



NASA Office of Education

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STAFF HANDBOOK

(EHB-3001)

July 2011
Version 1.1

Approved by:

Handwritten signature of Leland Melvin in black ink.

Leland Melvin

Associate Administrator for Education

Date: 7/5/2011

The NASA Vision

*To reach for new heights and reveal the unknown,
so that what we do and learn will benefit all humankind.*

The NASA Mission

*Drive advances in science, technology, and exploration to enhance knowledge,
education, innovation, economic vitality, and stewardship of Earth.*

NASA Core Values

Keep Them in SITE

NASA is committed to a set of core values that guide individual and organizational behavior across the Agency. Office of Education (OE) embraces these shared values through the execution of its education program. OE values:

SAFETY: NASA's constant attention to safety is the cornerstone of mission success. NASA is committed, individually and as a team, to protecting the safety and health of the public, our team members, and those assets entrusted to the Agency by the Nation.

INTEGRITY: NASA is committed to maintaining an environment of trust, honesty, ethical behavior, respect, and candor. NASA leaders encourage this environment by encouraging and rewarding a vigorous, open flow of communication on all issues, in all directions, among all employees. NASA encourages dialogue without fear of reprisal.

TEAMWORK: NASA's approach to teamwork is based on a philosophy that each team member brings unique experience and expertise to project issues.

EXCELLENCE: NASA is committed to nurturing an organizational culture in which individuals make full use of their time, talent, and opportunities to pursue excellence in both the ordinary and the extraordinary.

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Preface

P.1 PURPOSE OF THIS HANDBOOK

This handbook provides general information for NASA Office of Education (OE) staff and Agency collaborators on the environment under which OE operates. It articulates the norms and expectations that govern the workplace. This handbook provides a comprehensive overview but does not address every detail about OE employment. When in doubt, employees should consult their supervisors.

Web references are hyperlinked and URLs are provided in Section 6.0

P.2 APPLICABILITY

This handbook applies to NASA OE.

P.3 ACCESSIBILITY

This document is accessible through the [NASA Online Directives Information System \(NODIS\)](#). Select **+OTHER POLICY DOCUMENTS** from the NODIS Web page. Then select **Office of Education** from the gray menu bar on the left side of the screen. This section of NODIS is referred to as [NODIS-OE](#).

P.4 DEFINITIONS

NASA education: Education across the Agency. Includes OE, Mission Directorate (MD), and Center education efforts, collectively.

NASA education portfolio: Includes OE, MD, and Center education projects, collectively.

Office of Education: NASA Office of Education based at NASA Headquarters.

P.5 ACRONYMS USED IN THIS HANDBOOK

AA	Associate Administrator for Education
APG	Annual Performance Goal
CMR	Communications Material Review
COTR	Contracting Officer Technical Representative
ECC	Education Coordinating Committee
EDT	Education Design Team
ESF	Education Strategic Framework
HATS	Headquarters Action Tracking System

HONURS	Headquarters ODIN New User Request System
HQ	Headquarters
IPA	Intergovernmental Personnel Act
IT	Information Technology
MD	Mission Directorate
NEX	NASA Excepted Employment
NODIS	NASA Online Directives Information System
NODIS-OE	Office of Education section of NODIS
NPD	NASA Policy Directive
NPR	NASA Procedural Requirement
ODIN	Outsourcing Desktop Initiative for NASA
OE	Office of Education
OEPM	Office of Education Performance Measurement
OHCM	Office of Human Capital Management
OLIA	Office of Legislative and Intergovernmental Affairs
OMB	Office of Management and Budget
SBU	Sensitive But Unclassified
STEM	Science, Technology, Engineering and Mathematics
ViTS	Video Teleconferencing System
WAR	Weekly Activity Report

P.6 CHANGE LOG

Status	Version No.	Description	Date
Baseline	1.0		05/19/2010
Version	1.1	Sections 1; 4.8; 5.2; 5.9; 5.10 updated; minor edits throughout	07/01/2011

1—NASA Education

1.1 EDUCATION AT NASA

[Education at NASA](#) is a collective Agency effort. The Office of Education (OE), in close coordination with the [Mission Directorates](#) (MDs) and Centers, leads NASA's efforts to achieve its strategic goals and outcomes for education:

NASA Strategic Goal 5: Enable program and institutional capabilities to conduct NASA's aeronautics and space activities.

Outcome 5.1: Identify, cultivate, and sustain a diverse workforce and inclusive work environment that is needed to conduct NASA missions.

NASA Strategic Goal 6: Share NASA with the public, educators, and students to provide opportunities to participate in our Mission, foster innovation, and contribute to a strong national economy.

Outcome 6.1: Improve retention of students in science, technology, engineering, and mathematics (STEM) disciplines by providing opportunities and activities along the full length of the education pipeline.

Outcome 6.2: Promote STEM literacy through strategic partnerships with formal and informal organizations.

Outcome 6.3: Engage the public in NASA's missions by providing new pathways for participation.

Outcome 6.4: Inform, engage, and inspire the public by sharing NASA's missions, challenges, and results.

OE is committed to excellence in STEM education and expects the same commitment from its employees.

1.2 EDUCATION DESIGN TEAM

Education is a high priority for NASA and President Obama. NASA's Administrator has repeatedly reinforced NASA's commitment to improving STEM education, making education a high priority for the Agency. In May 2010, NASA chartered the Education Design Team (EDT) to develop a strategy to improve NASA's education offerings, and to assist in establishing goals, structures, processes, and evaluative techniques to implement new sustainable and innovative STEM education programs. The EDT finalized its recommendations in April 2011. Working groups are underway developing implementation plans to carryout EDT recommendations. All employees are to read and become familiar with the EDT [NASA Education Recommendation Report](#).

