

Tournament *feedback survey*

Thank you for participating in our event. We hope you had as much fun attending and playing as we did organizing it.

We want your feedback so please complete this survey so we can keep improving our tournaments.

We know your time is valuable, but if you would take few minutes to provide this feedback, it would be most helpful and appreciated. *We strive each time to learn how to make our events better and to bring more people to the wonderful game of chess.*

* Indicates required question

1. Email *

2. **How did you learn about our chess tournament or see it advertised?** *Check all that apply.* *

Check all that apply.

- I received a flyer directly from the event organizer.
- I heard about it from a friend.
- It was announced at another chess event.
- I saw it on social media.
- I saw it on the Scott County Chess Club website.
- I saw it on the Mississippi Chess Association website.
- I saw it among upcoming tournaments on the U.S. Chess Federation website.
- I received an email about it.
- Other: _____

3. **What was your method of registration used?** *

Mark only one oval.

- Online - King Registration *Skip to question 4*
- Email - Sent information directly to Tournament Director *Skip to question 9*
- In Person - I gave my information directly to the TD *Skip to question 12*

King Registration

This section measures your experience with our online registration process.

4. **Were you able to easily access our tournament through King Registration's platform? ***

Mark only one oval.

Yes

No

5. How would you describe your experience using King Registration? *

Mark only one oval.



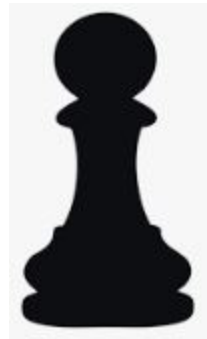
Very Easy



Easy



Somewhat Easy



Somewhat Difficult



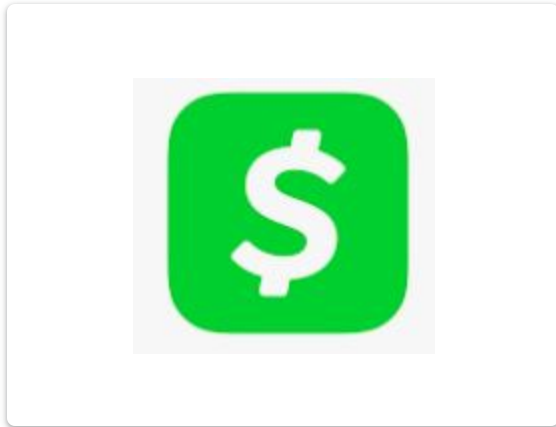
Difficult



Very Difficult

6. King Registration offers PayPal, Venmo, Stripe, and debit/credit card as payment methods. **Would you want King to offer more choices?** Click the ones that apply to your preference.

Check all that apply.



CashApp



Zelle

Other: _____

7. Please describe any positive opinions of using King Registration to join our tournament.

8. Please describe any parts of using King Registration that could be improved that caused you any difficulty.

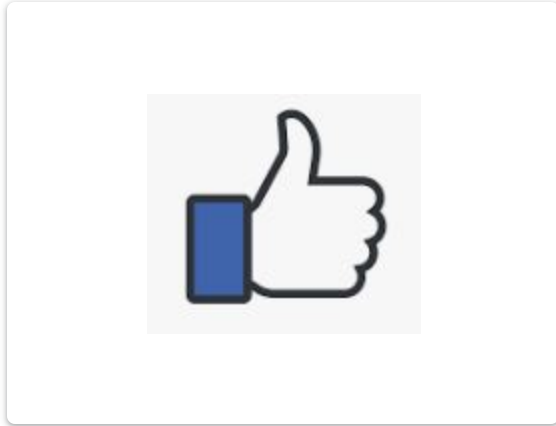
Skip to question 12

Email Registration

This measures your experience with sending your name, USCF ID, playing section desired, and method of payment choice via email. This was the only option before online King Registration was adopted.

9. **How would you describe your experience using email to register for the tournament? ***

Mark only one oval.



