

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

I. General Information.

Name of Bowl: Capital One Bowl
Game Date: January 1, 2011
Institution: Michigan State University
Opponent: University of Alabama, Tuscaloosa
Athletics Director: Mark J. Hollis

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:

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.

Please comment in this box.

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.
Satisfied	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.

Please comment in this box.

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.

Please comment in this box.

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.
Very Satisfied	The community and its volunteers were involved in the activities surrounding the bowl game.
Very 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.
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.

Please comment in this box.

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.

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?

Communication with Bowl Staff was excellent. Questions were answered quickly and the few problems or requests we made were dealt with in a timely manner. New field in stadium was outstanding.

What areas need improvement?

Please comment in this box.

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