1.3 KEY STAKEHOLDERS

Key stakeholders in NASA's education program are many and varied. Stakeholders are grouped into several basic categories: executive and legislative

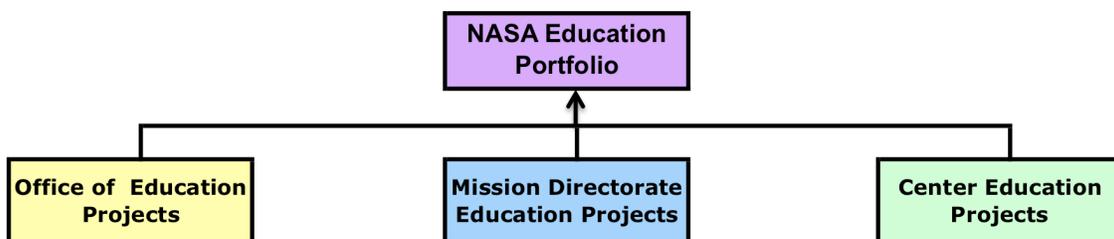
branches, regulatory entities, Federal entities, non-Federal entities, educators, students, and the public. A “honeycomb” graphic of OE’s key stakeholders and influencers is available on [NODIS-OE](#) (REF-8001).

1.4 NASA EDUCATION PORTFOLIO

NASA education has a comprehensive portfolio serving elementary, secondary, higher education, and informal education communities. The portfolio contains OE, MD, and Center education projects. OE projects serve national audiences and generally incorporate content from all four MDs. OE funds OE projects. MD projects cover all education levels and are specific to the research and development programs of the host MD. Center education projects focus on Center activities, priorities, and research and development programs. Center projects may reach national or geographic-specific audiences across all educational levels. MDs and Centers fund their own education projects.

OE is responsible for the overall management of OE projects. MDs and Centers, respectively, are responsible for the overall management of MD and Center education projects. OE provides leadership on managing OE, MD, and Center education projects as a collective Agency portfolio. This enables OE to assess not only the performance of OE projects, but also education across the Agency.

An overarching philosophy for NASA education is cultivating diversity. NASA recognizes that the knowledge, expertise, unique background and life experiences of each individual—including ethnicity, gender, race, religion, socioeconomic background, geographical location, and cultural identity—strengthen the Agency. OE strives to ensure NASA education investments reflect equity, balance, and inclusiveness. NASA education projects actively engage underrepresented and underserved minorities, women, persons with disabilities, and persons from diverse backgrounds. They reach audiences from all regions of the United States and its territories. Several NASA education projects are also implemented in collaboration with international organizations.



The [NASA Education Strategic Coordination Framework: A Portfolio Approach](#), (ESF) aligns NASA’s education portfolio with NASA’s strategic plan. The ESF creates an Agency-wide strategic planning, implementation, and evaluation framework for NASA’s education investments. The ESF defines the goals and

outcomes that align all NASA education activities. The ESF is being updated to reflect EDT recommendations.

1.5 NASA EDUCATION PROGRAM AREAS

NASA education serves elementary and secondary, higher, and informal education audiences. OE, MDs, and Centers implement education projects serving these audiences. Based on EDT recommendations, OE is reorganizing its programmatic and budget structure so that program areas reflect desired outcomes. For FY 2012 and out years, the program areas are Aerospace Research and Career Development, and STEM Education and Accountability. Previously, program areas reflected the audience served.

The Aerospace Research and Career Development program strengthens the research capabilities of the Nation's colleges and universities and provides opportunities to attract and prepare increasing numbers of students for NASA-related careers.

The STEM Education and Accountability program provides lessons, materials, research opportunities, and hands-on activities that draw on NASA's unique missions. This program includes projects that serve elementary and secondary, higher and informal education. This program also includes the Evaluation, Performance Monitoring, and Accountability project that improves the management, effectiveness, and efficiency of all education investments.

1.6 NASA EDUCATION PERFORMANCE ASSESSMENT

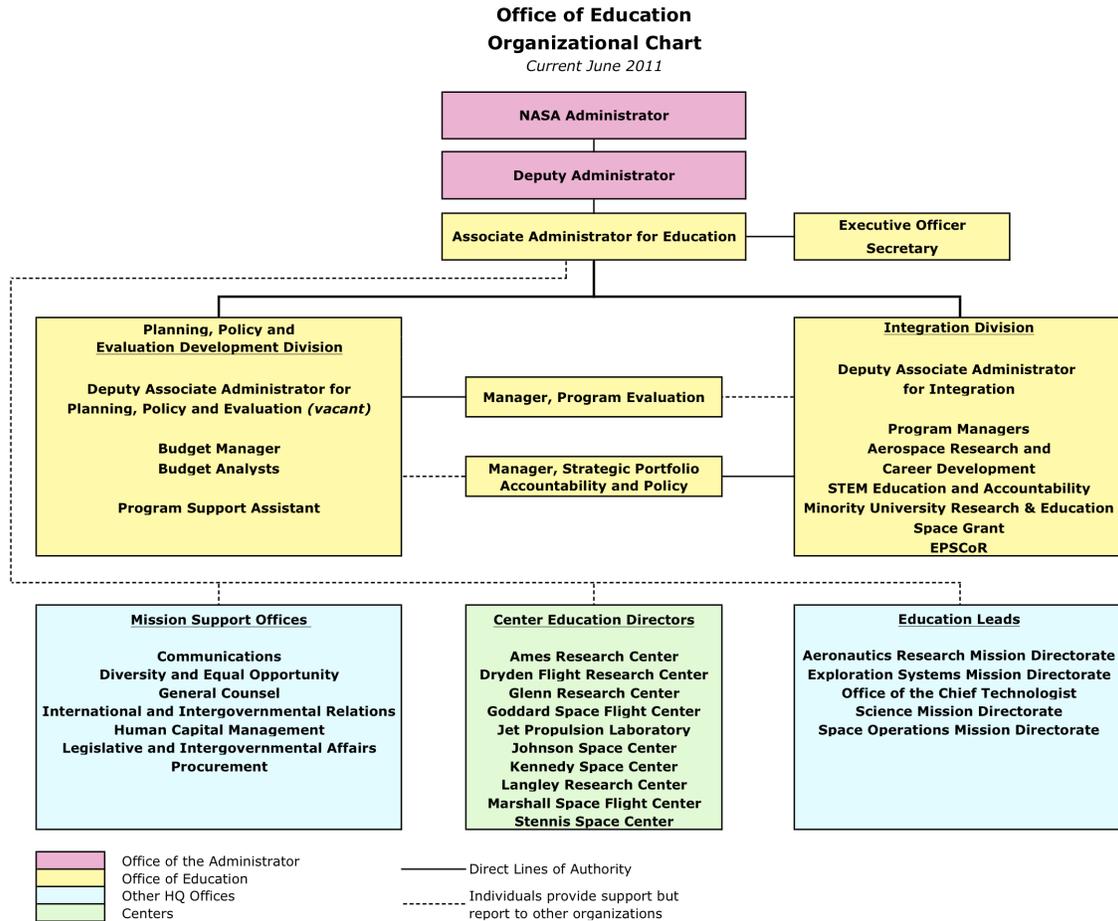
The [Office of Management and Budget \(OMB\)](#) assesses the performance of NASA's education portfolio, ensuring program results and high return on investment in accordance with the [Government Performance and Results Act \(GPRA\)](#) and the [America COMPETES Act](#). OE continually strives to meet and exceed OMB performance requirements. OE embraces the highest standards and remains steadfast in its drive to improve education for individuals in preparation for advanced STEM education and STEM careers. OE does this by providing minds-on and hands-on opportunities to engage individuals in NASA's unique missions. OMB's [ExpectMore.gov](#) Web site provides performance ratings for the different programs at each government agency.

