

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

I. General Information.

Name of Bowl: Little Caesar's Pizza Bowl
Game Date: December 27, 2010
Institution: FIU
Opponent: Toledo
Athletics Director: Pete Garcia

Is it permissible to share of 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).
Very 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 ticket part was absolutely fine, had no issues with that area. The credentials we received were sufficient, but we could have used about 5-7 extra all access passes. All the other credentials were fine. Media had no issues, our bench passes were sufficient.

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.
Neutral	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.

We played at a NFL stadium, so they treated us with the utmost courtesy. The field was great and all their amenities were fine. The only thing is that we had to bring our own practice equipment. We understand that this the norm for teams, but with our team traveling from Miami, it made it a difficult to get our equipment trucked up to Detroit.

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.
Neutral	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.

The information that the bowl gave us was very simple and covered everything we needed for our trip, the manual was perfect. The bowl went above and beyond on the many requests that we asked for. We definitely could have used two more courtesy vehicles, three cars was not enough. The pre game meeting ran very smoothly.

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.
Neutral	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 events that we had were fine. We feel that there needed to be more events for family and friends of the official travel party. We also feel that they need to have something on Christmas day for the teams. The hotel we stayed at was great, they went above and beyond on everything that we needed or asked for. The Detroit Double Tree Hotel was awesome.

VI. Awards.

Level of Satisfaction with Awards:

Very Satisfied	The quality of the awards was appropriate for student-athletes, coaches and staff.
Satisfied	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.

Our players and the staff were very satisfied with the bowl awards and enjoyed the entire week.

Additional Questions:

Excellent (exceeded expectations)

What was your overall impression of this bowl experience?

What areas were best organized and administered?

The manual, events, the game itself and the hotel was best organized

What areas need improvement?

The credentials, courtesy car, and access to equipment in Detroit are the areas we feel that they can improve.

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