

2023 GC Women's World Championship Player Survey – 7 to 14 August, SSCC

WCF Event Player Survey

36 responses out of 56 players. England 9, New Zealand 5, Spain 4, Egypt 4, South Africa 3, United States 2, Australia 1, Finland 1, Germany 1, Ireland 1, Latvia 1, Mexico 1, Portugal 1, Scotland 1, Sweden 1

| Question | Results | Comments |
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| Were the pre-event organisation and information provided satisfactory? | Yes = 35 No = 1 | <p>Generally, feedback was positive. As per recent ACWC, there was a request for all the information to be in one place, not a mix of email, website and Facebook. Also, a request for info to go directly to players, not through the Member (which it mostly does these days).</p> <p>Selected comments extracted:</p> <p><i>"It would be useful to have the pre-event information in one place as some was by email, some on website and some on Facebook."</i></p> <p><i>"I would say it would be helpful if the player briefing and opening ceremony were done at the start of the day with less gaps in between each thing. That way it does not feel like players have been stuck at the club all day! If people want to stay after to practice then great!"</i></p> <p><i>"Having the information go through our organization as a third party rather than an email directly to the players was a bit cumbersome and caused delays and mis-information."</i></p> |
| Did you attend the player briefing? If so, was the information well-presented and useful? Was the scheduling of the briefing convenient? | Yes, it was good = 34 Did not Attend = 2 | <p>Similar feedback to other recent events. Players felt it was a repeat of information previously shared.</p> <p>Selected comments extracted:</p> <p><i>"I felt it was really a repeat of the stuff we had already received but it was nice to meet Mike Town and hear it from the horses mouth. Also there were a few things like referring points that were also useful and a chance to ask questions."</i></p> <p><i>"I think for future scheduling, the Player's Briefing should follow the Practice time and be held prior to the Opening Ceremony rather than after the ceremony when everyone is ready to socialize or leave for the evening."</i></p> <p>MC response:</p> |

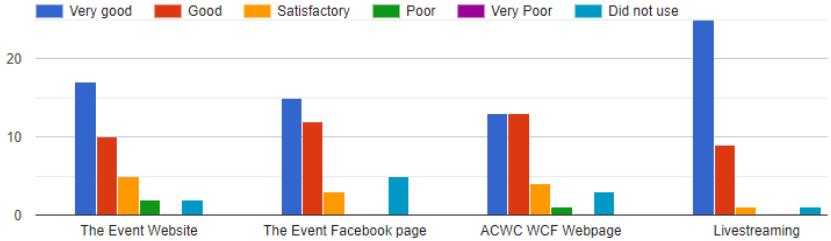
| | | <p>We will review the Advice to Managers to suggest:</p> <ul style="list-style-type: none"> i) that it is clearer up front what communication method is primary, email/website or other ii) that the Player Briefing is done before the Opening Ceremony if convenient. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| <p>Did you find the communications to players during the event to be effective?</p> | <p>Yes = 29 No = 7</p> | <p>Some players appear uncertain regarding the communication method being used, with doubts about timings for their games. Many requests for WhatsApp groups to be used in future.</p> <p>Selected comments extracted:</p> <p><i>" It was unclear when we were to start play at later stages of the competition. Perhaps a What's app group could be used? Or players could be referred to commentary on croquet scores?"</i></p> <p><i>"We missed information about game hours. I think there should have been a daily communication channel"</i></p> <p><i>"We missed a WhatsApp group."</i></p> <p>MC Response: The advice to managers to be updated to recommend use of WhatsApp. But whatever method used, this method to be clearly communicated to players in the pre-information packs and at the player briefing.</p> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| <p>Were the official functions e.g .Opening and Closing Ceremonies, BBQ and Tournament Dinner well organised and enjoyable?</p> | <p>See table.</p> | <table border="1"> <caption>Feedback Data for Official Functions</caption> <thead> <tr> <th>Function</th> <th>Very Good</th> <th>Good</th> <th>Satisfactory</th> <th>Poor</th> <th>Very Poor</th> <th>Did not attend</th> </tr> </thead> <tbody> <tr> <td>Opening Ceremony</td> <td>22</td> <td>8</td> <td>1</td> <td>1</td> <td>1</td> <td>1</td> </tr> <tr> <td>BBQ and Draw</td> <td>21</td> <td>9</td> <td>2</td> <td>0</td> <td>0</td> <td>4</td> </tr> <tr> <td>Tournament Dinner</td> <td>19</td> <td>6</td> <td>4</td> <td>1</td> <td>2</td> <td>4</td> </tr> <tr> <td>Closing Ceremony</td> <td>8</td> <td>12</td> <td>9</td> <td>1</td> <td>0</td> <td>6</td> </tr> </tbody> </table> <p>Generally, very good feedback for all the functions. The caterers in particular, got a lot of praise from players.</p> | Function | Very Good | Good | Satisfactory | Poor | Very Poor | Did not attend | Opening Ceremony | 22 | 8 | 1 | 1 | 1 | 1 | BBQ and Draw | 21 | 9 | 2 | 0 | 0 | 4 | Tournament Dinner | 19 | 6 | 4 | 1 | 2 | 4 | Closing Ceremony | 8 | 12 | 9 | 1 | 0 | 6 |
| Function | Very Good | Good | Satisfactory | Poor | Very Poor | Did not attend | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Opening Ceremony | 22 | 8 | 1 | 1 | 1 | 1 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| BBQ and Draw | 21 | 9 | 2 | 0 | 0 | 4 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Tournament Dinner | 19 | 6 | 4 | 1 | 2 | 4 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Closing Ceremony | 8 | 12 | 9 | 1 | 0 | 6 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

