

Survey Results—Summary of Comments Received by President and District Directors as it relates to the *Stay @ Home and Play @ Home* Event

(Known or proposed “solutions” shown in blue italics)

- **Compliments**
 - Game proceeded reasonably smoothly. D7
 - Director replies were good and reasonably responsive. D10
 - Length of the event is appropriate considering it is online. D24
 - People enjoyed and were happy to play. D3, D10, D17, D20, D24, BOG
 - Players enjoyed the opportunity to earn gold points. D17, D21
 - Judy Chvala from D6 made LM at the online Regional. Yay! D6
- **Improvement Suggestions—Player Info**
 - Players should use their real names, not BBO handles. D7, D10, D20 (*Being discussed by Competitions and Conventions Committee*)
 - Players should have convention cards. D10, D20 (*Being discussed by Competitions and Conventions Committee*)
 - Players should include ACBL rank in their profile. D20
- **Improvement Suggestions—Masterpoints**
 - Overall masterpoint awards too high. D7, D24, D25
 - Masterpoints were great. D25
- **Improvement Suggestions—Pricing**
 - Price too high, bang for buck too low. D1, D2, D6, D8, D10, D14, D17, D19, D20, D21, PRES
- **Improvement Suggestions—Conduct & Ethics** (*See separate section*)
 - Cheating concerns – general and specific. D3, D4, D6, D14, D17, D12, D20, D21, D24, D25. (D6 asked for management report on this to the board)
 - Monitoring suggestion – player-initiated flagging system to highlight suspicious activity by opponents. D20
 - Need online etiquette tips – for instance people often like to message “please bid” or the like when inappropriate. D10
 - Slow play button to call director that would notify other players is a good idea. BOG
 - Not enough directors to handle the calls. BOG
- **Improvement Suggestions—Systems Problems**
 - Unnecessary 35-minute stoppage mid-game Thursday – would have been better to let people know what was happening. D4, D10, D16, D20
 - Sign-in for Gold Rush Friday – 20-minute delay registering and no feedback while waiting. D10
 - Sign-in for Gold Rush Sunday. Full at 2:18 PM. (after 18 minutes!) Missed cut. Pres
 - Inability to log on, especially the Gold Rush. Players not happy with capacity limits. D17 (*Capacity limits to be partially addressed by two-track schedule*)

- It was not clear how to sign up for Regional while playing in a Virtual Club event. Pres x 2
- How do we give priority to players who were not able to play at future event sign ups? Pres
- What's the logic for not allowing mis-click in masterpoint games— a player with physical problems that don't impede face to face play, is not able to do BBO because their hand is unsteady. League has always worked hard to enable those with disabilities to play – how do we deal with this one? D10 (*Can set double-click for both bidding and play under Account/Settings—increases time slightly but decreases opportunities for mis-clicks*)
- Players registered properly on Friday but then were not able to play. D3, D17
- Player with 7500 masterpoints was rejected at open pair registration Thursday, due to it being a “limited event”. D16
- Players dropped from games caused frustration. D16 D17
- Played one pair twice in the same session. D20
- Friday 90-minute delay for game to come up in BBO as an option. During that time no communication, even though player asked BBO and ACBL for status. D4
- BBO deregistered a pair while waiting for second session to start and they were not able to play as a result. D10
- Technical and registration problems on Thursday. D24
- Session sold out too quickly. D24 (*To be partially addressed by two-track schedule*)
- First day issue of excluding BBO members who had stars next to their names. D6

- **Improvement Suggestions—Timing**
 - 8 minutes per board was way too long. (Do not have to move, count cards, etc.) D10, D14, D20, D21, D24 (*Proposed 7 min/board for next Regional*)
 - Timing of events need to be earlier in the day – avoid the evening. D8, D10, PRES (*Capacity limits to be partially addressed by two-track schedule*)
 - Regional on weekends so it does not interfere as much with virtual club games. Pres.
 - Timing of events need to have a one-hour dinner break, not 90 minutes. Start the first session one hour later at 5PM ET, a benefit to western and central. PRES
 - Number of boards is a long enough time. D17
 - Earlier start times, such as 1 and 6 or 7 EDT. D25 (*Capacity limits to be partially addressed by two-track schedule*)