

**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: **University of South Florida**
Opponent: **Clemson University**
Athletics Director: **Doug Woolard**

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:

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

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

The proximity of the practice field to the hotel was inconvenient. In future bowls, we would hope that the practice venue would be closer to the team hotel.

IV. The Bowl Organization.

Level of Satisfaction with Bowl Organization:

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.
Satisfied	Policies were clearly communicated.
Very Satisfied	The support provided by the staff, the community and the volunteers.

Every staff member of the Meineke Car Care Bowl was extremely helpful. They were available to answer any questions our party may have had. We were extremely satisfied with the level of professionalism and efficiency. The volunteers were exceptional.

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.
Very 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.
Neutral	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.

Plenty of events for coaches, players, and family members. There was a shortage of complimentary tickets for some of the events (e.g Welcome Reception), while others we had hoped would be open to the rest of the travel party (e.g Charlotte Motor Speedway).

VIP Room (hospitality) needs to be more closely monitored. Donors and miscellaneous guests at the hotel often came in to the room, disturbing players and coaches.

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.

Additional Questions:

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

What areas were best organized and administered?

Every event was run with efficiency. Started on time, ended on time. Made planning easier. Weather conditions made it difficult to practice, but despite this the bowl committee was able to comply and meet the needs of the team. The organization and planning was evident throughout the event. The volunteer efforts of all the staff and event workers was truly appreciated.

What areas need improvement?

Location of practice facilities need to be reevaluated. Possibly closer to the team hotel. Some more flexibility in choice of hotel and ticket locations would help to reduce expenses for the institution.

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