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| | | <p>Some concern regarding timings, particularly the Opening Flag parade which started earlier than published, and meant that some players arrived late, through no fault of their own.</p> <p>Also, some concerns expressed with relation to Players having to stand for all the speeches. With elderly players and hot weather, there were concerns that this was not ideal.</p> <p>Selected comments extracted:</p> <p><i>“The functions were excellent and thanks again to all the helpers that made it so special”</i></p> <p><i>“The Opening Ceremony was very well organised. With hindsight though there were complaints that it started early and some competitors from Spain who had nipped home to get changed, missed the flag parade. We should stick to timings published.”</i></p> <p><i>“The time of the opening Ceremony was 15,45. We arrived 15,45 because of the plane and the flags was made”</i></p> <p><i>“I have issues with my arthritic ankles so standing so long during the opening ceremony was very tough and I was really glad to sit down at the end of it.”</i></p> <p><i>“The difficulty was in having the players stand in the sun for 45 minutes while speeches were made.”</i></p> <p><i>“A Spaniard suggested the WCF play the winning nation national anthem at the prize giving. I think this would be an excellent way to honour the new champion”</i></p> <p><i>“It might have been nice to to acknowledge the runners up in the Shield, Bowl, and Plate as they had done in the AC Worlds held two weeks prior.”</i></p> <p>MC Response: The organisers to be reminded that sticking to published start times is important. Also, players shouldn’t be asked to stand for too long. We need to be aware of potential disabilities.</p> |
| Was your number of games each day too many, not enough or about right? | Too many = 1 | Nearly 23% of the field would have liked more games. However, there were also complaints about finishing very late at night. |

