

## **GALA ROI CHECKLIST: DRAINING OR DRIVING FUNDRAISING?**

Nonprofit events can dazzle a room—but behind the scenes, they often drain more than they deliver. While most post-event debriefs focus on logistics like parking, setup, or program flow, few dive into the bigger picture: did the event actually move the needle on your mission, deepen donor relationships, or justify the time and emotional toll? This Gala ROI Checklist is your guide to move beyond the party details and into the heart of your development strategy. It's not just about what worked—but whether it's worth it. Use it to evaluate alignment with your goals, team capacity, long-term donor value, and strategic return. Because a beautiful event means little if it doesn't build a sustainable future.

Assess your event's alignment with your goals, mission, and team well-being—so you can make empowered decisions.

### **CLARIFY YOUR EVENT GOALS**

Begin by naming your goals—so you can measure success against them!

- ☐ Net Revenue – Is your priority maximizing dollars raised after expenses?
- ☐ Brand Awareness – Are you aiming to enhance visibility, social engagement, or reach?
- ☐ Corporate Partnerships – Is strengthening relationships with sponsors a key outcome?
- ☐ Donor Engagement – Do you want to activate new donors or deepen relationships with existing supporters?
- ☐ Mission Impact – Are you focusing on demonstrating impact, inspiring advocacy, or engaging volunteers?

### **TIME & CAPACITY AUDIT**

*Is the event burdening your team at the cost of other fundraising efforts?*

- ☐ Event planning spans 6+ months.
- ☐ At least one staff member is >50% dedicated to the event.

- ☐ Stewardship, donor calls, or campaigns are postponed due to event logistics.
- ☐ Large volunteer teams require substantial coordination and energy.
- ☐ Post-event, there's little time for debrief, rest, or reflection.

Reflection: Could your team's energy be more strategically invested in donor engagement or retention?

## FINANCIAL ROI ANALYSIS

*How much does your event actually net after costs?*

1. Total Revenue: \$\_\_\_\_\_ (tickets, sponsorships, onsite, gifts)
2. Total Expenses: \$\_\_\_\_\_ (venue, catering, tech, staff, marketing)
3. Net Income = Revenue – Expenses
4. ROI Formula:
  - Compare your ROI to benchmarks:
    - Direct mail: ~4:1
    - Email & digital: ~5–7:1
    - Major donor campaigns: even higher
  - Calculate Cost per Dollar Raised (CPDR):  
 $\text{Expenses} \div \text{Revenue} = \text{_____}$  (ratio)  
 If <1: profitable, if >1: needs reassessment ([GoFundMe Pro](#))

## DONOR QUALITY & LONG-TERM VALUE

*Are you cultivating lasting relationships or short-lived wins?*

- ☐ Over 50% of funding came from corporate marketing budgets.
- ☐ Majority of attendees were one-time donors.
- ☐ Loyal supporters were less engaged or absent.
- ☐ Event donors have a <25% second-gift rate within 12 months.
- ☐ No structured post-event stewardship plan exists.

Reflection: Is your gala reinforcing loyalty—or just filling seats?

## ENGAGEMENT & MISSION ALIGNMENT

*Did the event deepen connection—or just entertain?*

- Event messaging clearly connects to mission and impact.
- Attendees share the mission with understanding and emotion.
- Follow-up includes continued giving options (monthly gifts, legacy, etc.)
- Pre-event surveys or post-event feedback capture sentiment (e.g., Net Promoter Score- NPS) ([Bloomerang](#))
- Brand traction (social mentions, followers, engagement) grew by event:
  - Hashtag mentions: \_\_\_\_\_
  - Reach/impressions: \_\_\_\_\_
  - New followers: \_\_\_\_\_

## ATTENDANCE & REPEAT ENGAGEMENT

*Are people returning not just for the party—but for the purpose? Can they articulate your mission to others?*

- Attendance met or exceeded target thresholds.
- Check-in rate vs. registrations: \_\_\_\_\_ % (attendance effectiveness) ([Bloomerang](#))
- Returning attendees vs. first-timers: \_\_\_\_\_ %
- Post-event leads (email sign-ups, volunteer interest) captured: \_\_\_\_\_

## STAFF RESILIENCE & WELLBEING

*Is the emotional cost worth the event benefits?*

- Staff report stress, overwhelm, or burnout during planning.
- Event planning required after-hours or weekend work.
- Strategic or donor-centric tasks were deprioritized.
- No formal debrief or emotional check-in was scheduled post-event.

