

# Oxford University Rowing Clubs

## Torpids 2013 Survey Findings



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# Executive Summary

## Five ways we want to change for Summer Eights

1. Create Coxing bumps competencies and coxing skillsets
2. Create appeals form templates and protocols
3. Improve the way that bumps are announced
4. Create ways to improve the skills and personal development of committee members
5. Create a standard and agreed protocol for briefing, deploying and questioning umpires

For more information on these initiatives, turn to page 3

## Metrics of success: at a Glance

| Overall event quality         |      | Event components                 |      |
|-------------------------------|------|----------------------------------|------|
| The number of klaxons         | 4.69 | Coxing briefing                  | 3.37 |
| Divisions running on time     | 4.00 | Senior marshal briefing          | 4.11 |
| Twitter and tannoy commentary | 3.44 | Colleges briefing their athletes | 3.96 |
| Marshal and Umpire quality    | 3.95 | On the day M/U experience        | 3.89 |
| Resolution of appeals         | 3.38 | Experience of appeals            | 2.96 |
| Number of participants        | 4.19 | Dealing with racedesk            | 3.83 |

Overall score: **4.26 (Excellent)**

## Key

| Rating       | Score     |
|--------------|-----------|
| Excellent    | 4.00–5.00 |
| Good         | 3.50–3.99 |
| Satisfactory | 3.00–3.49 |
| Poor         | 2.00–2.99 |
| Very poor    | 1.00–1.99 |

## What next?

**Phil McCullough** and **Bernard Tao** will be taking the lead on implementing the changes for Summer Eights 2013. They will be working under the supervision of the OURCs Secretary and Sabbatical Officer. They will aim to discuss some of these issues further on the OURCs forum, so please take a look from time to time.

Feel really passionate about the changes? We'd love to involve you if you are able to commit just a couple of hours over the next few weeks. Get in touch to find out more:

Phil: [p.mccullough@stcatz.oxon.org](mailto:p.mccullough@stcatz.oxon.org)

Bernard: [b.tao@st-annes.oxon.org](mailto:b.tao@st-annes.oxon.org)

# How we wish to change for Eights 2013

*Five initiatives we want to take to improve our event for you*

| <b>Initiative 1: Coxing bumps competencies and coxing skillsets</b>   |   |
|---|---|
| <b>Issue</b><br>Participants feel that what counts as a late concession or late wind down is inconsistent between appeals. Coxes have no clear expectations placed on them. We believe this results in a greater number of speculative appeals and SU escalations and dissatisfaction. We also believe it upsets coxes who cannot understand how we think they erred. | <b>Plan</b><br>Committee to discuss and form a series of skills and competencies that coxes should be able to demonstrate, and a set of criteria to be used during appeals as to (for example) what might count as a late concession/wind-down. Get expert input from Captain of Coxes and Rachel Quarrell. Open up for discussion on OURCs forum.                            |
| <b>Initiative 2: Appeals form templates and protocols</b>   |   |
| <b>Issue</b><br>There is a lot of opacity surrounding the appeals process. Except for people who are present when the appeal result is announced, nobody is aware of the full set of evidence used to make a decision, leading to speculation and dissatisfaction outside of this group.  | <b>Plan</b><br>Committee to create an appeals 'template' which requires each Race Committee to specify what evidence they are basing their decision on and how much weight a piece of evidence is given. Completed template to be photocopied and given out to all concerned when an appeal verdict has been reached.   |
| <b>Initiative 3: Improvement of bumps announcements</b>   |   |
| <b>Issue</b><br>There is often difficulty in hearing the bumps announcements over the tannoy, leading to disappointment over missed bumps or missed appeal windows  | <b>Plan</b><br>Committee to create a second Twitter account which solely tweets results and appeals. Continue using the tannoy as the official standard, but mandate that updating Twitter is a part of announcing bumps.   |
| <b>Initiative 4: Learning and Development program from Ordinary Committee Members</b>   |   |
| <b>Issue</b><br>Racedesk helpers and ordinary committee members do not learn as many skills and techniques as they could do during their time helping out. The number of committee members skilled to perform certain tasks remains small. Committee members do not see what the value they bring to the team.  | <b>Plan</b><br>Create a skills checklist to give to all committee members. Give them responsibility to shadow more senior committee members. Allow all committee members to become 'head of racedesk' for half an hour whilst supervised by Race Secretary or equivalent.   |
| <b>Initiative 5: Standard protocols for umpire briefing and questioning</b>   |   |
| <b>Issue</b><br>There is a greater risk that information given and taken down by umpires and committee members is insufficient, leading to an inaccurate depiction of events and dissatisfaction at results of divisions.   | <b>Plan</b><br>Committee to define a more thorough protocol for briefing umpires and allowing umpires to check the division order and blade colours. Train committee members in better questioning techniques to quickly and accurately record the correct sequence of events and ascertain uncertainties or inconsistencies. Brief all committee members prior to the event. |