Very Easy



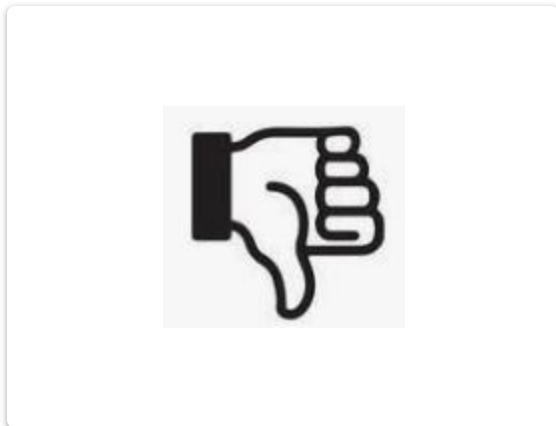
Easy



Somewhat Easy



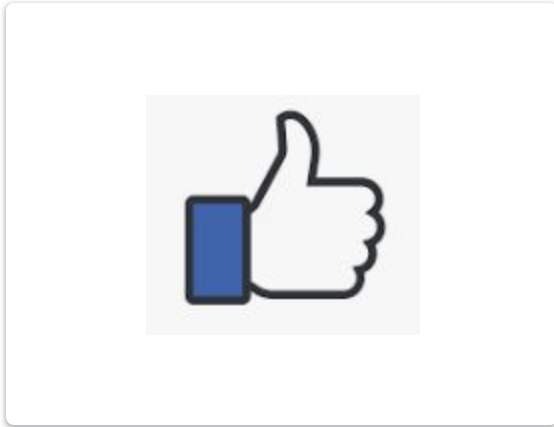
Difficult



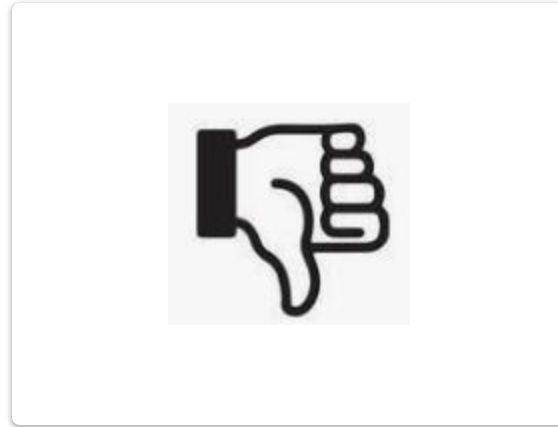
Very Difficult

10. Did you receive a response in a reasonable amount of time? *

Mark only one oval.



Yes



No

11. Are there any issues about email registration you could elaborate upon?

Entry Fee Payment

12. What method of payment did you use to register? *

Mark only one oval.



Paypal via King Registration



Venmo via King Registration



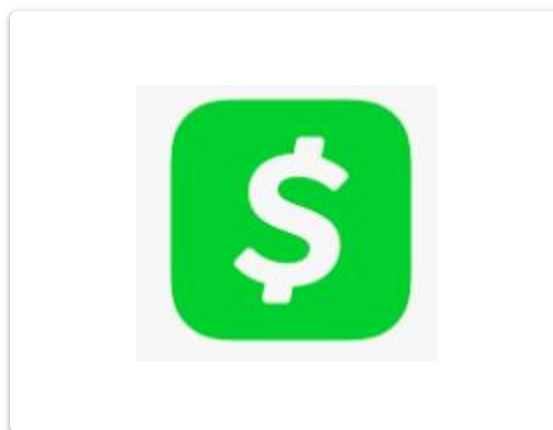
Credit/Debit card via King Registration



PayPal - Direct to Scott County Chess Club



Venmo - Direct to Scott County Chess Club



CashApp - Direct to Scott County Chess Club



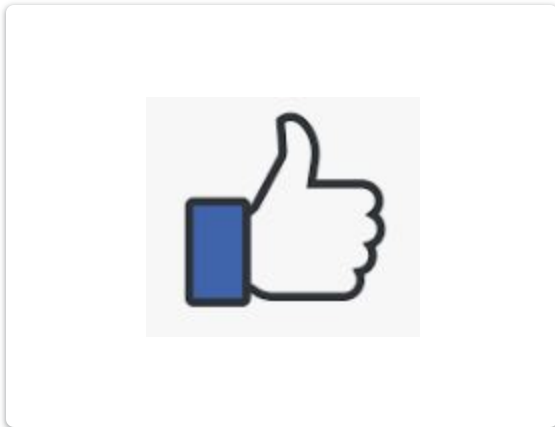
Cash submitted upon arrival at tournament or directly to tournament director in advance



