

## **LASSIE Frequently Asked Questions**

### **Questions about Logging onto LASSIE**

1. I know that I should fill out a Learn and Serve America survey on the LASSIE website but I never got an email telling me to do so, what should I do?  
Contact your grantor. If you received funds directly from Learn and Serve America, please contact your Learn and Serve program officer. If you received funds through an intermediary organization, please contact the organization that directly awarded you the Learn and Serve funds. If you are uncertain who you need to contact, please call the LASSIE help desk at 866-337-8751 or send an email to support@lsareports.org.
2. I've forgotten my password. How do I find out what it is?  
Go to the log in screen of the LASSIE site (www.lsareports.org) and click on the "Forgot Your Password?" button. Your password will be sent to the email address that is on record with the system.
3. I want to change my username and password. What should I do?  
Go to the "Update Your LASSIE User Account" page by clicking on this link in the gray navigation bar. Your contact information will be there, as well as boxes where you can fill in a new username and password. Click on the "Save Info" button to save your new username and password.
4. Other people in my organization need to access LASSIE to work on the survey. How do I get them usernames and passwords?  
On the "Update Your Grant Profile" page of the site is a table which contains the name of the contact person for this grant. That person can add others by clicking the "Add Additional Contacts" button and creating usernames and passwords for the new users. Once the new contact has been added, you can send them their new login information by clicking the "Send Login" button. You can add as many people as you like. Just remember that all users will be working on the same grant information and survey so it's in your best interest not to have too many people registered.

### **Questions about Subgrants**

1. My organization/institution serves as a pass-through, only providing subgrants to other institutions. Do I have to fill out a survey?

If you get Learn and Serve America (LSA) funds directly from the Corporation for National and Community Service (CNCS) and only provide subgrants and technical support to other institutions and organizations, you do not have to fill out the survey. You will, however, be required to check the accuracy of the current information and provide the names and contact information for all of your new subgrants, and to monitor their progress in completing program reports. You will be able to do all of this through the "Create and Manage Your Sub Grants page of the website.

If you did not receive your grant funds directly from CNCS and answered that you do not directly run any service-learning programs, you will only be asked to complete a limited set of questions about your organization, funding and technical assistance.

2. How will LASSIE know who my subgrantees are?

If you get Learn and Serve America funds directly from CNCS you provided the contact information for your subgrants to the egrants system. If you received your LSA money through a source other than the Corporation (e.g. a state Campus Compact, SEA, or national not-for-profit organization) you will be required to submit the contact information for your subgrants through the "Create and Manage Your Sub Grants" page of the website.

3. How will my subgrantees know about LASSIE?

LASSIE will take the contact information that grantees previously provided through e-grants, and will automatically generate an email to those subgrantees. The email will contain a password and username that will allow subgrantees to access the LASSIE site.

If you make additional subgrants during the year, you should add them to the LASSIE system through the "Create and Manage Your Sub Grants" page of the website. Once you have added a subgrant LASSIE will automatically generate and send an email with the subgrantee's username and password.

4. How will I know if my subgrantees have completed their surveys?

Anyone who is making subgrants will be able to monitor all of their subgrantees' progress in completing their surveys, and will be able to also view their survey responses through the "Create and Manage Your Sub Grants" page of the website. For each of your subgrantees, that page will show if they have logged onto the system and the current status of their survey. If any of your subgrantees have also made subgrants to other organizations, you'll also be able to see the status of the "sub-sub-grantee" surveys. The "Create and Manage Your Sub Grants" page also has helpful tools that let you easily send and email reminders to some or all of your subgrantees and to view subgrantees profile information and surveys directly.

5. I give mini grants to teachers in lots of schools. Do I list each teacher as a subgrantee?

Mini-grants to individuals are not considered subgrants. Subgrants are made to organizations. If you make mini grants to individuals, you will need to be responsible for collecting information from individual faculty/staff who received the mini-grants. There are Participant Tracking Forms in the "Online Help" section which you can use to help gather information about specific service-learning activities and programs.

6. We use the LSA money to make subgrants *and* we run some service-learning programs ourselves.

Do we fill out the survey section of the LASSIE website?

Yes, in the Update Your Grant Profile page on the site, you will be asked to make sure all your contact information is correct. There will be five other questions you must answer. One asks you to identify your institution's type. Another asks if you *directly operate or manage* LSA funded service-learning programs or activities. And a third asks if you *provide subgrants* to other organizations. If you are just making the subgrants and not running programs, you will not be required to fill out the survey. If you are operating your own service-learning projects, then you will be required to answer all of the survey questions.

### Questions about the Survey

1. What version of the survey should I fill out?

One of the questions you will be asked on the Update My Grant Profile Page is "Describe your organization." You will automatically receive the Higher Education, K-12 (schools and districts), or Community Based Organization survey form based on your answer to this question. If you find that you made a mistake and are filling out the wrong survey, return to the Update My Grant Profile page and click on the correct organization description. Anything that you have already filled out will be carried over, where applicable, into the new survey.

2. I don't have exact number of participants by race/ethnicity. What should I report?

Give the best estimate you can in all categories, including race/ethnicity unknown. Note that there are **Participant Tracking Forms** posted on the **Online Help** section of the website that you can use to help you and your staff count the number of participants.

3. I don't know an answer and there is no "Don't Know" or "Unknown" option. What should I do?

Leave it blank.

4. When does the LASSIE Survey have to be complete?  
June 30th.
5. What are the dates for the program year that I am reporting on?  
You are reporting on all LSA funded service-learning activities that took place July 1 - June 30.
6. If I am working on my survey, can I save it and come back to finish it later?  
Yes. You can save the information you have entered at any time by clicking on the "Save" buttons on each page. The site automatically saves information when you leave one page to go to the next.
7. The "Print Survey" link in the gray navigation bar prints the survey with the answers I filled in. How can I make a copy of a blank survey?  
Blank surveys can be printed from the "Online Help" section. All three versions of the survey are available for download at [www.lsareports.org](http://www.lsareports.org).

### **Questions about the Reporting Function**

1. I was told that I would be able to create reports about my subgrantees. How do I access this function?  
Data will be available mid-April. You can access this data by clicking on the View Reports link in the gray navigation bar at the top of each page. You will also be able to download this data into a Microsoft Excel file. You will be able to access your data and that of all your subgrantees, including any subgrants they may have made.

### **Questions about Help**

1. How do I contact someone if I need help?  
For questions about how to use the system/problems with technology call 1- 866-337-8751 or e-mail [support@lsaresports.org](mailto:support@lsaresports.org).

For questions about content (definitions, how to answer questions for your specific program, etc.) contact your grantor.