# Metrics of success

People judge us based on appeals and marshal/umpire quality

## How important to you is...

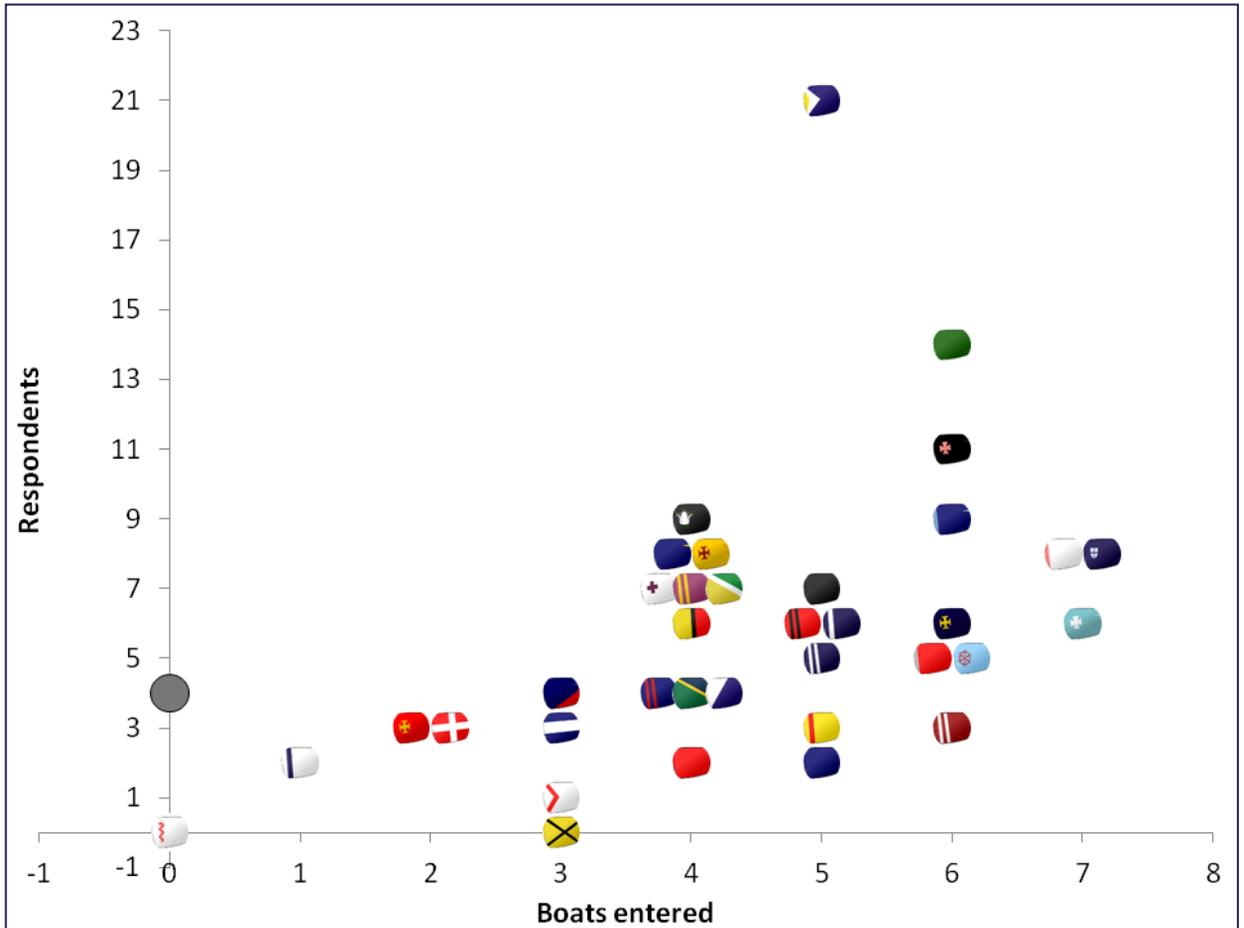
## How did we fare in terms of...



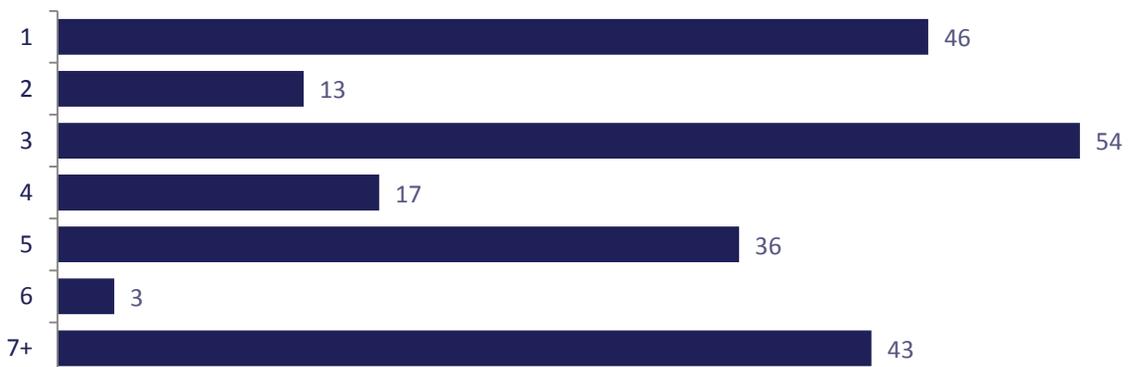
## Demographic of respondents

*We got a range of views from all levels of experience and (most) colleges*

The graph below shows, for each college, the number of boats entered for Torpids against the number of survey replies attributed to that college. The grey circle to the left represents respondents that chose 'None' as a college. We received no replies from Osler House (who did not enter Torpids) this year. We did not receive any replies from Linacre, despite their taking part in the event. St Hugh's, Jesus and Worcester submitted the most replies.