NASA education highlights, performance reports, and yearly budget requests are available through the [Performance Assessment](#) link on the [NASA Education](#) home page. The budget estimates include the NASA education budget structure and performance commitments. The AA for Education expects all employees to review and become familiar with these documents.

2—NASA Office of Education (OE)

2.1 OE ORGANIZATION

The Associate Administrator (AA) for Education, with support of an executive management team, directs OE and is responsible for education across NASA. The executive management team includes the Deputy AA for Planning, Policy and Evaluation and the Deputy AA for Integration. The Planning, Policy and Evaluation Division provides budget, policy and administrative leadership. The Integration Division provides leadership for OE program work. The line of authority for OE is, in the following order, the AA for Education; the Deputy AA for Planning, Policy and Evaluation; the Deputy AA for Integration; and the Executive Officer. When these individuals are concurrently out of the office, the AA for Education or a Deputy AA assigns a senior manager as the official in charge.



The organizational structure shows civil servant positions. OE team members also include contractor support for: communications services, data management,

software and IT development, program analysis and implementation. See EHB-3002 on [NODIS-OE](#) for descriptions of OE roles and responsibilities.

2.2 NASA EDUCATION MANAGEMENT

OE, MDs, and Centers share responsibility for the implementation, management, and administration of NASA's education portfolio.

2.2.1 Office of Education

OE has two main charges. The first is to provide executive leadership and strategic planning for education activities across the Agency. The second is to administer a set of projects that draw on content from NASA's missions.

OE ensures compliance with external requirements and laws as well as NASA processes, procedures, standards, audits, and accounting processes relevant to education. OE provides leadership for coordinating and integrating NASA's Education Strategic Framework, implementation approach, and policies across the Agency. OE responds to Congressional inquiries in coordination with the [Office of Legislative and Intergovernmental Affairs](#) (OLIA). OE establishes Agency metrics for education and maintains the OE Performance Measurement (OEPM) system (see Section 2.6). OE is based at NASA Headquarters (HQ).

2.2.2 Mission Directorates

MDs cover a major area of the Agency's research and development efforts. MDs embed education components into their research and development programs and flight missions, administer content-specific activities for which they provide funding and resources, and ensure meaningful collaboration between NASA science and engineering communities and education communities.

Each MD has an education lead, who represents his or her AA to OE and to the Education Coordinating Committee (ECC) (see Section 2.4) with the authority to commit resources. Education leads are situated in and work for the MDs. They are responsible for program coordination with OE and Centers. Education leads control the education budget and resources allocated by its MD. MDs coordinate education management with OE while maintaining their own goals, competitive announcements, programs and reporting structures.

2.2.3 Center Education Offices

[Center Education Offices](#) manage and administer OE projects and other activities assigned to them. Centers may share management responsibilities for projects and activities assigned to other Centers. Center Education Offices implement projects and activities for MDs and plan and implement education programs that are unique to, and funded by, their Centers.

Center Education Directors report administratively to their Center management and functionally to OE. Center Education Directors receive programmatic direction from the HQ organizations that provide education funding to their

Center. They are functionally responsible for all Center education efforts. The Center Directors, in concurrence with AA for Education, approves the hiring and promotion of Center Education Directors. The AA for Education provides input on Center Education Director performance plans and assessment of their performance.

2.3 MISSION SUPPORT OFFICES

[NASA's Mission Support Offices](#) provide liaisons who participate closely in OE activities, including attendance at team and other meetings, as appropriate. Liaisons ensure OE adheres to Agency policy and practice. OE liaisons:

- Chief Technologist
- Communications
- Diversity and Equal Opportunity
- General Counsel
- International and Interagency Relations
- Human Capital Management
- Legislative and Intergovernmental Affairs
- Procurement

2.4 EDUCATION COORDING COMMITTEE (ECC)

The ECC is a collaborative structure that maximizes the Agency's ability to maintain an integrated education portfolio and to strategically manage numerous programs, projects, and activities. The AA for Education chairs the ECC. Members include OE Deputy AAs, MD education leads, Center Education Directors, and Mission Support Office education liaisons. The ECC assists OE in developing education strategy and works to build cohesiveness among NASA's education investments. [NODIS-OE](#) has a schematic of the ECC's role in NASA education (REF-8002). The [ESF](#) provides further information on the ECC.