Paper check submitted upon arrival at tournament

13. **How would you describe your experience with your chosen method of payment? ***

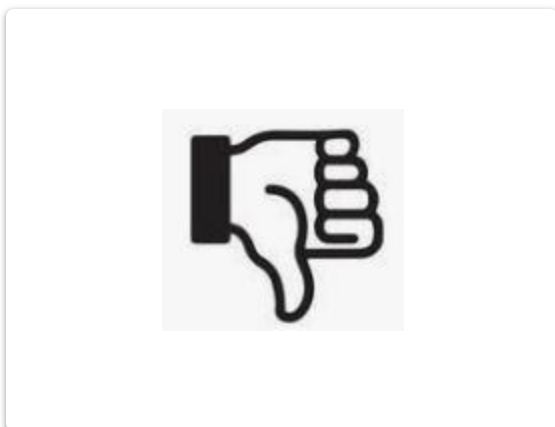
Mark only one oval.



It was a good experience. I had no problems.



It was a difficult experience. There were some issues or glitches..



It was a bad experience. I prefer a different option next time.

14. Are there any issues about the payment method you would want to elaborate upon?

Publicity quality

Was the publicized information helpful

15. **How helpful was our tournament announcement information? ***

(printed flyers, listings on internet sites, social media)

Mark only one oval.



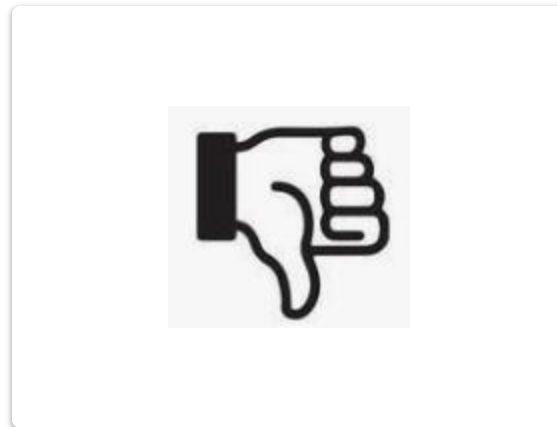
Very helpful - It had all the information I needed.



Somewhat helpful - It was useful but could use more clarity.



Not so helpful - I got the information needed, but had to ask questions.



Not helpful at all - you need to revamp it.

16. If improvement is needed in our announcements, please tell us what is needed/what was missing or not clear.

Our venue at Alfreda-Harris Lodge at Roosevelt State Park

17. How accessible was the tournament venue? *

Mark only one oval.



It was very accessible. I knew the location and had no trouble arriving.



It was accessible. I just entered it into my GPS device and arrived with no problems.



I had some challenges finding the location. I had to call the tournament organizer for assistance.



I was not able to find the location and therefore did not attend.

18. How would you describe your experience playing chess at Roosevelt State Park? *

Mark only one oval.



It is a great venue for chess and I enjoyed playing there.



It is a good venue for chess, but there were few negative issues.



It is not a great venue, but sufficient for chess. It could be better with improvements.



It is a bad venue for chess and I do not plan to return.

19. Was the chess tournament your first visit to Roosevelt State Park? *

Mark only one oval.

Yes

No

20. What can the park management change about the venue that may improve your experience with another visit?

21. If a two-day tournament was held at the park, would you consider an overnight stay on park grounds? (*renovated cabins, hotel, and campgrounds*)

Mark only one oval.