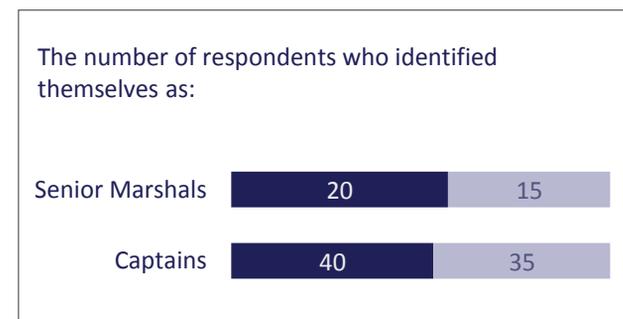
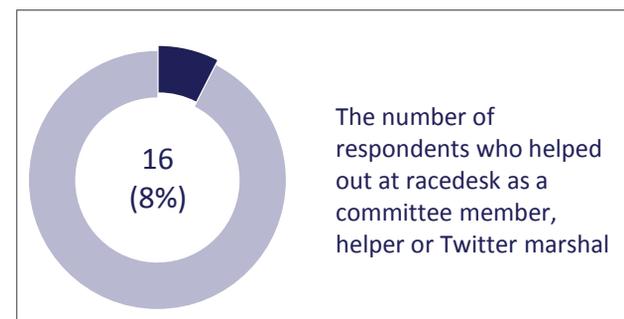
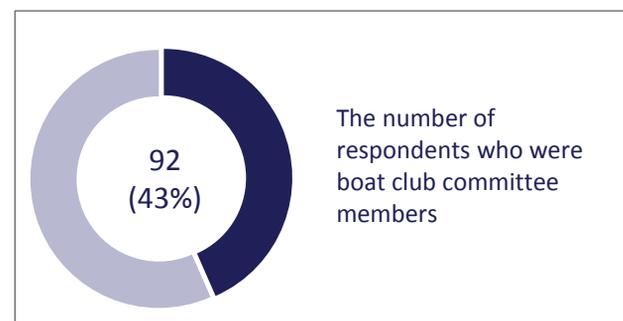
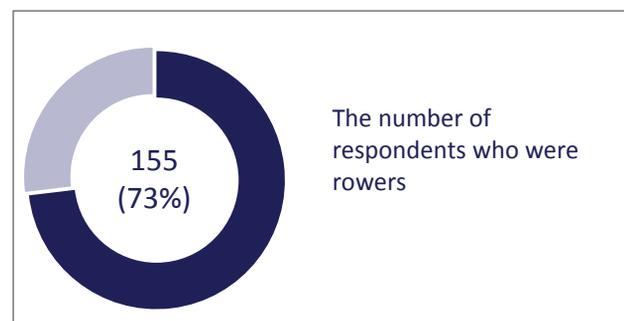
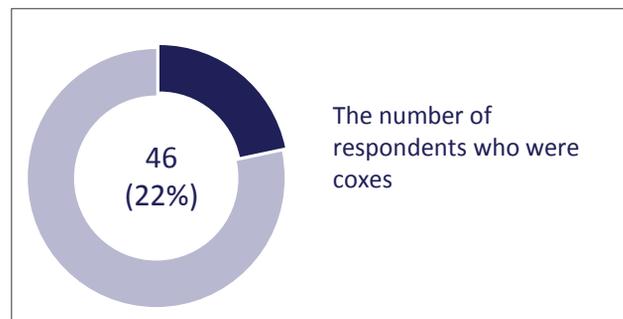
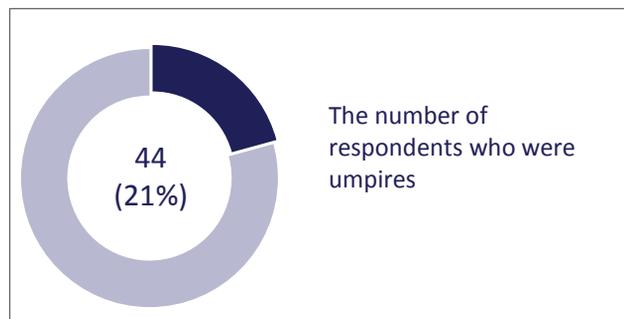
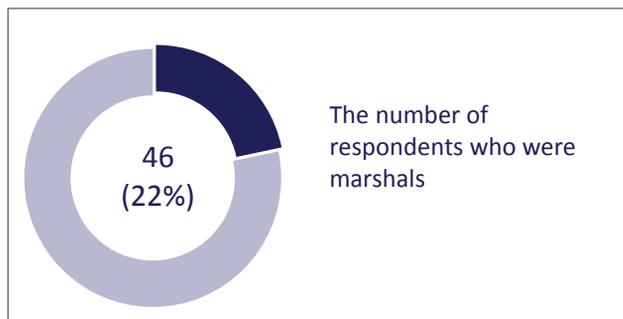
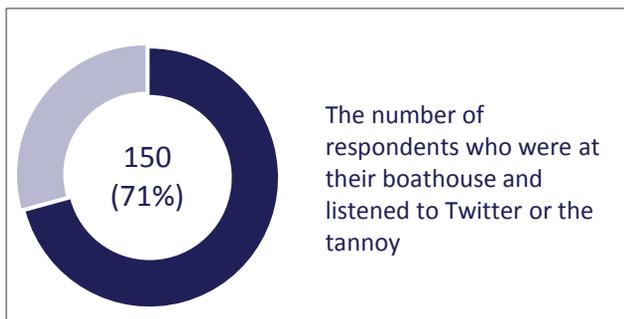
The following chart shows the demographic of respondents by how many bumps races they have attended (including Torpids 2013):



## Demographic of respondents

*Most people who replied were rowers – but coxes and coaches engaged with us too*

The following pie charts display the breakdown of how respondents interacted with the event:



## Metrics of success

*We should focus our efforts on the appeals process and our use of Twitter*

We received near-universal praise for the **low number of klaxons**. However, some respondents were eager to point out that several factors contribute to the number of klaxons, such as:

- How afraid marshals are to stop a division;
- The quality of coxing from the coxes, closely linked with any restrictions; and
- The speed of crews as they pass through the Gut

We generally fared well when it came to **running divisions on time**. Delays often came only through unavoidable river obstructions such as debris at the Head or swans in the racing line. As a matter of protocol, if a division runs more than 5 minutes late, we try to make up time by holding divisions at 25 minute intervals. Whilst this does cut down on training time for crews, it cuts the time down equally for all involved. It also means that we do not have to cancel Men's Division 1 because of a lack of sunlight.

There was a significant minority who were unhappy at the **consistency of the commentary over Twitter**. Our coverage went silent for a number of divisions on Wednesday, chiefly because there were no available committee members – they were dealing with the many appeals that had arisen. We do apologise for this lack of service for the wider community, but we must stick to our principle that when resources are strained, non-essential features such as Twitter must be dropped. Rachel appealed for helpers on Wednesday and this resulted in good continuity of service for the rest of the week, barring the odd division that was silent because the person tweeting was a launch driver required for urgent assistance. We also attracted criticism for the lack of definite knowledge over the tannoy (such as “We assume that X have bumped out on Y”). We are solely reliant on marshal commentary for information below the Gut and above the cross-over.

To improve communications, we should ensure that bumps results are prominently visible on Twitter.

People clearly rate as important the quality of marshals and umpires. As usual, the quality of marshals and umpires relies solely on what colleges provide. As detailed on page 11, it was remarked that **the quality of marshals and umpires was generally higher** than in previous years – although work still needs to be done, especially with umpiring.

