

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: Yes

Previous to this year, how long ago did your institution participate in a bowl game?

Answer: Last year

II. Tickets and Credentials.

Level of Satisfaction with Tickets and Credentials:

Dissatisfied	The location of the tickets (seats).
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.

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:

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.
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:

Dissatisfied	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.
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.

Please comment in this box.

VI. Awards.

Level of Satisfaction with Awards:

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).
Dissatisfied	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.