- Yes
- No
- Maybe

22. Are there any other points about your visit you would like to share about Roosevelt State Park?

23. Would you consider returning to Roosevelt State Park for other non-chess recreation?

Mark only one oval.

- Yes
- No
- Maybe

Tournament Day Experience

This measures your impression of how the day moved along.

24. **How would you describe the check-in and on-site registration process? ***

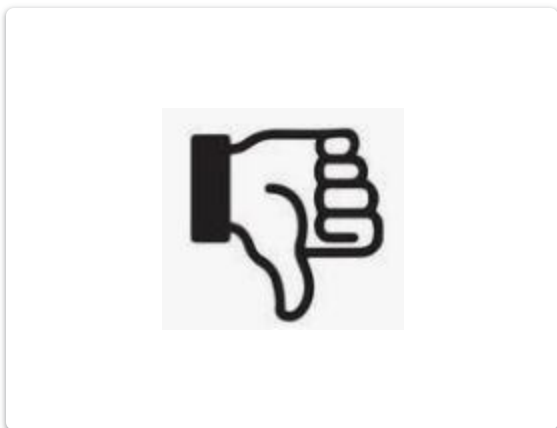
Mark only one oval.



Great/easy - I arrived and was checked in efficiently and without problems.



Good - I was able to check in, but there were minor issues.

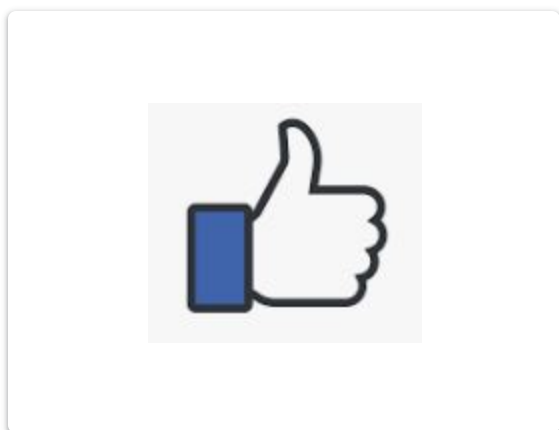


Difficult - I was eventually checked in, but there were problems.

25. Please provide any particular concerns about the check-in and/or on site registration process.

26. **How would you rate the player pairings? ***

Mark only one oval.



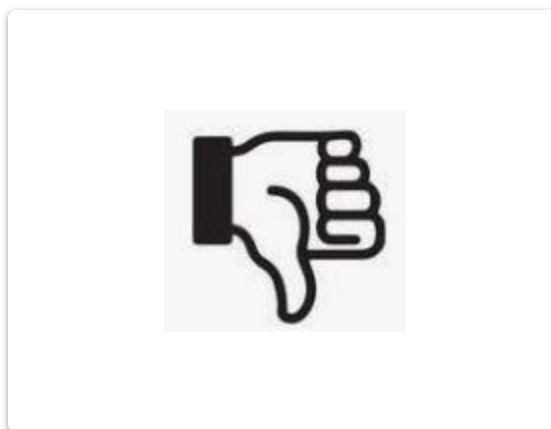
The pairings were great. I enjoyed the competition from my opponents.



The pairings were sufficient, I had no issues.



I had some concerns with how I was paired with other players.



The pairings were unsatisfactory. Please make improvements.

27. Please provide any additional comments or ideas to the previous question regarding pairings that come to mind.

28. **How would you describe the setup of the playing area?** *Check all that apply.* *

Check all that apply.

- The tables were spaced apart appropriately
- There was sufficient room on the playing table for my possessions
- The pairings and standings information was sufficiently marked and easy to find
- There were enough tournament supplies available (pencils, scoresheets, sanitizer, etc.)
- All chess pieces were present and there were no problems with the boards
- The clocks functioned appropriately

29. Was there anything missing or negative that we need to know about that impacted your playing experience?

Food provided by the Friends of Roosevelt State Park group

The Friends is a support group that raises funds that go back into improving and providing additional services not already provided by the state for visitors to the park.