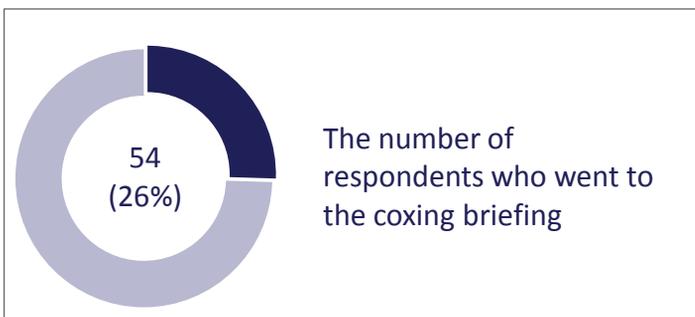
We received the most **complaint about the appeals process**. More detail is given on page 12.

Respondents are not particularly passionate about the number of people who take part in events, preferring quality over quantity.

# The coxing briefing

We should consider lifting the requirement for coxes to attend every term

Overall score: 3.37 (Satisfactory)



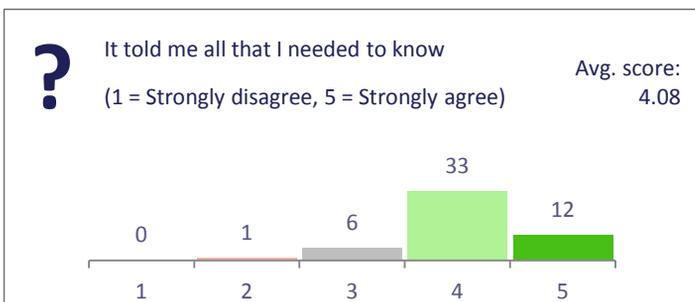
## Shorter for X/S coxes Strategy & tactics advice Weather forecast

"Short (for those who have done bumps before), questions encouraged"  
-A Worcester cox

"Some advice on strategy was useful!"  
-A Brasenose cox

"Short for those who have already coxed bumps. Time to ask questions. Good information on weather, etc."  
-A St Hilda's cox

"It's good for new people"  
-A St John's cox

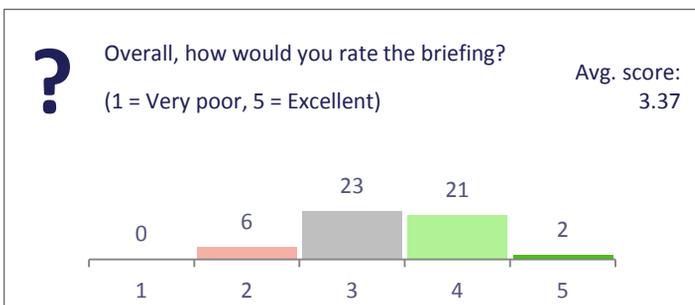
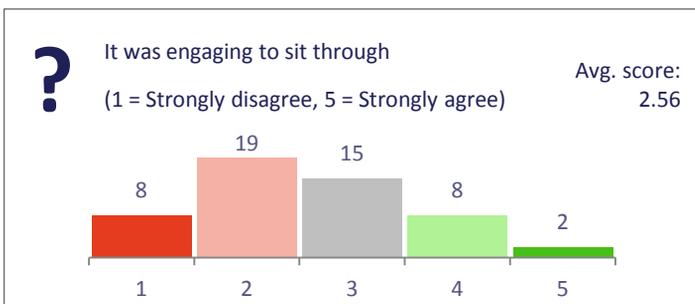
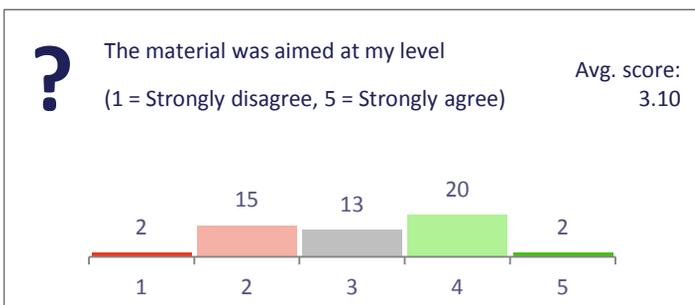


## Repetition and inefficiency Lack of engagement No email hand-outs

"It's just the same as all the previous briefings I've been to. I personally don't see the point in having to go every year."  
-A St Hugh's rower

"It dragged on for too long and there was too much repetition"  
-A member of Exeter College

"I think there is a slight attitude problem with these briefings. People go to them expecting to be bored, switch off, and then don't pay attention.[...] It might be better to try and condense the material down slightly, and additionally email it out to people afterwards"  
-A Jesus rower



"Its a difficult balance. It can be patronising for S and high X coxes to sit through a lot of very repetitive material, but it is also important to brief those who are not so switched on and don't think about the situation around them as much."  
-A Jesus cox

# The Senior Marshal briefing

Senior Marshals found the presentation useful but didn't need it dictating to them first

Overall score:

4.11 (Excellent)



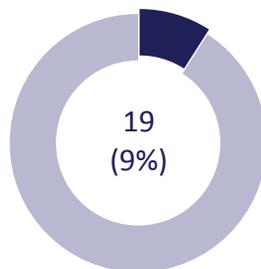
## Good quality presentation Includes common issues Illustrated with videos

"The PowerPoint presentation was very well made."  
-Senior Marshal at Jesus

"Common faults of marshals were stressed, which was good - e.g. which way is downstream - often taken for granted by more experienced rowers/coxes that these are common knowledge  
-St Hilda's captain

"The videos made it more interesting"  
-Univ captain

"Very informative, not excessively long"  
-Mansfield captain



The number of respondents who went to the Senior Marshal briefing



It told me all that I needed to know  
(1 = Strongly disagree, 5 = Strongly agree)

Avg. score:  
4.05



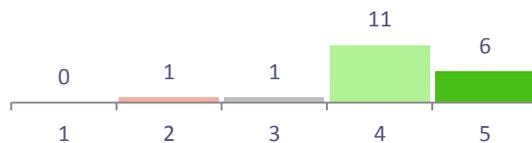
The material was aimed at my level  
(1 = Strongly disagree, 5 = Strongly agree)