## TIME SPENT ON POST-EVENT EVALUATION

### Event Evaluation ≠ Just Logistics

Most nonprofits conduct a post-event debrief—but often, it stops at logistics: table arrangements, tech hiccups, parking problems. These are important—but they’re not the full picture.

A true development-centered evaluation zooms out: Did this event advance your fundraising goals? Strengthen donor relationships? Support your mission? The most effective teams ask these questions before booking the venue—and again after the last guest leaves.

Use this section to measure what really matters: alignment, relationships, ROI, and your team’s ability to build long-term capacity—not just throw a great party.

*Event impact doesn’t stop when the lights go down—and neither should your evaluation.*

#### Evaluation Checklist:

- ☐ We have a scheduled debrief within 2 weeks of the event.
- ☐ We review and document what worked, what didn’t, and what to do differently.
- ☐ We calculate our ROI using revenue vs. expenses and soft costs (staff time, stress, opportunity cost).
- ☐ We review NPS or attendee satisfaction surveys.
- ☐ We assign a single team member or point person to lead post-event analysis.

Reflection: Are you giving your team enough time to learn from this event—*before* diving into the next?

## DATA TRACKING & ENGAGEMENT METRICS

*What are you learning from the event—and how are you using that data?*

#### Metrics to Track:

- ☐ Number of new attendees or donors added to database
- ☐ Number of event guests who converted to donors (and how many gave again)
- ☐ Social media mentions and hashtag usage before/during/after

- ☐ Email signups or QR scan engagement at the event
- ☐ Post-event website traffic increase
- ☐ Online donation spike during or after event

#### Tips:

- Use a short link or QR code on programs or table cards to direct guests to a post-event landing page.
- Assign someone to monitor hashtags and social engagement within 48 hours.
- Download and analyze your guest list to see who has given again or become a recurring donor.

## MANAGING CORPORATE TABLES & GUEST STEWARDSHIP

*Many gala attendees come as guests of sponsors—not because they’re already mission-connected. Don’t waste the opportunity.*

#### Stewardship Checklist:

- ☐ We collect full names and contact info of ALL attendees (not just the buyer).
- ☐ We know who sat at each table (especially sponsor tables).
- ☐ We send personalized thank-you notes to guests—not just sponsors.
- ☐ We segment these guests as *warm leads* for future campaigns.
- ☐ We follow up within 7–14 days with a “Welcome” or “Thanks for Joining Us” message + impact story.
- ☐ We offer a soft opt-in to stay connected (e.g., join our newsletter, follow on social, upcoming tour or coffee chat invite).

#### Bonus Tip:

Include a simple event response card at each place setting or via QR code asking:

“Would you like to learn more about our mission, volunteer, or receive updates?”

These guest follow-ups are your biggest missed opportunity if overlooked. Many corporate guests *don’t even know who you are*—until you show them how their presence made a difference.

## FINAL TALLY & WHAT IT MEANS

Total Boxes Checked: \_\_\_\_\_

- 0–7 boxes checked: Your event may be balanced.**  
 You're tracking the right metrics, stewarding guests well, and aligning with long-term goals. Consider small optimizations (such as automated follow-up or expanding recurring giving options) to enhance donor lifetime value.
- 8–15 boxes checked: There's room to shift from event-heavy to relationship-rich.**  
 You may be seeing short-term wins, but the data suggests missed opportunities in donor retention, post-event stewardship, or corporate guest engagement. Start building systems that make stewardship more consistent and less reactive.
- 16+ boxes checked: High risk of burnout, low ROI, and donor disconnect.**  
 Your event may be costing more than it delivers—financially, relationally, and emotionally. It's time to reevaluate the role of your event in your larger fundraising strategy and rebalance your efforts toward year-round donor cultivation and capacity-conscious planning.

