LASSIE Frequently Asked Questions (FAQ's)

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 helpdesk 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 login 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 in the system.

3. **I want to change my username and password. What should I do?**

   Go to the "Overview" page by clicking on this link in the gray navigation bar. Your contact information will be in the "Active Users for this Grant" frame to get to the "Profile" page (or, you can click on "Profile" in the grey menu bar). Click on the "Manage users" link and click on your name. You will see that there are 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?**

   Go to the "Profile" page. A table on the page lists the Current Users for this grant, and contains the name of the primary contact person. Others can be added by clicking the "Add User" button. Once the new user has been added, the system will send them their new login information. 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.

5. **We are a municipal government, what is our "organizational type"?**

   For CNCS purposes a municipal government would be included under the "local non-profit" category.

Questions about the Survey

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

   One of the questions you will be asked on the "Profile: Organization Type" 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 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. **Can I make changes to my survey once I have submitted it?**

   Yes. You can change your survey as you are working on it. LASSIE automatically saves all of your current survey responses up until the point of submission. If you need to make changes after you submit it, you can make a change *before the end of the reporting period* by clicking on the "unsubmit" button. LASSIE returns your survey to "in progress" status and you can make changes.

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 entire survey, but will have to answer questions about your organization and the technical assistance you provide. You will also be required to check the accuracy of current information, 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 "Active Sub-Grant" 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?**

   You will be required to submit the contact information for your subgrants through the "Active Sub Grants" page of the LASSIE website. When you click on the "Add New Grant" button on that page, you will be asked to enter information about the organization (i.e.

subgrantee), including their name, the grant amount, location/address, and name, address and email of the primary contact.

3. **How will my subgrantees know about LASSIE?**

   When the system is ready to open for reporting, LASSIE will take the contact information that grantees entered through the “Active Sub-Grants” page 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. You can give your sub-grantees earlier access by sending them an email after you’ve entered their information. You do this through using the “Add new grant” button on the “Active Sub-grants” page. Your subgrantees will receive their 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 “Active 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 “Active 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. **Can I change the answers on my subgrantee’s survey?**

   You may view and print subgrantee surveys to check their responses, but you may not change information on their surveys. You can use the “Email selected grants” button to communicate with subgrantees about their surveys.

6. **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 e-Worksheets available which you can use to help gather information about specific service-learning activities and programs (see below).

7. **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 some other questions you must answer. One asks you to identify your institution’s type. Another asks if you ***run*** LSA funded service-learning activities. And another 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 entire survey. If you are operating your own service-learning projects, then you will be required to answer all of the survey questions.

Questions about e-Worksheets

1. **What is the purpose of the E-Worksheets?**

   The E-Worksheets are a tool designed to make it easier for LSA grantees and subgrantees to collect data on numbers of participants, program beneficiaries, program duration, and service activities from the various service-learning projects they support. The E-Worksheets provide a reporting tool that can be used by the teachers, faculty, youth workers, and others (known as "service-learning providers") who are directly involved in service-learning activities.

2. **Who is a service-learning provider?**

   Learn and Serve funds go to support service-learning programs in schools and districts, higher education, and community based organizations. In each of those organizations there are people who are working directly with youth and adults who are engaged in the service-learning activity. In schools these might be teachers, in colleges and universities these might be faculty, and in community based organizations these might be youth workers. We refer to those who are running the LSA-funded service-learning activities as "service-learning providers."

3. **How does a subgrantee start using the E-Worksheets?**

   The LSA subgrantee logs onto LASSIE, and starts by updating their grant profile. In the grant profile there is a question that asks "Would you like to enable E-Worksheets?" If the subgrantee checks the "yes" box, a link to the E-Worksheets will appear in the grey menu bar in LASSIE. Clicking on that link will bring the subgrantee to the E-Worksheets page where the names of service providers can be entered, and from which notification emails can be sent.

4. **How does a service-learning provider start using the E-Worksheets?**

   The service-learning provider will receive an email from the subgrantee. The email will include a unique link to the service-learning provider's E-Worksheet. Service-learning providers do not need to log on to LASSIE or to set up a username or password to access their E-Worksheets. All they have to do is click on the link.

5. **Is use of the E-Worksheets mandatory?**

   LASSIE users (grantees and subgrantees) are not required to make use of the E-Worksheets. It is up to the LASSIE users to decide if they want to require use of the E-Worksheets with their service-learning providers.

6. **Does the information entered in the E-Worksheets go directly into LASSIE?**

   No. The information entered into the worksheets can be reviewed by the grantee/subgrantee before is it entered into LASSIE. Grantees/subgrantees can also decide which E-Worksheets should be included in their LASSIE reports.

7. **How do I get help with the E-Worksheets?**

   If you are an <u>LSA grantee or subgrantee</u>, contact the LASSIE help desk at 866-337-8751 or email support@lsareports.org. There is also a Quick Start Guide for Grantees and Subgrantees in the LASSIE Help section

If you are a service-learning provider, contact your LSA grant administrator. You can find their contact information in the grey box on the “E-Worksheet Status” page. There is also a Quick Start Guide for Service-learning Providers in the E-Worksheets Help section.

8. Is the information in the E-Worksheets saved from year to year?

The information that is entered into the e-worksheets will not be saved beyond the reporting year. Subgrantees will be notified via email before the files are deleted. The completed e-worksheets can be printed by clicking on the “Print Worksheet” tab in the blue bar of the e-worksheet.