Avg. score:  
3.58



It was engaging to sit through  
(1 = Strongly disagree, 5 = Strongly agree)

Avg. score:  
4.16



## Can't accommodate for novices and seniors Judged as 'scary' for novices

"Feels over-simplistic if you are experienced, but this is probably justified for the novices."  
-Queen's captain

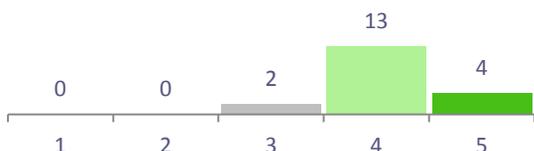
"As a small boat club that has quite a few novices in our first boat, it seemed to scare quite a few of them. They seemed a little reluctant to marshal/umpire. I do not know how you can make the role of marshal seem less scary but any improvements could be good."  
-Mansfield captain

"Please tell us the correct room at the start"  
[Editor's note: Sorry!]



Overall, how would you rate the briefing?  
(1 = Very poor, 5 = Excellent)

Avg. score:  
4.21



"Could have done with a longer introductory session on how exactly bumps works, obvious stuff to those who've done it before - but I could see some slightly confused faces in the audience when [I had to give] the presentation."

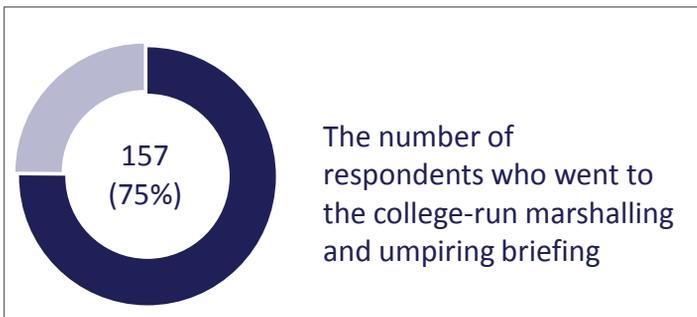
-Senior Marshal at Pembroke

# The Colleges' marshalling/umpiring briefing

Highly valued for novices but unnecessary for veterans

Overall score:

3.96 (Good)



## Reduced klaxons Quality of presentation Circulation patterns and videos

"I have to admit that I raged when I heard about this plan- 'big brother OURCs checking our meetings etc.' BUT it worked..... so many less klaxons"

-A former captain at a graduate college

"Informative (especially 'what should you do in this situation' examples), entertaining"

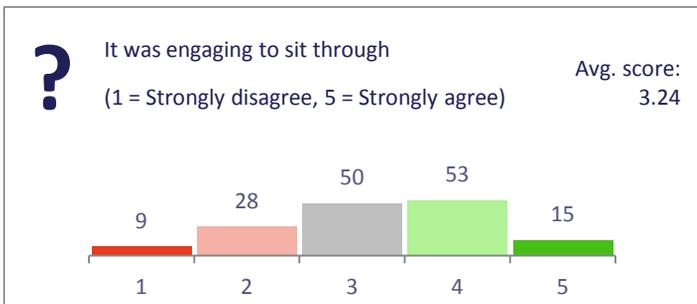
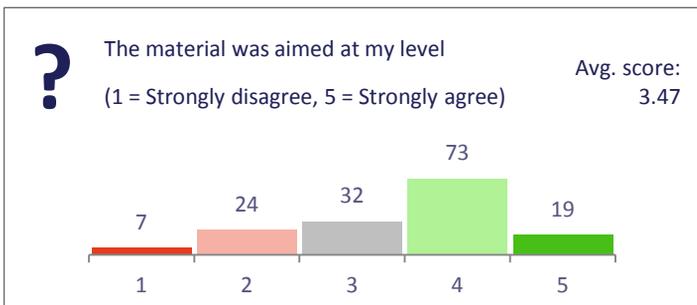
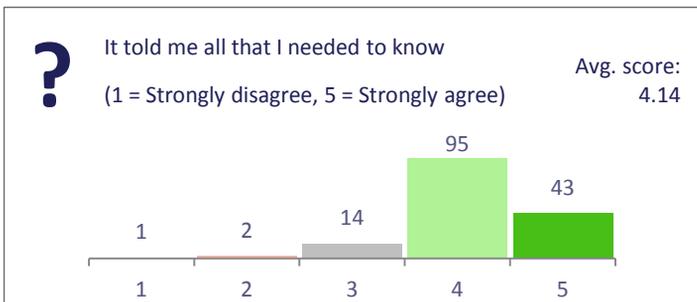
-A Jesus rower

"Doing it by college makes it much more engaging (you know the people there, won't fall asleep)"

-OURCs Committee Member

"It was useful as I've never actually marshalled before - learning about river circulation!"

-New College rower



## Too simple for old hands Too long Too scary for novices

"It was nothing new to me as I have both marshalled and umpired many times before so was tedious and a waste of my time."

-A Jesus umpire

"Over-the-top. Too much information which could actually end up being confusing. Taking a register seemed a bit over-controlling"

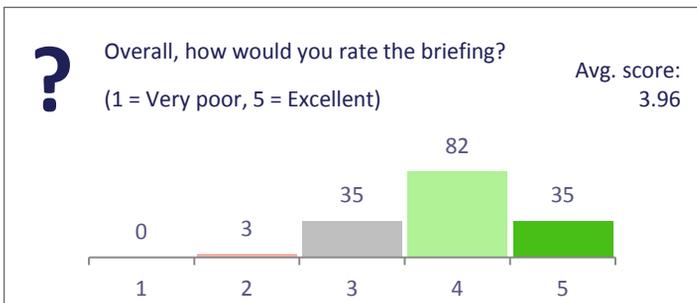
-A member of Brasenose College

"[No] clear explanation of what counts as a bump"

-A SEH marshal

"Perhaps a bit intimidating for novices- not many signed up, think it should be made to sound a bit less dramatic!"

