they never really sped up properly.
- A little too slow (an additional second would have been significantly better) One period of heavy rain, but the lawns returned to the normal pace fairly quickly. Although advised that Nelmac was instructed to not water, the water table was very high on Saturday morning (mid tournament) after no rain in the preceding 24 hours. The ground was softer and the turf significantly more damp - all indicating that watering had taken place overnight.
- Undulating and non-uniform surfaces
- Found lawns quite uneven, marking of lines very poor, hard to pick up unless you were right on them

CNZ TC Response

The Nelson Hinemoa club's courts are maintained by a contractor employed by the City Council. The negative feedback around watering of the lawns has been passed back to a representative from NHCC to raise with the council.

Manager - the following feedback was received.

- An event player was regularly approached to verify managerial decisions.
- She tried but some of her instructions were questioned by players

CNZ TC Response

Thanks to Betty for managing, and thanks for the feedback, which CNZ will utilise.

Other feedback

- They needed me to make them look good !!!! Playing on a +2.5 ...got bumped up to the Open Played 6, lost 5... still had +4 index points... yee ha !!!
- Extremely disappointed re doubles. entered with my partner ,unfortunately due to a very serious health issue with his wife ,he was forced to withdraw. Contacted croquet nz who suggested I contact the manager which I did .She advised she would try and find a partner

but advised about 10 days out one wasn't available .Went for a hit up on Tuesday prior to start of tournament ,again asked had a partner been found, one hadn't. Went to watch the start of doubles,on the way got a phone call 8-20 am could I play. Asked why call was so late told they didn't have my Phone number. This was included on my entry. Very disappointing also how many players stayed to watch both singles finals

- Quadway hoops are the way to go..... (hehe)
- Pointless event, not worth the expense.

CNZ TC Response

We acknowledge that this is the second year in a row where the South Island AC has scored an overall rating of less than 4. We can see the players are generally disappointed in this event, and the CNZ TC would appreciate more information on what would make this event worth the expense for players to travel to and compete in. Please contact Croquet NZ on the email below if you have any constructive suggestions, other than what has already been stated in this feedback form.

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

CNZ Tournament Committee