## WHAT TO DO NEXT

- Use this checklist with your staff and board to initiate honest discussion.
- Calculate your event ROI using actual data—not just dollars, but *donor lifetime value, staff wellbeing, and mission alignment*.
- Reimagine how your gala could serve as a launch point—not a dead-end—for long-term donor journeys.

## WANT HELP REDRAWING YOUR FUNDRAISING ROADMAP?

If your event is draining more than it's delivering—or you're craving sustainable impact—let's talk. This checklist is a great discussion starter for your leadership team or board.

Ready to elevate your fundraising flow? Contact me to book a free discovery session.

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**About Angie Thompson**

*Angie Thompson is an independent nonprofit consultant and strategist specializing in donor engagement, fundraising communications, and creative program design. This content is provided for educational purposes and should be tailored to fit your organization's specific needs. For personalized consulting, visit [www.AngieThompsonConsulting.com](http://www.AngieThompsonConsulting.com) or email [Angie@AngieThompsonConsulting.com](mailto:Angie@AngieThompsonConsulting.com).*



# NET PROMOTER SCORE (NPS) SURVEY

## Gala Guest Experience Survey

### Help Us Grow With Your Feedback

Thank you for attending our recent event! Your insights will help us improve future experiences and better connect you to our mission. This 2-minute survey is short—but powerful.

#### 1. How likely are you to recommend this event to a friend, colleague, or supporter?

(0 = Not at all likely, 10 = Extremely likely)

[0][1][2][3][4][5][6][7][8][9][10]

*This is your Net Promoter Score (NPS) anchor question.*

#### 2. What stood out most to you about the event?

✎ *Open-ended*

#### 3. Was the connection to our mission clear and meaningful?

- ☐ Very Clear
- ☐ Somewhat Clear
- ☐ Not Clear
- ☐ I'm not sure what your mission is

#### 4. How did you hear about the event?


- ☐ Corporate Table / Sponsor Invite
- ☐ Email
- ☐ Social Media
- ☐ Friend / Colleague
- ☐ Other: ✎ *please specify*

### 5. Would you like to stay connected with us?

- ☐ Yes, please send me updates (*capture contact information*)
- ☐ I'd like to learn more about volunteering (*capture contact information*)
- ☐ I'm interested in supporting your mission further (*capture contact information*)
- ☐ No thanks, not at this time

*(Optional: Collect name and email if not already in CRM)*

### 6. Any ideas, feedback, or suggestions for next time?

 Open-ended

## Using Your Net Promoter Score Results Post-Event Survey Evaluation

NPS Score Calculation: % Promoters (9–10) – % Detractors (0–6)

Use open-ended answers to improve event storytelling, stewardship, and future outreach.

Sample NPS Survey Results for a Fundraising Gala

#### Question 1 Asked:

*“On a scale of 0 to 10, how likely are you to recommend attending this event to a friend or colleague?”*

Survey Breakdown:

Promoters (9–10): 48 respondents

Passives (7–8): 31 respondents

Detractors (0–6): 21 respondents

Total Responses: 100

#### NPS Calculation:

NPS = % of Promoters – % of Detractors = (48%) – (21%) = +27

**How to Interpret Results**

**+50 to +100** → *Excellent experience; strong brand advocates*

**+10 to +49** → *Good; room to improve*

**0 to +9** → *Neutral impact; need to dig into passive feedback*

**Negative Score** → *Signals significant dissatisfaction*

**Example Use in Post-Event Debrief:**

“This year’s gala yielded an NPS of +27, which is above industry average (for events, a positive NPS is considered healthy). However, qualitative feedback from detractors cited parking confusion and lack of clarity on the mission. Next year, consider improved wayfinding signage and a short mission moment in the program.”

**Additional and suggested open-ended follow-up questions might include:**

- “What did you enjoy most?”
- “How could we improve your experience next time?”
- “Did you feel connected to our mission?”