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| | About right = 26 Not enough = 8 | <p>Comments were all very similar, so not including many here. This one pretty much sums up the view:</p> <p><i>"The issue was how long we waited for games and the very late finishes.</i></p> <p>MC Comment: Comments noted and understood. The number of games and scheduling is a reflection of the number of players and lawns available. The WCF prioritise bids that try to balance ensuring that all our Member countries can be represented but that also allows a good percentage of the top ranked players.</p> |
| Was the overall duration of the event too long, too short or about right? | About right = 27 Too long = 8 | Comments are similar to the above question and reflect long waits between games and late evenings. Finishing on a Monday was felt to be less than ideal. |
| Was the event well-managed? | Yes = 35 No = 1 | <p>Mike Town received lots of compliments. Some comments that the plate organisation could have been better.</p> <p>Selected comments extracted:</p> <p><i>"Mike did a brilliant job again".</i> <i>"Mike Town was excellent. Calm, friendly, well organised, player-centred"</i> <i>"Always calm, patient, efficient and helpful"</i> <i>"Mike did an awesome job"</i></p> <p><i>"allocation of lawns could've been better and organisation of the first block play of plate was a little messy"</i></p> <p><i>"Thanks very much for accommodating my request for ball boys during the event - I was astounded that all of my matches were covered and this definitely helped both me and Silvia. As above comment, the time spent at the club waiting for games to go on/be able to start during the day was too long"</i></p> |
| Was the event well-referee'd? | Yes = 33 No = 3 | Generally players felt the refereeing was very good. Players thanked the referees for devoting their time to the event. |

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| | | <p>There were, however, one or two referees who seem to have lacked knowledge of the rule, or who struggled to mark balls properly.</p> <p>Selected comments extracted:</p> <p><i>“Some referees were unsuitable, displaying little knowledge of the rules. One referee frequently touched (moved!) the balls when marking them.”</i></p> <p><i>“I wanted a ‘mostly’ answer - most were fine, but one didn’t really seem to know the rules and generally didn’t inspire confidence, e.g. when my oppo asked him to straighten a hoop he started hammering it to lean even further the same way”</i></p> <p><i>“I found it very helpful that they all wore neon green hats! It was very easy to spot them during games!”</i></p> |
| <p>Were the courts of suitable quality?</p> | <p>Very good = 26 Good = 10</p> | <p>Many thank you’s received for the grounds team. Some comments regarding the edges and need to come forward, either due to netting or longer mown grass.</p> <p>Selected comments <i>extracted</i>:</p> <p><i>“Thanks again to fabulous Southwick Club and the groundsmen. “</i></p> <p><i>“Not fast enough for me! But I appreciate the constant rain was the problem, not the grounds team. Thank you so much for all the hard work.”</i></p> <p><i>“It’s obviously unfortunate that the netting along courts 1-2-3 interferes so much on the backswing and balls have to be moved in sometimes up to a yard to get a proper backswing. Placing the fencing back another 12 inches might be helpful.”</i></p> <p>MC Response We will review the Guidance to Bidders to ensure it is clear that it should be possible to play from the boundary lines whenever practical.</p> |
| <p>Were the balls of suitable quality?</p> | <p>Yes = 36</p> | <p>Generally no issues, although use of double-banking colours for the plate caused some issues.</p> <p>Selected comments extracted:</p> |

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| | | <p><i>“Well done for finding enough good Dawsons”</i></p> <p><i>“It seemed incredibly unfair that the Egyptians specifically were given preference to not have to use secondary balls when double-banking in the qualifier and plate. I personally had to learn how to use them on the spot when I played in my first worlds back in 2011 as we commonly don't use secondary balls often in the US. Our other three US players, who for them was their first Worlds experience, had to learn to use them on the spot.”</i></p> <p>MC Response: It is unfortunate that one nation was preferred over another regarding use of secondary colour balls. We will update our guidance notes for future reference.</p> |
| <p>Were the hoops well set?</p> | <p>Yes = 35 No = 1</p> | <p>The Quadways were liked, with players appreciating that the soft ground meant they were easier than they might have been.</p> <p>Selected comments extracted:</p> <p><i>“They were surprisingly easy for Quadways - but I guess that depends on the ground, and Christchurch like hoops would have made for a pretty silly game of GC.”</i></p> <p><i>“If the summer had been good and the ground very hard I think we would have found the hoops horrible! To me that spoils the game as it's a disadvantage if hooping is one of your strengths. It completely changes the game and it also makes the games very long.”</i></p> <p><i>“It was good to have the hoops reset in the middle of tournament as they were getting a bit loose. Could have maybe moved the hoop holes before the knockout if it was possible. Otherwise good overall”</i></p> <p><i>“At a world championship I expect hoop 13 to be red, and consider it disrespectful of golf croquet to do otherwise.”</i></p> <p>MC Response: The regulations give Managers flexibility regarding the setting of hoops to ensure that the widths can be more or less, dependent on the conditions.</p> <p>Having the red hoop at hoop 5 is a recognised position per the GC Rules. The SSCC is a club that plays both codes and the hoop setting reflected this.</p> |