The ECC meets quarterly at a Center location or at HQ. In between, monthly meetings are conducted through the video teleconferencing system (ViTS). Meeting presentations are stored on [InsideNASA Education](#).

2.5 OFFICE OF EDUCATION PROJECTS

OE projects contribute to NASA's annual performance goals (APGs) for education and other metrics of success. OE maintains oversight of OE programmatic content. However, day-to-day management may be located within OE or at a Center. OE projects are subject to comprehensive and periodic review. Projects must meet annual performance expectations and comply with reporting requirements as established by OE Program Managers.

2.6 OFFICE OF EDUCATION PERFORMANCE MEASUREMENT (OEPM)

OEPM is the official system for capturing performance data on NASA education programs. OEPM is a centralized collection point, with a common set of data definitions and standardized data collection instruments. OEPM links performance data to performance measures, objectives, and outcomes. Project Managers are required to collect performance data using OEPM and ensure funded partners collect and input performance data into OEPM, as appropriate.

3—Employment with OE

3.1 TYPES OF EMPLOYMENT

OE is made up of an integrated team of Federal and non-Federal employees. All contractual activities and/or requirements must be vetted through the OE Budget Office before execution of an award.

3.1.1 Federal Employees

OE Federal employees include civil servant employees, Senior Executive Service (SES) and NASA Excepted (NEX) employees. SES employees are leaders of the Federal civilian workforce and are dedicated to the continued transformation of the Federal government. NEX employees are short-term employees who fill specific project-type needs. See the [NASA SES Web site](#) and [NASA Desk Guide on NASA Excepted \(NEX\) Employment](#) for details.

3.1.2 Non-Federal Employees

Non-Federal OE employees include Intergovernmental Personnel Act (IPA) assignees, contractors, fellows, and student interns.

The IPA Mobility program provides for temporary personnel assignment between the Federal Government and state and local governments, colleges and universities, Indian tribal governments, federally funded research and development centers, and other eligible organizations. See also the [NASA Desk Guide on the Interpersonnel Act \(IPA\)](#).

Given the unique nature of an IPA assignment, an IPA may find him or herself in an area of potential conflict. IPA assignees to OE must meet with their NASA supervisors upon joining OE to discuss preventing financial conflicts of interest.

Contractors are hired for a time-limited basis to accomplish a specific task. Contractors are employees of their contract organizations. They are not NASA employees. Contractors may be located on or off site depending on the nature of the work. [NASA Policy Directive \(NPD\) 3310.1B, Distinguishing Between Contractor and Civil Service Functions](#), has guidance on the appropriate use of civil service personnel and service contractors.

Faculty, teacher, and other fellows may come to OE for mutual exchanges between Federal organizations and academic institutions. Fellowships are learning experiences where fellows gain through immersion with NASA's education program while bringing their perspectives and providing practical insight into the needs and experiences of the academic communities.

OE has the authority to accept summer or academic year student interns, as approved by the AA for Education.

3.1.3 Detailees

Detailees are employees residing within other NASA organizations on detail to OE. A detail is a temporary assignment to a different position or set of duties. Federal and non-Federal employees may serve on details.

Individuals are detailed to OE to fulfill requirements. OE employees in need of detail support should submit a request to a Deputy AA. The request should include the need for the detail, a statement of work, and the length of time the detail. The Deputy AA and requesting individual work with Center Education Directors and other personnel to fill the position, if approved.

Center employees interested in serving on a detail to HQ should discuss their interest with their Center Education Directors. OE employees interested in detailing to a Center should discuss opportunities with their supervisors.

3.2 NEW EMPLOYEE ORIENTATION

Office of Human Capital Management (OHCM) handles civil servant orientation. OE and contractor organizations handle contractor employee orientation.

[NASA's Employee Orientation](#) site offers information for Federal and non-Federal employees. It has a [personalized orientation checklist](#) of key actions for new employees. Select "[My Center](#)" for access to HQ-specific information, including computer services, facilities, parking, health, safety, security, and a virtual tour.

[NASAPeople](#) is NASA's site for civil servant human resource matters, including work and family programs, NASA Awards Program, and employee performance appraisals, among others. Contractor organizations and, if required, the NASA Contracting Officer Technical Representative (COTR), handle human resource matters for contractor employees.

Visit [Inside NASA HQ](#) to learn about HQ services. Inside HQ is accessible from the HQ building or remotely with a [SecurID token](#). See [NASA's Remote Connectivity Guide](#) or [Information Technology Notice](#) for more about SecurID. Visit [Things You Should Know](#) to become familiar with NASA workplace policies.

3.3 WORKPLACE SAFETY

[NASA's HQ Emergency Management site](#) provides emergency management links for NASA HQ. The [NASA Emergency Operations Center](#) has information for NASA employees and contractors impacted by disasters and emergencies.

3.3.1 HQ Evacuation

OE staff congregate on 4th and G Streets SW by Amidon Elementary School. Staff should quickly gather so that all employees can be accounted for.

3.3.2 Shelter In Place

In certain instances, immediate evacuation of the HQ facility is not in the best interest of its occupants. “Shelter in place” is a short-term measure used when the environment outside the building may be threatened by natural disasters, hazardous materials, or terrorism. OE encourages employees keep a shelter in place kit at their workspace. [HQ Procedural Requirement 8715.11, Workplace Safety & Health for Supervisors and Employees at NASA Headquarters](#), provides additional information on shelter in place at NASA.

3.4 TRAINING AND LEADERSHIP DEVELOPMENT

OE values professional training and encourages employees to take advantage of NASA opportunities. The [NASAPeople Training and Leadership Development](#) and the [Employee and Organizational Excellence Branch](#) Web sites have information on available training and leadership development opportunities. The [Academy of Program / Project and Engineering Leadership](#) (APPEL) promotes excellence in program and project management. The [APPEL course catalog](#) has a listing of products and services.

