

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

I. General Information.

Name of Bowl: **New Era Pinstripe Bowl**
Game Date: **December 30, 2010**
Institution: **Kansas State University**
Opponent: **Syracuse University**
Athletics Director: **John Currie**

Is it permissible to share a 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: 1 to 5 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.
Very Satisfied	The number of credentials that were received for everyone involved in the bowl game.

Please comment in this box.

III. Stadium and Practice Field.

Level of Satisfaction with Stadium and Practice Field:

Neutral	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.
Satisfied	Availability of practice equipment and facility adequate to accommodate the team.
Neutral	Proximity of practice field and stadium to hotel, hospital, etc.
Satisfied	Laundry facilities adequate to accommodate the team.

Institution initially had to find own practice facilities for first two days in community. Bowl staff was very helpful during weather issues. Anticipate that practice field arrangements will be more definitive going forward. Game field was in poor condition due to weather.

IV. The Bowl Organization.

Level of Satisfaction with Bowl Organization:

Neutral	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.

Bowl manual needs significant additional information. Many unanswered questions in first year but anticipate significant improvement for future.

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.
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.
Satisfied	The cost of rooms was reasonable in relationship to the accommodations provided.

After discussions Bowl increased number of tickets available for Spouse and Family events. No complimentary hotel suites were provided, the suites provided were sufficient. Bowl did provide 150 complimentary room nights.

VI. Awards.

Level of Satisfaction with Awards:

Very 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 were unable to purchase additional watches and female watches were not provided.

Additional Questions:

Excellent (exceeded expectations)

What was your overall impression of this bowl experience?

What areas were best organized and administered?

Bowl presents a unique opportunity for student athletes and fans and alumni to experience New York City and play in one of the most famous sports venues in the world. The media exposure for the University is tremendous. Effort of Bowl staff was tremendous.

What areas need improvement?

Second year will be great improvement. Many questions can be answered by improving the Bowl Manual and completing it in a timely manner.

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