OFFICE OF EDUCATION (OE)

STAFF HANDBOOK

(EHB-3001)

May 2010
Version 1.0

Approved by: _____ **Date:** 5/21/10

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Acting Associate Administrator for Education

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 partners on the environment under which OE operates. It articulates the norms and expectations that govern the workplace. This handbook does not address every detail about employment with OE. Instead, it provides a comprehensive overview. When in doubt on any issue, employees should consult their supervisors.

Web references are hyperlinked throughout this document. URLs are provided in Section 6.0

P.2 APPLICABILITY

This handbook applies to the 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. The OE section of NODIS is referred to as NODIS-OE in this document.

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
ECC	Education Coordinating Committee
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 Management
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

1—NASA Education

The nation that out-educates us today will out-compete us tomorrow.
-President Barack Obama
National Academy of Science, 4/27/2009

1.1 EDUCATION AT NASA

Education at NASA is a collective Agency effort. NASA Office of Education (OE), in close coordination with the Mission Directorates (MDs) and Centers, leads the Agency's efforts to:

- Strengthen NASA and the Nation's future workforce;
- Attract and retain students in STEM disciplines; and
- Engage Americans in NASA's mission.

OE accepts responsibility and is accountable for these goals. OE provides its employees with stimulating and challenging work towards their achievement. OE is committed to excellence in science, technology, engineering, and mathematics (STEM) education and expects the same commitment from its employees.

1.2 KEY STAKEHOLDERS

Education is a high priority for NASA and President Obama. NASA's Administrator has repeatedly reinforced NASA's commitment to improving STEM education and has identified education as a high priority for the Agency. 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).

1.3 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.

The 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.
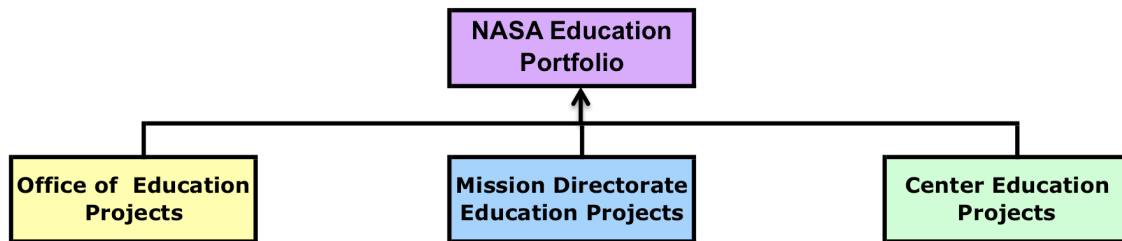
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│Education     │    │Education Projects │    │Education     │
│Projects      │    │                  │    │Projects      │
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Figure 1: NASA's Education Portfolio

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. OE team members are required to read and obtain a working knowledge of this document.

The Office of Management and Budget (OMB) assesses the performance of NASA's education portfolio, ensuring program results and high return on investment. 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.

1.4 NASA EDUCATION PROGRAM AREAS

NASA's education portfolio has three program areas: Higher Ed STEM Education, K-12 STEM Education, and Informal STEM Education. OE, MDs, and Centers implement education projects within these three program areas.

Higher Ed STEM Education projects build, sustain, and provide a skilled, knowledgeable, diverse, and high performing workforce to meet the current and emerging needs of NASA and the Nation.

K-12 STEM Education includes student and teacher opportunities. K-12 student opportunities engage and help retain students in STEM disciplines through flight opportunities, hands-on research and engineering experiences, and increased knowledge of NASA science and technology content. Teacher development opportunities use NASA content and resources to provide pre-service and classroom teachers with learning experiences to build STEM skills and better motivate students to pursue STEM careers.

Informal STEM Education supports the Nation's museums, science centers and planetariums, and NASA's visitor centers in developing innovative educational experiences that help the American public understand NASA's exploration mission. Informal STEM Education responds to requests that come to NASA Centers from scouting groups, community based organizations, and other informal education providers who use NASA content to engage their audiences in STEM experiences.

