

2023 GC Over 50's World Championship Player Survey – 14 to 21 October in Bunbury Western Australia.

WCF Event Player Survey

30 responses out of 48 players. Australia, 13, Canada 2, Egypt 2, England 4, New Zealand 4, Norway, 1, Spain 2, Sweden 1, United States 1,

Question	Results	Comments
Were the pre-event organisation and information provided satisfactory?	Yes = 30 No = 0	All positive feedback. Selected comments: Information from the event organizer's was sent out well in advance of the tournament. The information from Chris Clarke (manager) was excellent, as always. I had all the required information prior to the event.
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 = 28 No, not good = 1 Did not Attend = 1	The negative response was from someone who did not attend. All positive feedback. Complimentary of the information and Q&A by Chris. Selected comments: Chris was very thorough in his briefing giving ample opportunity to ask any questions. Most info was by email and on Croquet Scores so Chris provided additional information. It was very clear and informative. Most of the info was in Chris Clarke's email briefing, but the meeting at the event allowed players to ask questions
Did you find the communications to players during the event to be effective?	Yes = 30	All good feedback. Selected comments: All information was added to the commentary section of Croquetscores after play each day. Easy to find. All playing schedules were up on the window at the clubhouse.

Chris introduced himself to me on day one upon arrival. During the event he continually kept me up to date on any possible changes that may occur aswell as when a lawn become vacant & I or my opponent were due to head out to play.

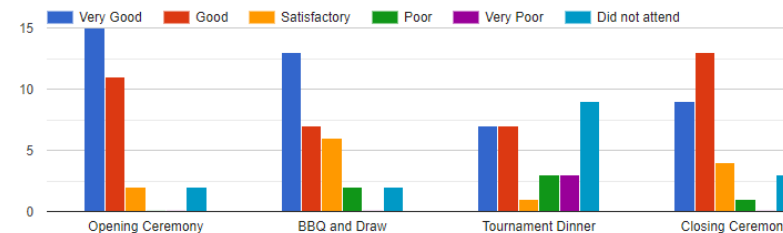
Use of croquetscores commentary was very effective

I would also recommend using whatsapp or equivalent channel for regular updates/changes

The use of the Croquetscores commentary to provide player information during the event is very good. However, "Commentary" is not quite the right name for this and It would be even better if Croquetscores had a separate "Information" tab.

Were the official functions e.g .Opening and Closing Ceremonies, BBQ and Tournament Dinner well organised and enjoyable?

See table.



The functions received some criticism from players. Chief amongst this was quantity and quality of food at both the BBQ and the Dinner.

MC: hosts are reminded that it is important that these events are value for money. Ensuring there is enough food is important given that players away from home rely on the meal for food, and may struggle to make last minute alternative arrangements.

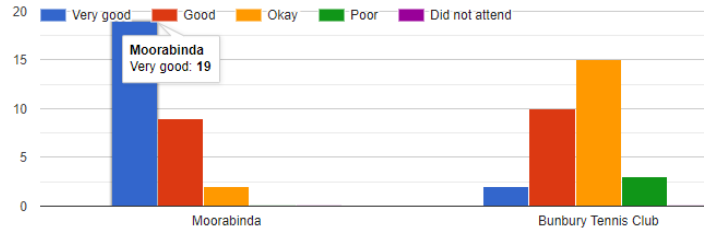
Selected feedback:

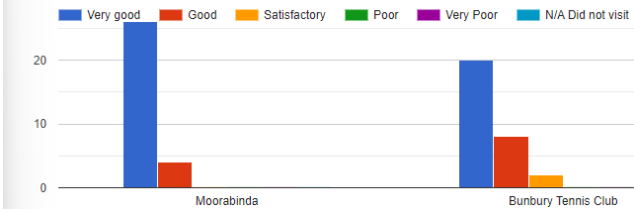
The tournament dinner was a stand-up casual affair. Our goal was for everyone to mingle. From my perspective, this went very well but maybe not for everyone

The draw was done very well, but the "bbq" was one chap white roll with meat that left most people hungry. Not a bbq as advertised.