Some opportunities are open only to civil servant employees while others are open to civil servant and contractor employees. Course participation for all employees requires supervisor approval. Interested OE team members should discuss learning options with their supervisors.

3.4.1 SATERN

The **S**ystem for **A**dministration, **T**raining and **E**ducational **R**esources for **N**ASA, or [SATERN](#), is NASA’s single learning management system. SATERN’s e-Training environment offers one-stop access to mandatory and optional training courses. Request a new account though the [SATERN login Web page](#).

3.4.2 Federally Mandated Training

The Office of Personnel Management issues mandatory training requirements for government-wide civil servant and contractor employees. SATERN Administrators add mandatory Agency-wide training directly to the SATERN learning plans of the workforce. Supervisors may require individuals to take a specific course even if they are not mandated by Federal requirements. Training topics include, but are not limited to, ethics, information technology (IT) security awareness, and sensitive but unclassified information. Some courses, including IT security awareness, must be taken annually. NASA’s [Federally Mandated Training Requirements Overview](#) summarizes training, audience, and frequency requirements. The [NASAPeople HR Policies & References Web site](#) provides additional information on Federally mandated training requirements.

3.4.3 OE Required Training

OE program and project managers and all GS 14, 15 and SES level civil servants must take COTR training, available through SATERN.

4—Standards of Behavior and Operation

4.1 STANDARDS OF BEHAVIOR

NASA core values of **S**afety, **I**ntegrity, **T**eamwork, and **E**xcellence (page i) guide individual and organizational behavior within OE. Personal conduct both on and off duty reflects back to OE and NASA. Individuals are expected to adhere to acceptable business principles in manners of personal conduct and exhibit a high degree of personal integrity at all times.

OE employees are expected to be aware of current internal and external policies and procedures associated with STEM education.

4.2 MENTORING, WELLNESS, and COMMUNITY SERVICE

The NASA Administrator and OE advocate the importance of mentoring, wellness, and community service for all employees. OE is committed to providing a safe and healthful working environment. OE encourages each staff member to find his or her own satisfactory work-life balance.

NASA's [Coaching and Mentoring site](#) offers coaching and mentoring programs to improve the efficiency, creativity, and capabilities of its employees. Interested OE staff members should speak with their supervisors about participating. The [HQ Occupational Health Programs site](#) describes wellness programs designed to maintain, enhance, and promote employee health and wellbeing. The greater metropolitan DC area offers a variety of community service opportunities. Interested OE staff members should speak to their supervisors about engaging in community service activities.

4.3 NASA POLICY DIRECTIVES and NASA PROCEDURAL REQUIREMENTS

OE adheres to NASA Policy Directives (NPD) and NASA Procedural Requirements (NPR). They document Agency policies, procedures and guidelines, and provide Agency managers with the means to effectively and efficiently convey instructions to employees, customers, and suppliers. NPD and NPR compliance is mandatory. NPDs and NPRs include an "Applicability" heading identifying the NASA organizations to which it is applicable. Each NASA Center has its own set of directives. [NASA Online Directives Information System](#) (NODIS) has NPDs and NPRs along with other policy documents and reports.

4.4 NODIS-OE

OE has a dedicated section on NODIS, referred to as [NODIS-OE](#), for education work instructions (EWIs), management directives to staff, resources, graphics and other key documentation. EWIs define how OE implements NASA policy.

4.5 NASA EDUCATION PORTAL

OE uses the [NASA portal](#) to communicate with the public. The portal is the official point of entry to NASA public content, serving as the gateway for information on NASA's programs, services, and upcoming opportunities. The [NASA education portal](#) shares NASA's education story. It engages students with NASA's missions through stories, images, videos, and interactive features. The education portal has feature stories, provides information on current and upcoming activities and opportunities, serves as a starting point for learning about NASA careers, and offers homework help. OE encourages staff members across the Agency to recommend and contribute feature stories to the portal.

The education portal provides a location for project specific Web sites. Those wishing to post materials on the portal should contact the NASA portal Associate Editor for Education and NASA Education Technology Services (NETS).

4.6 NASA EXPRESS

[NASA Express](#) is an email service alerting registered participants to NASA education announcements and opportunities.

4.7 CORRESPONDENCE

[NPR 1450.10D, NASA Correspondence Management and Communications Standards and Style](#), has guidelines on the preparation of letters, memos, and electronic communications. It discusses the use of compound words and capitalization for frequently used words at NASA.

4.7.1 Email to the Associate Administrator for Education

Use the following subject line headings and guidance when sending email to the AA for Education:

ACTION – An action is required by AA for Education to complete a task or for the task to progress. Emails should include the date the action is to be completed by. Send the Executive Officer and Secretary a cc of all ACTION emails.

RESPONSE REQUESTED – Sender has the action but requires input from the AA for Education. Emails should include the date the response is needed by.

FYI – An FYI is different from a cc. The AA needs to be informed or has requested to be informed.

4.7.2 OE Internal Email

Staff may use code-n@hq.nasa.gov to send email to all of OE at Headquarters. Detailees, MD education leads, and education liaisons may join this email list by contacting OE program support staff.

4.7.3 Signature Block for External Correspondence

OE requires all written communication with external audiences to clearly identify whether the communication is coming from a Federal or non-Federal employee.

Employees are required to use the following signature block formats for correspondence with external audiences:

Civil Servant Employees:

Name

Title

NASA Office of Education

Mailing address / phone number / email, etc.

Contractor Employees:

Name

Title – Name of Contractor Organization

NASA Office of Education

Mailing address / phone number / email, etc.