2—NASA Office of Education (OE)

2.1 OE ORGANIZATION

The Associate Administrator (AA) for Education, with the support of an executive management team, directs OE and is responsible for education across the Agency. 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; and the Deputy AA for Integration. When these three individuals are concurrently out of the office, the AA for Education assigns a senior manager as the official-in-charge.
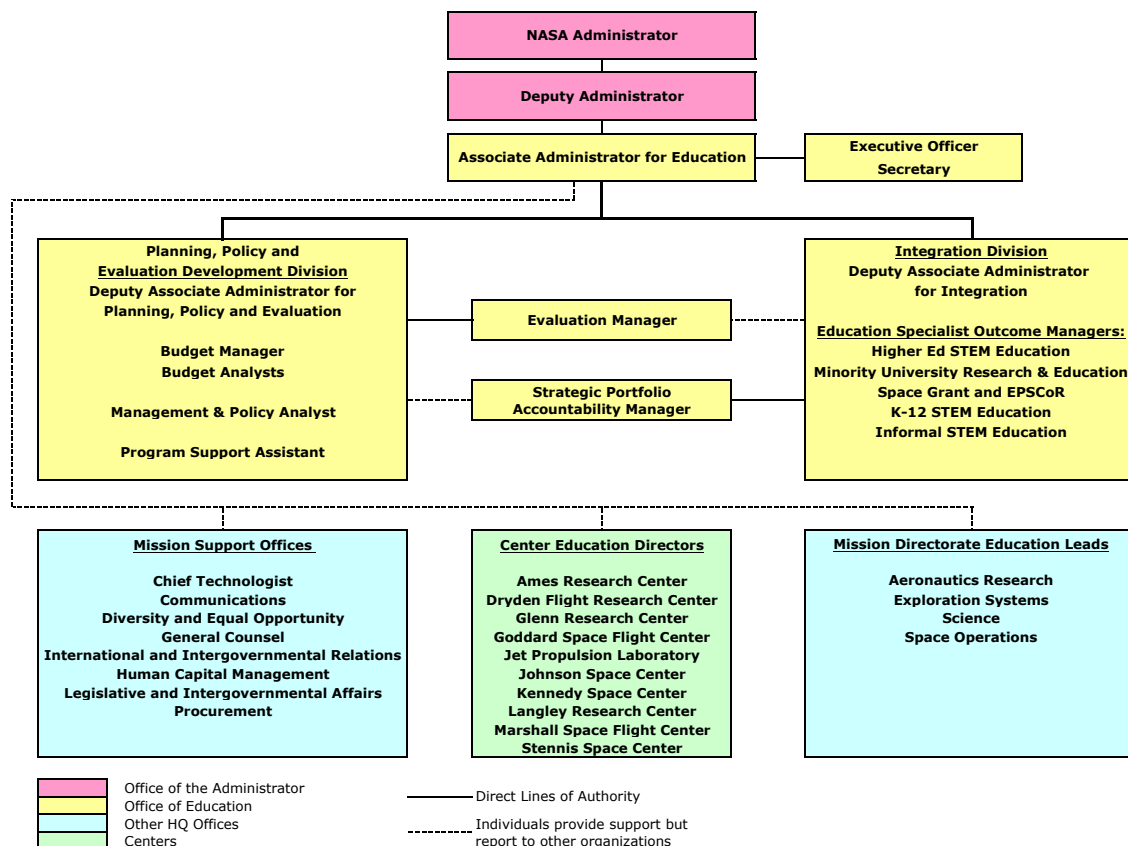

Figure 2: OE Organizational Structure

The organizational structure in Figure 2 shows OE Civil Servant positions. OE team members also include contractor support positions in the following areas:

education communications support services, data management, software and IT development, program analysis, and program support.

Descriptions of OE roles and responsibilities are available in NODIS-OE (EHB-3002).

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 education 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 Office of Education Performance Management (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 Associate Administrator 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. Education leads are responsible for program coordination with OE and Centers. Each education lead controls the education budget and resources allocated by that 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 AA for Education, in concurrence with Center Directors, approves the hiring and promotion of Center Education Directors. The AA for Education provides input on Center Education Director performance plans and assesses their performance.

2.3 MISSION SUPPORT OFFICES

OE has liaisons from NASA's Mission Support Offices who participate closely in OE activities, including attendance at team meetings and other meetings, as appropriate. Liaisons ensure OE adheres to Agency policy and practice. OE has liaisons assigned from the following offices:

- Chief Technologist
- Communications
- Diversity and Equal Opportunity
- General Counsel

- International and Intergovernmental 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 on a regular basis. Meetings are held quarterly at a Center location or at HQ. Between face-to-face meetings, meetings are conducted monthly through the video teleconferencing system (ViTS).

2.5 OFFICE OF EDUCATION PROJECTS

OE projects are a balanced set of investments that contribute to the achievement of NASA's annual performance goals (APGs) for education and other metrics of success.

