

Q24

Would you like to provide any additional feedback, or ideas for improvement, regarding the events module in GAIL?

Response: I wish it were possible to see which selections you've added to the invitation list rather than having all the constituents in one giant list.

Answer: So do we! We currently have tickets open with Blackbaud (the company that created GAIL) about these customizations

Response: I didn't know I needed to swing back into GAIL and record attendance.

Answer: Recording attendance in GAIL is often overlooked, but extremely important! By tracking this information, you give yourself the option later to further contact the constituents who are already engaged. There is also a quick and simple way to log attendance by using the [Update Event Attendance](#) feature.

Q24

Response: Multi-level event registration is still a tedious process. I get complaints often about the amount of times you need to click "next" for all of the events you register for.



Answer: We understand that clicking "next" multiple times can be confusing for an event registrant. Our [Application Support](#) team is aware of the issue and has a few ideas to test out in order to find a better solution.

Response: Would it be possible to customize event registration options WITHOUT having to create a unique registration option, especially in situations in which a registrants wants to utilize some (but not all) of their benefits?

Answer: Whenever we make large customizations such as this to GAIL, we try to consider if it will be the best option for all our users. We are discussing the possibility of such a change and exploring how it could possibly affect units across campus.

Q24



Response: Regret responses are great but I don't get an email notification telling me that they are there, so I usually stumble upon them later and they are interesting and helpful.... but it would be nice to get an email notification like I do of registrations.

Answer: It is already possible to receive email notifications for Regrets Responses, but in the past you've had to specifically request to receive them when creating your registration page. We have changed this so that email notifications to event managers are the default when a Regrets link is requested. **The next time you host an event and use the Regrets link on your registration page, you will automatically receive email notifications.**

Q24

Response: The search bar to add constituents to invitations is somewhat limiting because it seems to be sensitive to only first and last name, rather than preferred name (middle/nickname) which is often what S/C/U know... especially for larger-scale events.

Answer: When adding constituents individually to an event invitation, you have access to the same advanced search options as you do when you're just looking for a constituent in GAIL. The next time you are adding constituents to an invitation, click the magnifying glass next to the search box and check your advanced search options to make sure the "Check Nickname" box is checked.

The image contains three screenshots of the GAIL software interface, illustrating the steps to access advanced search options:

- Top Screenshot:** A dialog box titled "Add an invitee". It features a search bar labeled "Invitee:" with a magnifying glass icon to its right. A red arrow points to this magnifying glass icon.
- Middle Screenshot:** A "Constituent Search" window. At the bottom left, there is a link that says "Show advanced search options" with a magnifying glass icon. A red arrow points to this link.
- Bottom Screenshot:** The "Advanced search options" panel. Under the "Search in:" section, there are several checkboxes. The "Check nickname" checkbox is checked, and a red arrow points to it. Other visible options include "Check aliases", "Check alternate lookup IDs", "Check merged constituents", "Only search primary addresses", "Include deceased", "Include inactive", and "Include fuzzy search on name".