		<p>Closing dinner was extremely disappointing. We paid \$45 for a closing Dinner. Turning up at a shop for nibbled and drinks, only to discover on asking serving staff that the circulating sausage rolls etc *were* dinner. Very surprising and disappointing..... Like several others, we left early to go and buy some dinner.</p> <p>I found the BBQ was very limited, 1 bread roll and little bit of beef and gravy was poor. The dinner should never have been "called" dinner, It was drinks we some finger food. everyone I spoke to thought it was a sit down dinner.</p> <p>The billed "Dinner" costing \$45 with two drinks was actually a stand up do with finger food brought round on trays. Held in the sponsors shop, not everyone was served equally and so we needed to go out for a meal afterwards.</p>
<p>Were your number of games each day too many, not enough or about right?</p>	<p>About right = 20 Not enough = 10</p>	<p>Generally, GC players find World Championships light on play in comparison to a typical tournament and this was reflected in the feedback received. This is unavoidable when trying to squeeze in the number of players onto usually limited lawns.</p> <p>Selected comments: I am not use to that kind of events, but basically I would like to play some more games</p> <p>Very long days due to lawn limitation, but better that than time limits or split venues!!</p> <p>I did think that having a scheduled day off was a little unusual but due to the amount of players & available lawns this was a requirement & indeed welcomed.</p> <p>I liked having gaps between matches and a whole day off for every player was good.</p>
<p>Was the overall duration of the event too long, too short or about right?</p>	<p>About right = 27 Too long = 2 Too short = 1</p>	<p>Geneally, everyone was fine with the overall duration, however, as above, lawn constraints feature in the comments. Some people like having days off during the event, others find this a problem.</p> <p>Selected comments: The block stage could be compacted a little but that is the problem with an 8 court venue. Some days play went well into the night.</p> <p>Having a lay day between Block Play and Knockouts was great</p>

		<p>insisting that all games are single banked, timeless and on set lawns leads to long delays. One match lasted 5 hours</p> <p>MC Response: For safety reasons, single-banking of GC at the elite level is recommended. Balls are often hit harder than is typical at club level.</p>
Was the event well-managed?	<p>Yes = 29 No = 1</p>	<p>Generally good feedback from everyone regarding the Management of the event, and many thank you's for Chris Clarke and the local supporting volunteers.</p> <p>Chris did a terrific job as Tournament Manager and Rob was excellent in the way he ensured all the little jobs got done.</p> <p>Very detailed leadup by Moorabinda (esp Gary Phipps & Rob Bowling), and this allowed Chris Clarke to concentrate on running the actual event. Deft scheduling & nice to be warned that our next match was imminent....</p>
Was the event well-referee'd?	<p>Yes = 28 No = 2</p>	<p>Generally, the players were happy with the refereeing, although the comments do include some criticism that some referees were inexperienced, or made wrong calls.</p> <p>Selected comments: Jim as the Tournament Referee did a wonderful job with his many fellow referees over the course of the event. On the odd occasion where the referee wasn't quite sure of the law they were open to be corrected which was most welcome.</p> <p>The standard of refereeing wasn't very good. Crushes etc routinely ignored by refs and several poor decisions. Referee in charge of semis not necessary...croquet is a game where referees are called when needed and there was zero issue between players in semis.</p> <p>Pity there was not a choice of 'sometimes'. The refereeing was at times erratic, some referees were very good and others were not so. A few refs did not like to call a fault when even those watching could see it definitely was a fault.. The feeling seemed to be that a couple of them did not like to say fault to very experienced players... On one occasion the referee called the shot clean, and the vastly experienced player who actually played the shot over ruled the referee and called a foul shot against themselves. Overall they were ok and done a reasonable to good job with some exceptions.</p>

