

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

I. General Information.

Name of Bowl: **Meineke Car Care Bowl**
Game Date: **December 31, 2010**
Institution: **Clemson University**
Opponent: **University of South Florida**
Athletics Director: **Terry Don Phillips**

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

Answer:

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

Answer:

II. Tickets and Credentials.

Level of Satisfaction with Tickets and Credentials:

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

The staff did everything possible to assist us in the sale of tickets. We wish we could have sold more tickets.

III. Stadium and Practice Field.

Level of Satisfaction with Stadium and Practice Field:

Satisfied	Conditions of the practice and playing field.
Not Applicable (no basis for judgment)	Cleanliness of the locker room.
Satisfied	Supply and availability of towels, soap, soft drinks and other necessities adequate to accommodate the team.
Satisfied	Availability of practice equipment and facility adequate to accommodate the team.
Satisfied	Proximity of practice field and stadium to hotel, hospital, etc.
Not Applicable (no basis for judgment)	Laundry facilities adequate to accommodate the team.

Due to the winter weather, we were forced to find other facilities and staff was very helpful.

IV. The Bowl Organization.

Level of Satisfaction with Bowl Organization:

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

Please comment in this box.

V. Social Events, Hospitality and Hotel.

Level of Satisfaction with Social Events, Hospitality and Hotel:

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

The only suggestion would be to offer teams the opportunity to purchase additional rooms (above the number of rooms reserved) at an already suggested/agreed upon price, rather than the schools working out a price. If the teams do not need the additional rooms, there is exposure on any side. All social events were first class and the Speedway visit was tremendous!

VI. Awards.

Level of Satisfaction with Awards:

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

We would suggest that in the future, the price noted on the list provided to the teams, needs to be the price for the additional awards purchased by the teams. This becomes an issue when developing a budget and then the price increases.

Additional Questions:

Excellent (exceeded expectations) What was your overall impression of this bowl experience?

What areas were best organized and administered?

The bowl was well organized and administered. One of the most impressive issues with this group was how they became aware of an issue (mostly items that just came up and in no manner could any amount of planning resolve the issue more promptly) and how quickly they were able to resolve the issue and situation. Very impressive.

What areas need improvement?

Upon the site visit, have the bowl awards already in place which will allow the institutions the opportunity to provide an additional order within a few days of that information. Also, although this was unexpected....probably have a prepared back-up plan for a turf field due to poor weather. Please understand, this group did everything to get both teams turf fields and without their effort, it would not have taken place.

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