-A Catz umpire



"As an ex-Captain/senior Marshal, it didn't tell me anything I didn't already know. I think that OURCs should use their discretion to allow experienced rowers (who have done 3 plus bumps) not to attend."

-A Corpus rower

[Editor's note: That's our future intention, but we wanted to make sure that everyone had seen it once!]

# Self-evaluation of marshals and umpires

Those who volunteered enjoyed their time

Overall score:

3.89 (Good)



## Contribution to the event Getting to watch racing Didn't repeat information

"Great to feel part of the action and get to watch the lower divisions, even if the boat I was following was involved in a very complicated pile-up!"

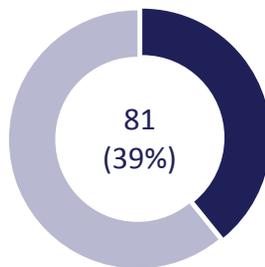
-An umpire from Magdalen

"It's exciting and I enjoy contributing to racing like that. It means you get to see things you wouldn't otherwise experience like the racing down at the gut etc. rather than the boathouses."

-A Pembroke umpire

"Didn't spend lots of time repeating the presentations we had been given!"

-A Trinity marshal



The number of respondents who marshalled or umpired on the day



The refresher talk told me all that I needed to know

(1 = Strongly disagree, 5 = Strongly agree)

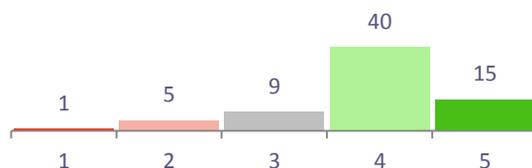
Avg. score: 3.98



The material was aimed at my level

(1 = Strongly disagree, 5 = Strongly agree)

Avg. score: 3.90



I felt comfortable doing my job by the end of it

(1 = Strongly disagree, 5 = Strongly agree)

Avg. score: 4.34



## Commentary briefing Sign-up punctuality Clashes with racing

"Could explain slightly more about the kind of commentary that marshals can provide. There were many races where the marshals kept quiet and I think that this could be down to the fact that some of the less experienced marshals weren't confident on what they needed to say"

-A Brasenose novice

"People had to report for their shifts very early - an 11:15 briefing to umpire a 12:00 division is a bit excessive!"

-Somerville BC committee member

"While on racedesk, there were times when new Marshals and Umpires were left standing around with nothing to do for ages at a time."

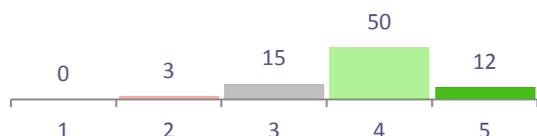
-A race desk helper



Overall, how would you rate your experience?

(1 = Very poor, 5 = Excellent)

Avg. score: 3.89



"Try to make sure you're not giving slots to students who have to race immediately prior to their umpiring/marshalling slot. Also, inform the colleges that they cannot have too many people running on the bank - I almost went into the river numerous times, and students refused to move out of my way."

-An LMH novice

# Athletes' perception of marshals and umpires

Comments were mostly positive, with some reservations



## Better, more informed marshals

"Most of them were pretty decent. I do think those briefings really did help"

-A Wolfson cox and marshal

"Generally quite good. Quite novel to see boathouse marshals actually know what they were looking for in a boat check."

-A Magdalen rower

"First time I've seen our foot restraints and bow-ball checked every day of the competition, which is encouraging."

-A Univ committee member

"Much, much better than in previous years - the briefings worked very well, I think."

-A Worcester cox

## Used the klaxon with discretion?

"The video of men's div 4 from Donny bridge on Thursday demonstrates excellent restraint from the Marshals."

-A St Hugh's committee member

"I also feel there may have been too much emphasis on not klaxoning, as video evidence of some divisions clearly shows a klaxon worthy situations that were not klaxoned"

-A Trinity captain

"Seemed good, only one klaxon!"

-A Catz rower

"Impressed by the vastly reduced number of klaxons!"

-New College rower



## Quality of umpires and their reports

"Marshals seemed competent. Umpires less so - some didn't know what overlap meant, or where the finish line was."

-A Pembroke rower

"They seemed better than last year but some still didn't seem to understand what was going on"

-An Exeter rower

"Solid work, though some bumps disagreement/appeals could have been resolved by more vigilant umpires."

-A Merton rower

"More umpires than in the past reported inaccurate or contradictory information on subsequent investigation."

-An LMH cox

## Security, confidence and specific duties

"Quality good, although marshals sometimes too afraid to fire klaxon."

-A racedesk helper

"About half responded to "Hi, I need your radio" by simply giving it to me. The rest asked questions then gave it to me apart from one who insisted on radioing through for me."

-An OURCs committee member

"The fact that the marshals and umpires have allowed such unpunished physical damage both to a cox and a boat is unacceptable"

-An LMH cox

"I think that clearer instructions need to be given to finish marshals as there were sometimes confusions about spinning and blocks at the head."

-A Corpus rower

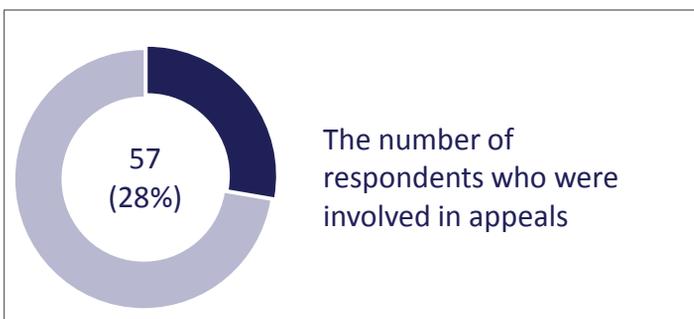


# The appeals process

We should focus a lot of effort on improving it

Overall score: 2.96 (Poor)

OURCs dealt with more appeals than average this Torpids – on the first day alone, the committee had to resolve four incidents involving a crew crashing out to the bottom of a division. Invariably, the appeals process will lead to satisfied and dissatisfied people regarding the effect of the appeal on their position the next day. However, there was a huge amount of dissatisfaction about our decision making process. As the quotes below indicate, competitors have the notion of us constantly missing the ‘correct’ result of an appeal. This, and the large number of appeals that are escalated to the SUs, indicate that athletes, in general, distrust us to balance ability, possibility and the rules to reach a just outcome. Understanding of our decision-making process is further hindered by a lack of transparency, perhaps because the committee don’t want to unwittingly prejudice a situation. As an indication of our commitment to improve the appeals process, initiatives 1, 2, 3 and 5 all aim to improve how we manage results and appeals.