30. **Did the availability of food provided by the Friends group help your experience with the tournament?** *

Mark only one oval.

- Yes
- No
- Maybe
- Did not matter to me.

31. **Please describe the quality of food and drinks provided by the Friends group** *

Mark only one oval.



The Friends did a great job and the food was delicious. I appreciated them being there.



The Friends provided a good service and the food was good. I appreciated their contributions.



The service was average and the food was ok.



I did not eat the food provided by the Friends group.

32. Were the menu options appealing? *

Mark only one oval.



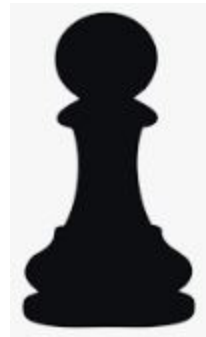
Yes



No



Maybe



I did not view the menu.

33. What food/drink items would you like to see the Friends provide at the next tournament?

34. Your position on this statement: **The prices of the food/drink items were reasonable.** *

Mark only one oval.



Strongly Agree



Agree



Neutral



Disagree



Strongly Disagree



Does not matter to me.

35. Were you able to easily find the Friends group as they were selling concessions in the room adjacent to the lobby area? *

Mark only one oval.

Yes

No

36. The Friends group added a CashApp option to the regular cash accepted. What other payment methods would you want them to offer?

Check all that apply.



PayPal



Venmo

Other: _____

37. Do you have any other points, concerns, or suggestions regarding the food service provided by the Friends group for future tournaments?

Overall impressions

38. **How likely is it that you will return to play future tournaments that we will host? ***

Mark only one oval.

1 2 3 4 5 6 7 8 9 10

Very DEFINITELY YES

39. **How likely is it that you would recommend our tournaments to a friend? ***

Mark only one oval.

1 2 3 4 5 6 7 8 9 10

Very DEFINITELY YES

40. Is there anything else you would like to share about the recent tournament or anything related to it not already covered by the questions, or elaborate on your answers?

ALMOST DONE!! Thank you for your feedback so far.

We would like to collect some chess-related demographic information to help us plan more events and assist the Mississippi Chess Association with our tournament experiences.

41. **What is your gender? ***

Mark only one oval.

- Male
- Female
- Other
- Prefer not to say

42. **What is your age range? (participating players only) ***

Mark only one oval.

Under 10 - Young Child

11-18 - Youth

19-25 - College age

26-35 - Young adult

36-45 - Adult

46-55 - Adult

56-65 - Adult

66-75 - Senior adult

Over 75 - Senior adult

43. **When did you start playing chess? ***

Mark only one oval.

As a young child - Under 10

As an early youth/teenager

College age

Early adulthood -20s to 30s

Middle adulthood - 30s to 60s

Upper adulthood - above 70

44. **How long have you been playing chess on a regular basis? ***

Mark only one oval.

- Less than a year
- 1-5 years
- 6-15 years
- 16-25 years
- More than 25 years
- Other: _____

45. If you have played on and off over a period of time, how long would you say you have played in general?

46. How would you describe your overall skill level in chess? *

Mark only one oval.



Beginner - just starting to learn the game.



Novice - have been playing a while but still new to the game



Intermediate - have been playing a while, including tournaments



Experienced - have been playing a long time; on/off or continuously, tournaments regularly



Very Experienced - I am all in it and play whenever possible, especially tournaments

47. **What is your general level of participation in chess?** (Check all that apply) *

Check all that apply.

- I usually just play on my own, mainly online. I decided to try over the board tournaments.
- I play occasionally with family and/or friends.
- I play with a local chess club.
- I participate in tournaments in my area.
- I travel across the state to play with clubs and in tournaments; possibly in other states.
- I am interested in finding a club to play with on a regular basis.
- I would like for someone to contact me about getting more involved in chess.
- Other: _____

48. **What do you enjoy most about playing chess?**

YOU ARE DONE!! Thank you again for your feedback. It is much appreciated. We hope to see you at one of our future tournaments and remember, the #1 rule of chess is HAVE FUN!!

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