4.7.4 Congressional Inquiries

On occasion, Congressional members will require information or action from the OE. All communications between the OE and the U.S. Congress, including congressional staff, must be coordinated with the [Office of Legislative and Intergovernmental Affairs](#). In their official capacity, OE staff including contractor staff may not correspond directly with the U.S. Congress. All communication to the U.S. Congress must be routed through OLIA. OLIA will be the primary interface to the U.S. Congress. OLIA will coordinate with other respective NASA organizations, and other Intergovernmental agencies, to obtain fully cleared responses to Congressional Inquiries.

All requests for information or action by the U.S. Congress must be considered a high priority. As such, employees must respond promptly to Congressional actions assigned to them.

In an effort to respond promptly to Congressional inquiries, it is highly recommended OE employees maintain data and useful metrics in an organized and easily obtainable format for quick data access.

4.7.5 Headquarters Action Tracking System (HATS)

NASA and OE use the Headquarters Action Tracking System (HATS) to track high profile, intra-Agency and interagency correspondence and actions.

4.7.6 Communication With NASA Office of the Administrator

[NPR 1450.10D, NASA Correspondence Management and Communications Standards and Style](#), outlines procedures for communications with the Office of the Administrator. Signature packages to the Administrator's office, also referred to as "purple packages," must be assembled in accordance with this NPR.

4.8 PROTOCOL FOR AA APPEARANCES AND MEETINGS

OE staff may receive requests from external audiences for AA speaking engagements or meetings. Staff are to submit the appropriate form (Meeting Request, Speaker Request, SKYPE Request) to the Secretary for response. Forms (EHB-3007,3008, and 3009) are available on NODIS-OE.

4.9 STANDARD OE TEAM MEETINGS

See [NODIS-OE](#) (EHB-3003) for standard OE meetings and required participants.

4.10 WEEKLY ACTIVITY REPORT (WAR)

NASA education uses the [Weekly Activity Report \(WAR\)](#) tool to capture and report significant activities, upcoming events, meetings, and opportunities taking place across the Agency. The WAR tool allows OE to easily access reports and get a complete picture of current education activities across the country. OE accesses WAR entries on a weekly basis and uses the information to report up through the Agency. Individuals identified as WAR contributors should view the guidelines on preparation of a WAR entry provided on [NODIS-OE](#) (REF-8004).

Questions related to use of the WAR tool, including login, guest login and access information, should be directed to the individual identified on the [WAR Web site](#).

4.11 TRAVEL

The Planning, Policy and Evaluation Division manages the OE travel budget. The division surveys employees for travel plans, establishes budget guidelines and monitors expenditure of funds against budget guidelines. Travel is restricted to necessary travel. OE staff members are expected to actively participate in the meeting agenda by planning the event, giving a presentation, and/or participating in a panel, among others. OE supervisors must approve all civil servant travel. Contractors may travel for OE only when requested by NASA to do so.

4.11.1 Low Cost Travel

OE staff are expected to consider cost for all travel plans, including feasibility of remote participation. Staff should choose less expensive options when possible and compare airfares for different carriers and airports. Staff should consider local transportation options (e.g. cab, shuttle, carpooling) over car rental to reach final destination. Civil service and IPA employees may request to use a government vehicle. See [NASA's Government Vehicle Web page](#) for details.

4.11.2 FedTraveler System

Civil servants, IPAs and NEX employees are required to use [FedTraveler](#) for travel. The OE Secretary and program support staff book travel in FedTraveler on behalf of these staff members. Travelers should submit a Travel Authorization (EHB-3005) form to the preparer at least two weeks prior to travel or as soon as possible. In order to be reimbursed for travel expenses, travelers should submit all receipts and a completed Travel Voucher Reimbursement form (EHB-3006)

within five business days after returning from travel. Forms are on [NODIS-OE](#) . Contractor employees manage travel through their contract organizations.

4.12 OUT-OF-OFFICE

The 9th floor OE office space has a wall-sized calendar showing employee travel, annual leave, training, telecommuting, and other out-of-office schedules. Employees are to note personal schedules on this calendar on a monthly basis.

Employees should record their leave and travel on the OE Leave and Travel calendar. To do so, employees must set up their Outlook or Entourage email to access the HQ-CAL-OeD-Leave-and-Travel calendar.

For sick leave or other unscheduled absences, employees are to notify their immediate NASA supervisors of their absence from work. Employees are responsible for ensuring OE receives notification of their absences.

4.12.1 Voice and Email Notification

When unable to respond to voice or email, OE staff are to post notification of their absence via email auto-response and voice mail greeting. The notification should identify an alternate contact person.

4.12.2 Telework

The Planning, Policy and Evaluation Division implements the NASA telework policy for OE. Federal employees may discuss telework options with their supervisors. Contractor employees may participate in telework through mutual approval with their company and OE management.

4.12.3 Emergency Telework

OE participates in NASA HQ emergency teleworking activities. [NASA's Telework Preparedness Web site](#) describes emergency telework and rolling telework drills. Employees require a functioning [SecurID token](#) to participate in telework drills.

4.13 GREEN ACTIVITIES

NASA has target energy and resource use reductions. Staff members should:

• Print and photocopy only when necessary	• Use draft quality print options
• Use double-sided printing and copying	• Limit color printing and copying
• Turn off lights when not in use	• Reduce, reuse and recycle

4.14 RECORDS MANAGEMENT

Federal employees are required by law and Agency policy to maintain and preserve records. Civil servants are required to complete "Records Management for Everyone" using [SATERN](#) (Course No. HQ-025-07). OE also recommends this course for contractors who closely support Agency personnel or have access to NASA records. See [NASA's Records Management Web site](#) for details. The Secretary is the records retention coordinator for OE.

5—Resources

5.1 OFFICE SPACE AND EQUIPMENT

The Planning, Policy and Evaluation Division manages OE office space. The Planning, Policy and Evaluation Division submits HQ ODIN New User Request System (HONURS) requirements for OE employees. This includes identifying office space and ordering equipment, among others.

