

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

I. General Information.

Name of Bowl: **Independence Bowl**
Game Date: **December 27, 2010**
Institution: **Georgia Tech**
Opponent: **Air Force**
Athletics Director: **Dan Radakovich**

Is it permissible to share a 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.
Very Satisfied	The cost of the game tickets.
Very Satisfied	The number of credentials that were received for everyone involved in the bowl game.

All aspects of bowl tickets were handled well. Bowl ticket administration were most helpful.

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.
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.
Very Satisfied	Proximity of practice field and stadium to hotel, hospital, etc.
Satisfied	Laundry facilities adequate to accommodate the team.

Georgia Tech practiced at the same facility that hosted the game. Stadium personnel were very helpful in all aspects of our facility needs.

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.
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.

The entire staff and volunteers made Georgia Tech feel welcome and virtually every request was fulfilled by the appropriate staff person.

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.
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.
Very Satisfied	The hotel accommodations were adequate to accommodate VIP's, the team, fans and alumni.
Neutral	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.

Georgia Tech could have used more suite rooms in the hotel than were available. At the same time, the team hotel & adjoining convention was superb.

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).
Neutral	There was a sufficient amount of complimentary awards for student-athletes, coaches and staff.

Gift Suite Selections provide the recipients with much desired flexibility in choice. The NCAA standard of 125 participant gifts clearly does not cover the needs of the official party. This is not meant to be a criticism of the Independence Bowl, merely an observation for NCAA staff consideration.

Additional Questions:

Choose One What was your overall impression of this bowl experience?

What areas were best organized and administered?

1. Hotel & Convention Center meeting/dining space was excellent, 2. Hospitality Volunteers were exceptionally gracious and giving of their time during the holiday season, 3. Being able to use the stadium as our practice site made operations for support staff much easier than it would be otherwise,

What areas need improvement?

1. The Bowl staff is probably not aware of the most unpleasant experience during departure at the Shreveport Airport. The TSA staff was inadequate in size and provided the most thorough inspection of each passenger ever experienced. It literally took 2 hours to process 190 passengers through check-in and there were no other people in the entire airport. Not a Bowl responsibility but nonetheless reflects on the final impression of the trip.

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