Day-to-day management of OE projects may be located within OE or at a Center. OE maintains programmatic oversight for OE projects, regardless of the location of the management 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 Outcome Managers.

An OE project may be a single project or a suite of activities. Individual activities may be managed and administered at different Centers. Overall management for projects comprised of more than one activity resides at the management Center. See NODIS-OE (REF-8003, REF-8004) for a list of OE projects, project management information and a cross-reference to management Center.

2.6 OFFICE OF EDUCATION PERFORMANCE MANAGEMENT (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.

3.1.1 Federal Employees

In addition to regular Civil Servant employees, OE Federal employees include 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 the temporary assignment of personnel 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 the *NASA Desk Guide on the Interpersonnel Act (IPA)* for details.

IPA assignees to OE are required to review the OE presentation *Preventing Financial Conflicts of Interest with Intergovernmental Personnel Agreement (IPA) Assignees in the Office of Education* with NASA supervisor upon joining OE and annually as a refresher.

Contractors are hired for a time-limited basis to accomplish a specific task. Contactors are employees of their contract organizations. They are not NASA employees. Depending on the nature of the work, contractors may be located on or off site. NASA Policy Directive (NPD) 3310.1B, Distinguishing Between Contractor and Civil Service Functions, provides 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 assignments to OE. A detail is the temporary assignment of an employee to a different position or set of duties for a specified period of time. Federal and non-Federal employees may serve on detail assignments.

Individuals are detailed to HQ to fulfill requirements throughout OE. OE employees in need of detail support should submit a request to the appropriate Deputy AA. The request should include the need for the detail, a statement of work to be performed, and the length of time the detail is needed. The Deputy AA and requesting individual work with Center Education Directors and other appropriate 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

NASA's Office of Human Capital Management (OHCM) handles Civil Servant employee orientation. OE and contractor organizations handle OE contractor employee orientation.

NASA's Employee Orientation Web site offers essential information for Federal and non-Federal employees at NASA. The site has a personalized orientation checklist summarizing key actions new employees are to take. Select "My Center" for access to HQ-specific information, including computer services, facilities, parking, health, safety, security, and a virtual tour.

3.2.1 NASAPeople

NASAPeople is NASA's site for Civil Servant human resource matters, including work and family programs (e.g., leave flexibility, alternate work schedule), 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.

3.2.2 Inside NASA HQ

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.

3.2.3 Things You Should Know About NASA
OE staff should visit the Things You Should Know Web site to become familiar with policies applicable to the NASA workplace.

3.3 WORKPLACE SAFETY

The NASA HQ Emergency Management Web site is a central site providing emergency management links for the NASA HQ facility. The NASA Emergency Operations Center link provides information for NASA employees and contractors impacted by disasters and emergencies.

3.3.1 HQ Evacuation
In the event of a building evacuation, OE employees are to congregate on 4th and G Streets SW by the Amidon Elementary School. Employees should quickly gather at the congregation site so that all employees can be accounted for.

3.3.2 Shelter In Place
In certain instances, immediate evacuation of the NASA HQ facility is not in the best interest of its occupants, and sheltering occupants in the building may reduce the risk of injury. "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 in the event of a shelter in place measure. HQ Procedural Requirement 8715.11, Workplace Safety & Health for Supervisors and Employees at NASA Headquarters, provides additional information on shelter in place at NASA. The Department of Homeland Security's Ready America Web site provides a list of items for preparing an emergency supply kit.

3.4 TRAINING AND LEADERSHIP DEVELOPMENT

OE values professional training and encourages employees to take advantage of NASA's training and development opportunities. The NASAPeople Training and Leadership Development and the Employee and Organizational Excellence Branch Web sites provide information on training and leadership development opportunities available to NASA HQ employees.

The Academy of Program / Project and Engineering Leadership (APPEL) promotes individual and team excellence in program and project management. APPEL offers a range of products and services for all levels of professionals, as identified in the APPEL course catalog.

Some NASA training and leadership development opportunities are open only to Civil Servant employees while others are open to both 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 is an e-Training environment that supports the development of NASA's workforce through one-stop access, providing access to mandatory and optional training courses. You may 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 summaries 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 as well as all Civil Servants at the GS 14, 15 and SES levels are required to take Contracting Officer Technical Representative (COTR) training, available through SATERN.