5.2 PERSONAL USE OF GOVERNMENT OFFICE EQUIPMENT

NASA employees and contractors are permitted limited use of Government office equipment for personal needs as outlined in [NPD 2540.1F, Personal Use of Government Office Equipment Including Information Technology](#). OE encourages staff to review this NPD to ensure compliance with Government regulations.

5.2.1 Password Safety

OE staff should use strong passwords and keep them private. Do not share passwords with anyone even if directed by authority to do so.

5.3 HELP DESK

NASA uses the Outsourcing Desktop Initiative for NASA (ODIN) for computing and communications support. The ODIN Help Desk is a “one-stop-shop,” accessible 24 hours a day, year round at 202-358-HELP (202-358-4357). The [ODIN Web site](#) provides more information on ODIN and its services.

5.4 NASA ENTERPRISE DIRECTORY

The [NASA Enterprise Directory](#) provides contact information for Federal and non-Federal employees across the Agency.

5.5 CONFERENCE ROOMS

OE has two conference rooms, one located in the education suite on the 9th floor (9N86) and one located on the 6th floor (6M34). OE staff may schedule use of the conference rooms with priority given to the AA and Deputy AAs.

To schedule the 9th floor conference room, use the Outlook or Entourage calendar function to “invite” the conference room using the following email address: HQ-CAL-Office-Of-Education@mail.nasa.gov. PC users can view 9th floor conference room availability through Outlook Calendar by selecting “Open Shared Calendar” and then “HQ-CA-Office-Of-Education.” Mac users can check availability when scheduling a new event by inviting the conference room and then selecting the “Scheduling” button. Note, inviting a conference room does not confirm the room is scheduled. The conference room has to “accept” the invitation to schedule the room for a specific activity.

Follow a similar process to schedule the 6th floor conference room using HQ-CAL-Budget-Team@mail.nasa.gov.

Employees may also locate other available meeting rooms throughout the building using the [Facilities Help Desk System](#). Select the “Conference” icon to get started.

5.6 TELECONFERENCING SERVICES

To schedule a teleconference, visit the [NASA Teleconferencing Center Web site](#) or dial 1-877-232-6272.

5.7 SECURE WEBEX

WebEx is a virtual team meeting tool that allows you to host and participate in online meetings. Visit the [ODIN Secure WebEx Web site](#) to learn more.

5.8 OE SHARED DRIVE

The OE shared drive is for internal use and accessible only to HQ employees. OE team members may post resources on the shared drive according as follows:

Types of Documents that May Be Posted on OE Shared Drive

- Reference documents (e.g. ESF, OE contact information)
- Correspondence
- Templates and forms (e.g. travel authorization and voucher reimbursement)
- Performance Measures, Targets, Tables and Narratives
- Project Plans
- Evaluation Plans
- Schedules
- Final Versions of Reports, White Papers, Presentations
- Meeting Notes

Types of Documents that Should NOT be Posted on the OE Shared Drive

- Contract Agreements
- Proposals
- Documents containing Sensitive But Unclassified (SBU) information
- Personnel Records or Related Documents
- Restricted or Pre-Decisional Information (budget, policy, reports prior to release, etc.)

See [NASA's Remote Connectivity Guide](#) for remote access shared drives. Directions for internal access follow. The OE folder is labeled “CEO.”

PC Users:

Select **My Computer** icon on desktop
Select **sc on 'hqdata' (U:)** (This is the U Drive)

MAC Users:

Select **Go** From the **Finder Menu Bar**

Select **Connect to Server...**

Select: **cifs://hqdata/sc** (This is the equivalent of the “U Drive” on the PC)

5.9 NOMAD LARGE FILE TRANSFER SERVICE

Employees may use the NASA Operational Messaging and Directory Service ([NOMAD](#)) [Large File Transfer](#) service. The service makes files available for download via the internet, eliminating the need to email large files.

5.10 COMMUNICATIONS MATERIAL AND EDUCATION PRODUCT REVIEWS

All NASA-funded communication materials, whether for internal or external use, must undergo the Communications Material Review (CMR) process as described in [NPD 2521.1, Communications Material Review](#). The CMR process ensures visual consistency and compliance with the [NASA Style Guide](#). The CMR process also ensures consistent implementation of strategic communication objectives and policies. The CMR process does not review for accuracy of content material. NASA education products must also undergo [NASA product review](#) before being posted to the NASA portal or distributed by NASA.

5.11 EDUCATION MATERIALS

OE has a limited number of education materials, including lithographs, bookmarks, posters, and teacher guides available for staff attending conferences or participating in local education or outreach events.

The [NASA Education Communications Support Services \(ECSS\)](#) Web site handles NASA Education materials requests and communications information. The OE ECSS team supports Agency-wide dissemination of materials and education events. All NASA and external individuals/organizations seeking educational materials or event support from the Office of Education may refer to the guidance below and on the Web site.

The HQ Library has an Information Center has limited numbers of free education and outreach materials. HQ employees in need of larger numbers of materials to support an education or outreach event should use the ECSS [request form](#) <<http://questionpro.com/t/AE0CfZlryv>> . Note that **a minimum of 3 business days** is required for materials to be pulled from the Goddard Warehouse. Please allow adequate time for shipping and other logistics.