## Evidence collection Effort made by committee

“The process of gathering evidence and writing down information from all colleges involved. There are always people at racedesk to walk you through the process and answer questions in a friendly way - thanks!”

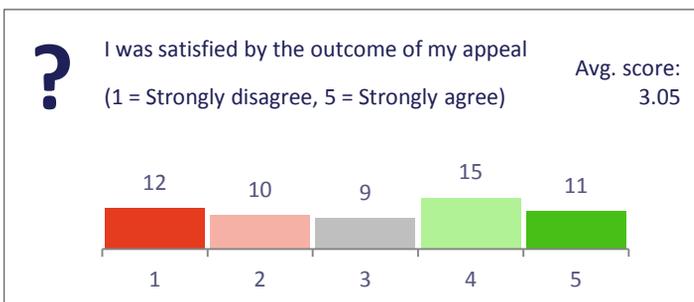
-A Green Templeton committee member

“I thought OURCs went about dealing with the appeal in a very fair manner, looking for other witnesses to resolve a rather difficult appeal.”

-A St Peter’s committee member

“I also quite understand that the appeals process is a very difficult task, so was very appreciative of the time and effort put in by all involved.”

-Worcester senior marshal



## How results are announced Secrecy and opacity No precedents and guidelines

“We were misinformed about the time that our appeal would be dealt with and as a result were unable to have anyone present when OURCs decided out of the blue to deal with it much earlier than they said they would.”

-Teddy Hall rower

“You said you had video evidence to explain the decision, but you didn’t want to show it and therefore the reasoning was very poor.”

-An LMH novice

“For [coxes’] safety, you should implement a rule stating a maximum amount of strokes allowed in the racing line before winding down after a concession. It is ridiculous that late concession is not authorised but late acknowledgement of a concession is.”

-A cox

“It was a completely unjust and unfair decision, particularly when the video evidence completely supported our appeal.”

-A captain

“Taking almost 24 hours to resolve the appeal and finalise the Friday starting order was excessive and, presumably, in contravention of rule A3.8.4.”

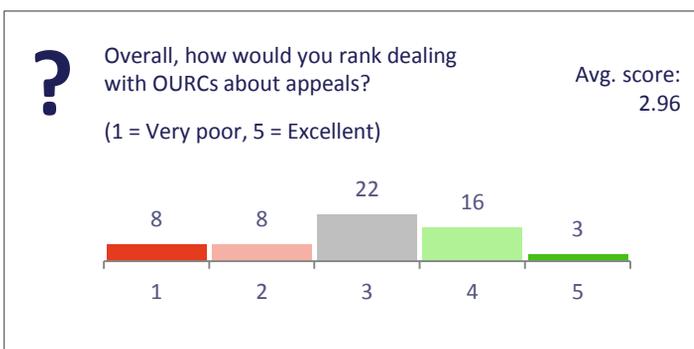
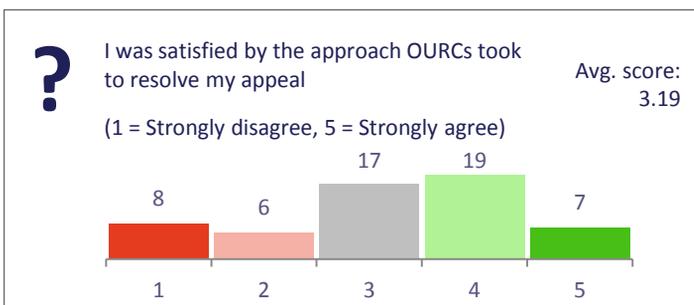
-Member of Regent’s Park

“It’s still a little mysterious and intimidating to the outside.”

-Member of St Hugh’s

“I wasn’t told why my appeal was rejected, and had the impression it was rejected in the end because people just wanted to move on with the racing and not deal with the troublesome business of appeals”

-Merton captain



# Dealing with racedesk

We should work on our tone when stressed and tired; and also deal with paperwork better

Overall score:

3.83 (Good)



## Helpful and friendly Source of expertise Easy to make substitutions

"Knowledgeable and friendly answers to my requests and questions, and I didn't have to wait very long at all to speak to anyone"

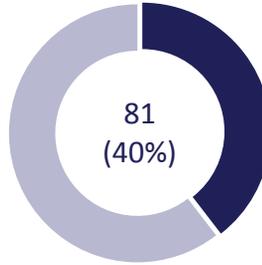
-Member of Green Templeton

"I thought you were very clear and courteous when I asked you to talk me through two of your [appeal] decisions relating to the crew I coached. Plus you were fantastic in helping Trinity rescue their smashed up boat."

-A Trinity coach

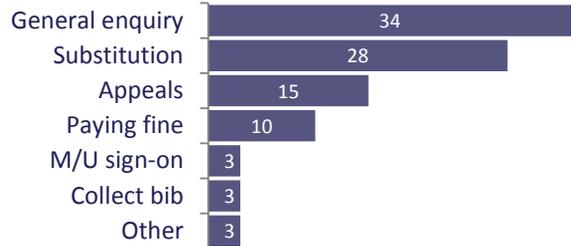
"Ease of making subs, especially when OSSIDs/coxing licences are not known"

-A Wadham rower



The number of respondents who came to racedesk

### Reason for coming



## Dealing with lodging appeals Short temper when tired Issues with paperwork

"Appealing was a bit chaotic and took time. Might be helpful to have a more structured process, or a certain person one knows to speak to."

-St Hugh's captain

"However a couple of times when I was around race desk I noticed that it was the officials being short and raising their voices first"

-Worcester rower

"Oh my god, paper EVERYWHERE!"