		<p>MC Response: Even when a referee has been called on to watch a shot, it is still the Strikers responsibility to call a fault if they believe one has occurred. The Striker will be able to 'feel' the shot as well as observe it, and so is often better placed than the referee.</p>
<p>Were the courts of suitable quality?</p>	<p>See charts.</p>	 <p>Generally players commented that the tennis courts were slower, which required the need to adapt when moving between venues.</p> <p>Obviously the lawns at Moorabinda were in my opinion the better of the two locations but in saying that the lawns at the Tennis Club were also of a high standard.... just a little slower.</p>
<p>Were the balls of suitable quality?</p>	<p>Yes = 30</p>	<p>Generally no issues, old Dawsons were used, and it was commented that the club struggled to get 9 sets of primary balls.</p>
<p>Were the hoops well set?</p>	<p>Yes = 30</p>	<p>This was the first time the venue had used Quadways. Players on the whole thought the hoops were well-set, with some liking the Quadways and others complaining that they come loose. Thanks were extended to the hard-working hoops setters.</p> <p>Selected comments:</p> <p>The hoop setters did a wonderful job continually throughout the day. Not to mention the very early starts each day. That did not go unnoticed!</p> <p>Became loose at times but to be expected - Referees managed resetting well</p> <p>Very attentive hoop checking/tapping/re-setting between (and even within) games</p> <p>Nice tight firm hoops, set everyday so no complaints at all</p>

<p>How would you rate the two venues overall, including facilities and catering?</p>	<p>See table</p>	<p>Question 12 How would you rate the 2 venues overall, including facilities and catering?</p>  <p>Both venues were well received.</p> <p>Selected comments:</p> <p>There was certainly enough food for everyone. Morning and afternoon teas were provided for all players. All visitors were offered free tea and coffee. A really successful aspect of the event were the scoreboards. Every court had a scoreboard operator for every match played form Day 1. The volunteers did an awesome job. The tennis club had a bar licence and many players made their way to it at the end of play each day. It also afforded a great viewing area of the 2 courts.</p> <p>The facilities at both venues were excellent were of a very high standard particularly the licensed venue at the end of the day at the Tennis Club. The catering was outstanding the volunteers in the kitchen did a wonderful job keeping the players bellies topped up throughout the day!</p>
<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>	 <p>Selected comments:</p> <p>The commentators did a great job and provided a wide breadth of information about croquet and the local area. The TV ad leading up to the event was well received and given plenty of air time (and during prime time as well). We were really impressed with the coverage we received from the local radio station prior, during and after the event. Got on the local tv news twice and two articles in local newspaper.</p> <p>Outstanding streaming. I only spotted the event website later. Facebook posts very positive and an excellent feature</p>

		<p>Ads for the event were great. Having a photographer was excellent. Getting on to national sporting bodies would have been good. Having Croquet Australia more strongly recognised would be good.</p> <p>Live-streaming was watched by a lot of our club members. Webpage showing players Bio only stayed on each player for a couple of seconds before changing, I couldn't adjust the timing to slow down</p> <p>Proactive distribution of press releases to TV, Radio and Newspapers in the region and pushing out the communication of the event to the Australian State Croquet Associations to then distribute it to all clubs.</p>
<p>How would you rate the event overall?</p>	<p>Very Good = 25 Good = 5</p>	<p>Selected comments, where they cover points not raised already above:</p> <p>Our goal was to ensure everyone enjoyed themselves. I believe we went pretty close to making this happen. We tried to keep movement around the courts to the barest minimum and so spectators were not allowed onto the playing arena. They could only sit outside the fence or in front of the clubhouse.</p> <p>Hats off to the whole team from the initial planning committee that started years ago, to the ACA & Moorabinda Croquet Club. This was my first international event that I've competed in so not having anything else to compare it to is difficult. But in saying that when compared to national events or state events that I've competed in... this was head & shoulders above. On a completely different level. I thoroughly enjoyed the whole experience</p>