6—References

6.1 LINKS REFERENCED IN HANDBOOK

Preface

NODIS Library <http://nodis3.gsfc.nasa.gov/>

NODIS-OE http://nodis.gsfc.nasa.gov/OE_Docs/OED_list.cfm

Section 1—NASA Education

America COMPETES

<http://www.govtrack.us/congress/bill.xpd?bill=h111-5116&tab=summary>

GPRA <http://www.gao.gov/new.items/d11466t.pdf>

NASA <http://www.nasa.gov/>

NASA Education <http://www.nasa.gov/offices/education/about/index.html>

NASA Education Performance Assessment

<http://www.nasa.gov/offices/education/performance/index.html>

NASA Education Strategic Framework

http://www.nasa.gov/audience/foreducators/topnav/materials/listbytype/Strategic_Coordination_Framework.html

NASA Express

http://www.nasa.gov/audience/foreducators/Express_Landing.html

NASA Mission Directorates

<http://www.nasa.gov/offices/education/missions/index.html>

Office of Management and Budget <http://www.whitehouse.gov/omb/>

OMB Performance Ratings <http://www.expectmore.gov>

Section 2—OE Organization

ECC Presentations http://www.insidenasa.nasa.gov/web/insidenasa/hidden_ecc

NASA Center Education Offices

<http://www.nasa.gov/offices/education/centers/index.html>

NASA Mission Support Offices http://www.nasa.gov/about/org_index.html

Office of Legislative and Intergovernmental Affairs <http://legislative.nasa.gov/>

Section 3—Employment with OE

Academy of Program / Project and Engineering Leadership (APPEL)

<http://www.nasa.gov/offices/oce/appel/home/index.html>

APPEL Course Catalog

http://www.nasa.gov/pdf/390149main_2010_APPEL_Course_Catalog.pdf

Department of Homeland Security's Ready America

<http://www.ready.gov/>

Federally Mandated Training Overview June 2009

[http://nasapeople.nasa.gov/documents/Federally%20Mandated%20Training%20Overview%20\(06%2030%2009\).pdf](http://nasapeople.nasa.gov/documents/Federally%20Mandated%20Training%20Overview%20(06%2030%2009).pdf)

HQ Procedural Requirement 8715.11, Workplace Safety & Health for Supervisors and Employees at NASA Headquarters

http://nodis3.gsfc.nasa.gov/npg_img/HQ_PR_8715_0001/HQ_PR_8715_0001.pdf

Information Technology Notice <http://www.hq.nasa.gov/itcd/notices/090109-1.htm>

Inside NASA HQ <http://www.hq.nasa.gov/hq/inside.html>

NASA Desk Guide on the Interpersonnel Act (IPA)

http://nasapeople.nasa.gov/references/SREF-3000-0038_IPA_DG_V3-Final.pdf

NASA Desk Guide on NASA Excepted (NEX) Employment

http://nasapeople.nasa.gov/references/NDG16_NEXEmployment.pdf

NASA HQ Emergency Management

http://www.hq.nasa.gov/hq/emergency_mgt.html

NASA Emergency Operations Center

<http://www.nasa.gov/centers/hq/emergency/index.html>

NASA Employee and Organizational Excellence Branch

<http://oim.hq.nasa.gov/hqsops/oeoe/index.html>

NASA's Employee Orientation <http://employeeorientation.nasa.gov/>

NASAPeople <http://nasapeople.nasa.gov/>

NASAPeople HR Policies & References <http://nasapeople.nasa.gov/policies>

NASAPeople Training and Leadership Development

<http://nasapeople.nasa.gov/Training/default.htm>

NASA's Remote Connectivity Guide

http://www.hq.nasa.gov/itcd/remote_access.html

NPD 3310.1B Distinguishing Between Contractor and Civil Service Functions

<http://nodis3.gsfc.nasa.gov/displayDir.cfm?t=NPD&c=3310&s=1B>

Personalized Employee Orientation Check List

<http://employeeorientation.nasa.gov/checklist>

SATERN <https://saterninfo.nasa.gov/>

SecurID Token <http://www.hq.nasa.gov/itcd/notices/090109-1.htm>

SES Web site <http://nasapeople.nasa.gov/ses/index.htm>

Things You Should Know

<http://employeeorientation.nasa.gov/main/shouldknow.htm>

Section 4—Standards of Behavior and Operation

FedTraveler

<http://baso.hq.nasa.gov/?/key-initiatives/etravel>

<https://www.fedtraveler.com/>

Headquarters Occupational Health Programs

<http://oim.hq.nasa.gov/hqsops/hqfac/ohp.html>

NASA Express

http://www.nasa.gov/audience/foreducators/Express_Landing.html

NASA Government Vehicle <http://oim.hq.nasa.gov/hqsops/hqfac/govveh.html>

NASAPeople Coaching and Mentoring

<http://nasapeople.nasa.gov/training/coachmentor/default.htm>

NASA Record's Management http://www.hq.nasa.gov/itcd/records_manage.html

NASA Telework Preparedness

<http://itcd.hq.nasa.gov/telework.html>

NPR 1450.10D NASA Correspondence Management and Communications Standards and Style

<http://nodis3.gsfc.nasa.gov/displayDir.cfm?t=NPR&c=1450&s=10D>

Weekly Activity Report <http://education.jsc.nasa.gov/war/default.cfm>

Section 5—Resources

Facilities Help Desk System

https://fhds.hq.nasa.gov/index.cfm?do=module.option.my_request

NASA Education Communications Support Services (ECSS)

<http://www.nasaecss.com>

NASA Education Materials Request Form <http://questionpro.com/t/AE0CfZlryv>

NASA Enterprise Directory <https://webdir.nasa.gov/>

NASA Product Review http://www.cet.edu/?cat=product_review

NASA Style Guide

<http://www.hq.nasa.gov/pao/portal/affinityKit/styleguide/index.htm>

NASA's Remote Connectivity Guide

http://www.hq.nasa.gov/itcd/remote_access.html

NASA Teleconferencing Center <http://www.mymeetings.com/nasa>

NOMAD Large File Transfer <https://transfer.ndc.nasa.gov>

NPD 2521.1 Communications Material Review

http://nodis3.gsfc.nasa.gov/displayDir.cfm?Internal_ID=N_PD_2521_0001_&page_name=main&search_term=cmr

NPD 2540.1F Personal Use of Government Office Equipment Including Information Technology

<http://nodis3.gsfc.nasa.gov/displayDir.cfm?t=NPD&c=2540&s=1F>

ODIN Help Desk <http://www.odin.nasa.gov/Welcome.html>

ODIN Secure WebEx

<https://nasa.webex.com/mw0306l/mywebex/default.do?siteurl=nasa&service=0>