| <p>How would you rate the venue overall, including facilities and catering?</p> | <p>Very good = 19 Good = 14 Satisfactory = 1 Poor = 2</p> | <p>Many thanks received to the host club and their volunteers. The food was generally very well received. Some comments that it was expensive, however, this was from competitors coming from countries where food prices are generally much lower than in England.</p> <p>Selected comments extracted:</p> <p><i>“Thank you so much to all the volunteers. It was a huge effort. The catering was fantastic.”</i></p> <p><i>“Fabulous venue. There could be more toilets, but overall it worked very well. Finding shelter from the rain was tricky. Perhaps a couple more waterproof gazebos would be good.”</i></p> <p><i>“Everyone that I came in contact with were very friendly. The chap that was on Parking Duty deserves a shout out as he was the first person anyone met and was always chatty no matter the time of arrival. I personally did not think the £10 burger was value for money in comparison to the choice of protein with an array of salads. For 56 women competitors there was often a queue for the 2 toilets. It was a pity that we could not all sit together for the Gala Dinner.”</i></p> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| <p>Publicity. How would you rate the publicity, such as the Event Website, the WCF webpage and the Live-Streaming?</p> | <p>See table</p> |  <table border="1"> <caption>Publicity Rating Data</caption> <thead> <tr> <th>Channel</th> <th>Very good</th> <th>Good</th> <th>Satisfactory</th> <th>Poor</th> <th>Very Poor</th> <th>Did not use</th> </tr> </thead> <tbody> <tr> <td>The Event Website</td> <td>17</td> <td>10</td> <td>5</td> <td>2</td> <td>0</td> <td>2</td> </tr> <tr> <td>The Event Facebook page</td> <td>15</td> <td>12</td> <td>3</td> <td>0</td> <td>0</td> <td>5</td> </tr> <tr> <td>ACWC WCF Webpage</td> <td>13</td> <td>13</td> <td>4</td> <td>1</td> <td>0</td> <td>3</td> </tr> <tr> <td>Livestreaming</td> <td>23</td> <td>9</td> <td>1</td> <td>0</td> <td>0</td> <td>1</td> </tr> </tbody> </table> <p>Event Website: <i>“The Website had the same stagnant look each time. Might be nice to have it updated every couple of weeks leading up to the event with some photos or fun info. I think the Players' Booklet should have included the bios of all the women who competed in the Qualifier as well as the Main Event. I also think a regular bi-weekly email update to the players even to say there is nothing new to report would be helpful rather than having us have to remember to check and see when an update might have been posted on the website.”</i></p> <p>Livestreaming:</p> | Channel | Very good | Good | Satisfactory | Poor | Very Poor | Did not use | The Event Website | 17 | 10 | 5 | 2 | 0 | 2 | The Event Facebook page | 15 | 12 | 3 | 0 | 0 | 5 | ACWC WCF Webpage | 13 | 13 | 4 | 1 | 0 | 3 | Livestreaming | 23 | 9 | 1 | 0 | 0 | 1 |
| Channel | Very good | Good | Satisfactory | Poor | Very Poor | Did not use | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| The Event Website | 17 | 10 | 5 | 2 | 0 | 2 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| The Event Facebook page | 15 | 12 | 3 | 0 | 0 | 5 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| ACWC WCF Webpage | 13 | 13 | 4 | 1 | 0 | 3 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Livestreaming | 23 | 9 | 1 | 0 | 0 | 1 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

