

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

I. General Information.

Name of Bowl: **Alamo Bowl**  
 Game Date: **December 29, 2010**  
 Institution: **Oklahoma State University**  
 Opponent: **University of Arizona**  
 Athletics Director: **Mike Holder**

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:*

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

Hard to sell tickets to fans when they can get a much better location on the internet.

III. Stadium and Practice Field.

*Level of Satisfaction with Stadium and Practice Field:*

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

Please comment in this box.

**IV. The Bowl Organization.**

***Level of Satisfaction with Bowl Organization:***

<b>Very Satisfied</b>	Adequacy of information provided by the bowl organization for the participating teams.
<b>Very Satisfied</b>	Bowl management's ability to accommodate needs of the participating teams.
<b>Satisfied</b>	Bowl management's ability to provide VIP courtesy transportation.
<b>Very Satisfied</b>	Pregame meeting was conducted by bowl director and followed approved NCAA agenda.
<b>Very Satisfied</b>	Policies were clearly communicated.
<b>Very Satisfied</b>	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:***

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

Please comment in this box.

VI. Awards.

*Level of Satisfaction with Awards:*

<b>Satisfied</b>	The quality of the awards was appropriate for student-athletes, coaches and staff.
<b>Satisfied</b>	The awards purchased by the institution were reasonably priced for the quality of the award(s).
<b>Dissatisfied</b>	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 proximity of the hotel, entertainment area, and stadium to each other is excellent. San Antonio police were excellent. Bowl staff were great to work with. The hotels were great.

What areas need improvement?

Bowl needs to provide hospitality room and games for student athletes and coaches. There was too long of a cooling off period for the team before the kickoff.

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