

The National Collegiate Athletic Association Institutional Bowl Game Survey for 2010-11

I. General Information.

Name of Bowl: Armed Forces Bowl
Game Date: December 30, 2010
Institution: U.S. Military Academy
Opponent: Southern Methodist University
Athletics Director: (b)(6)

Is it permissible to share a copy of this report with the executive director of the bowl in which your institution participated?

Answer: Yes

Previous to this year, how long ago did your institution participate in a bowl game?

Answer: Over 10 years

II. Tickets and Credentials.

Level of Satisfaction with Tickets and Credentials:

Very Satisfied	The location of the tickets (seats).
Satisfied	The ticket commitment required for participating teams.
Satisfied	The cost of the game tickets.
Neutral	The number of credentials that were received for everyone involved in the bowl game.

Please comment in this box.

III. Stadium and Practice Field.

Level of Satisfaction with Stadium and Practice Field:

Very Satisfied	Conditions of the practice and playing field.
Very Satisfied	Cleanliness of the locker room.
Very Satisfied	Supply and availability of towels, soap, soft drinks and other necessities adequate to accommodate the team.
Very Satisfied	Availability of practice equipment and facility adequate to accommodate the team.
Very Satisfied	Proximity of practice field and stadium to hotel, hospital, etc.
Very Satisfied	Laundry facilities adequate to accommodate the team.

Kennedale High School was an outstanding host while we used their facilities. They provided every possible resource they had; and they made us feel at home. Wonderful facility and wonderful staff!

IV. The Bowl Organization.

Level of Satisfaction with Bowl Organization:

Very Satisfied	Adequacy of information provided by the bowl organization for the participating teams.
Very Satisfied	Bowl management's ability to accommodate needs of the participating teams.
Very Satisfied	Bowl management's ability to provide VIP courtesy transportation.
Very Satisfied	Pregame meeting was conducted by bowl director and followed approved NCAA agenda.
Very Satisfied	Policies were clearly communicated.
Very Satisfied	The support provided by the staff, the community and the volunteers.

Support provided by the staff, community and volunteers was exceptional. Generosity and Professionalism are two words that properly describe the support and service provided by the bowl staff, the community, and all of the volunteers. First Class Experience!
Special Thanks to the Forth Worth Police Department! You cannot find better escorts from a finer unit! They took great care of us and made sure we stayed on our tight schedule.

V. Social Events, Hospitality and Hotel.

Level of Satisfaction with Social Events, Hospitality and Hotel:

Very Satisfied	Our institution received an adequate amount of complimentary tickets to each social event for the team, and university officials.
Very Satisfied	The community and its volunteers were involved in the activities surrounding the bowl game.
Very Satisfied	There were social events to include spouses and children.
Very Satisfied	The hotel accommodations were adequate to accommodate VIP's, the team, fans and alumni.
Very Satisfied	There was an adequate amount of complimentary suites provided for VIP's of the institution.
Very Satisfied	The cost of rooms was reasonable in relationship to the accommodations provided.

The Renaissance Worthington Hotel was a great host hotel during bowl week. Could not have asked more from their courteous staff. Social events and activities were wonderful with great locations, proximity to the hotel, and timing during the bowl week.

VI. Awards.

Level of Satisfaction with Awards:

Very Satisfied	The quality of the awards was appropriate for student-athletes, coaches and staff.
Very Satisfied	The awards purchased by the institution were reasonably priced for the quality of the award(s).
Very Satisfied	There was a sufficient amount of complimentary awards for student-athletes, coaches and staff.

Please comment in this box.

Additional Questions:

Excellent (exceeded expectations)

What was your overall impression of this bowl experience?

What areas were best organized and administered?

The entire event was well organized and executed. Success was achieved through a lot of open dialogue running up to bowl week. The bowl staff were always available for questions and did a great job of anticipating our needs.

What areas need improvement?

None

Thank you for completing this Institutional Bowl Survey. Your responses are very important to us.