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| | | <p>Everyone very appreciative of the achievement. Some suggestions that we should only stream the top players, as streaming weaker players gives a poor impression. Conversely, some comments saying it was nice to see a spread of players.</p> <p><i>“Livestreaming all day, every day. What an achievement from the team, headed up by Alison Maugham. Thank you to all the various commentators, camera men etc.”</i></p> <p><i>“It would really help if the games for each session and commentators were listed in the ‘more’ section of you tube and it would be amazing if time stamps were used so you could go from one game to another without having to search through the video to find what you wanted.”</i></p> |
| <p>This event had 56 players. That is the most that could be accommodated on the 11 lawns at the Sussex County Croquet Club.</p> <p>For the next event, please indicate which of the following you would prefer:</p> | <p>See right</p> | <p>20 = Have only one venue, provided at least 56 players 8 = Have only one venue, even if it means fewer than 56 players 6 = More players, even if it means more than one venue is required, with some travel between clubs.</p> <p>Few comments received, and those were mixed.</p> |
| <p>This event is scheduled in the WCF Forward Calendar to recur every 4 years. Please state your preference and likelihood of playing if this was to change.</p> | <p>See right.</p> | <p>15 = Every 2 years – assuming I am selected, I would want to play that often 9 = Every 3 years – assuming I am selected, I would want to play that often 9 = I would prefer it to stay as is, every 4 years 1 = Other</p> <p>Some feedback mentioned older players and therefore a preference for more often. Some players felt the 4 year gap made it ‘special’ and if it was too frequent, this would devalue it. Some support for 3 years.</p> <p>Selected comments extracted:</p> <p><i>“2 years gives preparation time but 4 years means it is off the radar,”</i> <i>“Every 4 years makes it special, also it is a huge undertaking to prepare for and travel to. I feel that making it more regular would devalue it”</i> <i>“Would love to play every 2 years, but understand that organising for 2 years is hard. 4 years is a long time in-between. For me it is not to bad as I have no problems traveling. But for some of the older players it gets a bit hard traveling half way across the world, and 4 years is a big difference</i></p> |

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| | | <p><i>to how you feel about traveling. 3 years would be awesome, as it gives you time to save to travel and it doesn't feel like too long of a time inbetween”</i></p> <p>MC Response We have reviewed the four yearly event frequency. This scheduling was reviewed and considered last year as part of the WCF 12 year forward calendar. We have therefore decided not to change the frequency at this time.</p> |
| <p>How would you rate the event overall?</p> | <p>Very Good = 24 Good = 9 Satisfactory = 2</p> | <p>Generally, all good feedback.</p> <p>Extracted comments below are those that have not been covered above already.</p> <p><i>“A new way of doing the draw really needs to be found.”</i></p> <p><i>“Would strongly prefer Blocks of 8 (64 Player format). There are certainly enough willing Players for this as proved by the 20 extra players that went to the Qualifiers. If possible, have an Assistant Manager to co-ordinate the Plate and and subsequent play wanted by players that do not get through to the Plate KO and possibly those that fall out of the Bowl and Shield consolation events. The random Doubles was much enjoyed by players who's event otherwise would have been over by Friday.”</i></p> <p><i>“The Bye rounds with the 54 player format really also meant a lot of waiting around - there wasn't much you could do with a few hours bye. Giving a block a whole day off, allows visitors time to go sightseeing or enjoy other activities during their visit. “</i></p> <p><i>“I LOVED the mallet ribbons which was an inspired idea !”</i></p> <p><i>“As a qualifier, it would have been really helpful to have one clear day between finishing there and attending for practice/briefing/opening ceremony. I am lucky enough to live near enough to have been able to dash home, wash whites, book accommodation and still get there in time to practice on the Sunday, but even then it was a mad rush.”</i></p> |