-An OURCs committee member

"Not enough appeal forms"

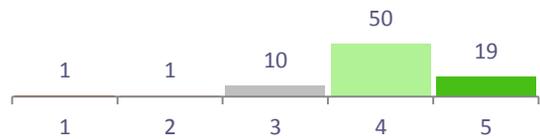
-LMH



Race desk were helpful

(1 = Strongly disagree, 5 = Strongly agree)

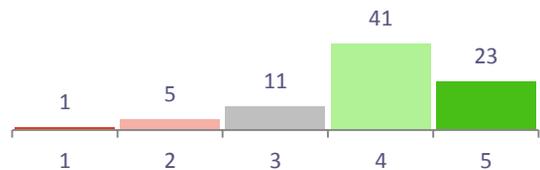
Avg. score: 4.05



Race desk were polite and well-mannered

(1 = Strongly disagree, 5 = Strongly agree)

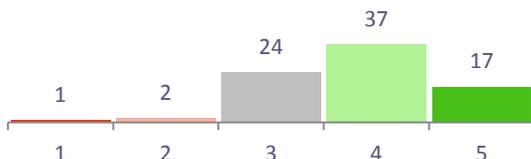
Avg. score: 3.99



Overall, how would you rate your experience?

(1 = Very poor, 5 = Excellent)

Avg. score: 3.83



"I had to wait for several minutes, without being acknowledged by anyone at race desk (whether busy doing something else or not). I thought this was rather impolite."

-A SEH rower

"Race committee became pig-headed and dictatorial when discussing "their interpretation" of the rules."

-A Somerville committee member

# And finally...

## Comments about our media and communications

### Lack of videos uploaded in real time

“Video service would have been nice”  
-A Somerville rower

“Although a video service was not promised, it is a good idea! Hertford took some which were helpful however.”  
-A Univ rower

“It would be cool if the videos went online at some point.”  
-An anonymous respondent

**Good news!** The remainder of the videos from Summer Eights 2012, and all of the videos for Torpids 2013 currently sit with Ian. Send him a (polite!) email and encourage him to upload them! Unfortunately, we do not have any footage from Friday. We were rather busy that morning.

### Intermittent Twitter feed

“Have some sort of rota at least for the twitter feed. It's so crucial for those of us who are alumni and total rowing nerds!”  
-A St Hugh's alumnus

“Use of twitter is great, especially for people that can't make it down to the river for the whole day. it would be good if the occasional gaps in coverage could be filled - have an 'official OURCs twit!”  
-A Worcester cox

“it was good, but the twitter and tannoy was in places patchy (completely understand that this isn't your fault, as you can only say what the marshals say!)”  
-A Lincoln committee member

“It would really be appreciated if you could manage a list of announced bumps as a minimum via either twitter or a live bumps page, and any corrections to these as a result of appeals.”  
-New College rower

## Other general comments about our event

“As captain, I appreciated the frequent updates on weather and flag predictions coming up to the event.”  
-A captain

“Marshals have to get boats to spin quickly at the end of a race as drifting and then entanglement with other boats can/could occur”  
-A SEH cox

“On making up time between divisions: if this is to happen, planned race times should be announced more clearly, both by marshals to crews, and via the tannoy so coaches / bank riders are also informed and have time to get into position.”  
-A Worcester rower

“I'm not sure whether this was covered in the document for captains but it would be good if who is allowed to appeal and how to go about it was included in that file”  
-St Anne's captain

“We got fined (quite a lot) for having no ID for one of our rowers. I understand that's a rule and it's more important for boats high up on the river, but I know for a fact some other clubs were boating with no ID at all, and find it slightly unfair that we were singled out.”  
-A representative from Magdalen

“The marshalling shifts were very awkward to schedule around. Having clashes with 7 out of 11 divisions had it almost impossible for us to fill some slots.”  
-A senior marshal

“I think a couple of races should have been klaxoned that weren't, probably due to the fact that the emphasis in the briefing was that there had often been too many klaxons.”  
-A Magdalen committee member

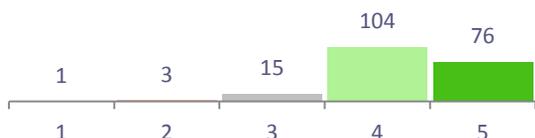
“There were some appeals that I was surprised by the results of. It would be good to make more information available about them just in case people are interested.”  
-An umpire from Pembroke



Overall, how would you rate Torpids 2013?

(1 = Very poor, 5 = Excellent)

Avg. score:  
4.26



“Best run bumps in the past 5 years, you've sorted the marshalling out, just need to look at umpiring and appeals a bit more. I think as pointed out on the OURCs forum there needs to be more clarification of when a bump occurs if "beyond reasonable doubt" plays a role.”

“Thank you for all the effort put in by everyone involved in organising. I can say that everyone at SJCB is very grateful, as I'm sure is most of Oxford, even if it sometimes doesn't seem that way”

# www.ourcs.org.uk

Great job! Thanks for organising it!

**-SEH**

Thank you very much for organising a wonderful event that was really fun

**-St Catherine's**

I want to really thank the OURC team that made this possible. My crew had a fantastic time. We can't wait for Summer 8s!

**-St Antony's**

I continue to be impressed at how well bumps racing is run. [...] I think you do a fantastic job overall.

**-Senior Member**

Smoothest running Torpids in my four years.

**-Worcester**

A well-organised event, as smoothly-run as any bumps regatta I can recall in the past decade.

**-Regent's Park**

Overall, it was a great competition and everybody had a great time. Well done!

**-St John's**

Thank you for making my first Torpids an unforgettable experience.

**-Pembroke**

Amazing event overall.

**-Jesus**

Thank you for organising a complex event - it is appreciated.

**-Magdalen**

Superb job on running a very difficult event. Please ignore whatever TalkRowing is saying.

**-Pembroke**

This survey was undertaken by members of the OURCs Committee on behalf of the OURCs Secretary  
Version 1.1 published by Phil McCullough on 13<sup>th</sup> April 2013.  
Photos courtesy of Epione Medical Services  
Survey carried out through SurveyMonkey