4—Standards of Behavior and Operation

4.1 STANDARDS OF BEHAVIOR

NASA's core values of **S**afety, **I**ntegrity, **T**eamwork, and **E**xcellence (see 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:

- Embrace NASA's core values;
- Display the highest standards of professionalism at all times;
- Be good stewards of taxpayer dollars;
- Read and become knowledgeable of the *NASA Education Strategic Coordination Framework: A Portfolio Approach;*
- Know the OE Annual Performance Goals (APGs);
- Use office supplies wisely and efficiently;
- Participate in required meetings;
- Adhere to reporting requirements;
- Travel only when necessary;
- Handle conflicts appropriately.

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 Office of Human Capital Management Coaching and Mentoring Web site offers a range of coaching and mentoring programs to improve the efficiency, creativity, and capabilities of its employees. Interested OE staff members should speak with their supervisors about participation in these programs.

The HQ Occupational Health Programs Web site describes wellness programs designed to maintain, enhance, and promote employee health and well being.

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). NPDs and NPRs document Agency policies, procedures and guidelines, and provide Agency managers with the means to effectively and efficiently convey instructions to employees, customers, and suppliers. Compliance with NPDs and NPRs is mandatory. Each NPD and NPR includes 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) provides access to NPDs and NPRs across the Agency 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. They are posted to NODIS-OE as they become available.

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 highlights project participants through feature stories, provides information on current and upcoming activities and opportunities, serves as a starting point for learning about careers at NASA, and offers homework help. OE encourages education team members across the Agency to recommend and contribute feature stories to the portal.

The education portal provides an avenue for the development of project specific Web presences. Individuals wishing to post materials to the education portal or develop a project-specific Web presence should contact the NASA portal Associate Editor for Education.

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. OE employees should consult this resource when preparing correspondence.

4.7.1 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.

4.7.2 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.

4.7.3 Congressional Inquiries
All communications between OE and the U.S. Congress must be coordinated with an OE Deputy AA and the [Office of Legislative and Intergovernmental Affairs](). OE staff may not correspond directly with the U.S. Congress. Employees must give high priority to all Congressional actions that cross their desks.

4.7.4 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.

4.7.5 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 wit this NPR.

4.8 STANDARD OE TEAM MEETINGS

[NODIS-OE](#) (EHB-3003) provides a list of standard OE meetings and required participants.

4.9 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 around 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](#).

4.10 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.

4.10.1 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.

4.10.2 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 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 within five business days after returning from travel. Travel forms are on NODIS-OE (EHB-3005, EHB-3006). Contractor employees manage travel through their contract organizations.

4.11 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. 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.

4.11.1 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.

4.11.2 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.

4.11.3 Emergency Telework
OE staff should be prepared to participate 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.

4.12 GREEN ACTIVITIES

NASA has target energy and resource use reductions. Staff members should:
• Print and photocopy only when necessary;
• Use double-sided printing and copying;
• Use draft quality print options;
• Print two or more sheets per page;
• Print and copy in color only when color necessary;
• Turn off lights at the end of the day or when away for extended periods;
• Reduce, reuse and recycle.

4.13 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.

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.

5.3 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.

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 collaboration tool that allows you to host and participate in online virtual meetings. To learn more, visit the [ODIN Secure WebEx Web site.](#)

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.)

[NASA's Remote Connectivity Guide](#) provides instructions for remote access to the OE shared drive. 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 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.

5.10 EDUCATION MATERIALS

OE has a limited number of education materials, including lithographs, bookmarks, posters, and teacher guides, among others, available for staff attending conferences or participating in local education or outreach events. The OE communications support services team provides assistance in obtaining available materials.

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

NASA http://www.nasa.gov/

NASA Education http://www.nasa.gov/offices/education/about/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/

Section 2—OE Organization

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

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

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

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

6.2 HANDBOOK REFERENCES AVAILABLE ON NODIS-OE

Employee Handbook (EHB)
EHB-3001   Office of Education Staff Handbook
EHB-3002   Office of Education Roles and Responsibilities
EHB-3003   Standard OE Team Meetings
EHB-3004   Guidelines on Preparation of a WAR entry
EHB-3005   Travel Authorization Worksheet
EHB-3006   Travel Voucher Reimbursement Form

Key Graphics and References (REF)
REF-8001   Office of Education Stakeholders and Influencers
REF-8002   ECC Role in NASA Education
REF-8003   FY 2010 Office of Education Projects
REF-8004   FY 2010 Office of Education Project and Activity Management Information