

Office of Human Resources and Workforce Planning

Personnel Newsletter

December 2003

Tis the Season...

The holiday season is approaching fast. Thoughts will soon be turning to turkey, pumpkin pie, shopping and gifts, fond memories, decorations, celebrations, AND... stress; excess in food, drink, and spending; worry; bad memories, etc.

How will you survive? Here are some tips brought to you by the GRC Employee Assistance Program.

1. Have a plan – make a budget of your resources and your time; make a game plan for travel and events to include time for you; anticipate; wishful thinking won't preclude prior year mistakes or problems.
2. Adopt a new attitude – focus on the enjoyment and fun of the season, and make that your priority.
3. Create new traditions – especially if the old ones have gotten you down. Be creative, try a different approach. Once you and possibly your loved ones have decided, stick to it, be assertive, don't let anyone change your mind.
4. Break the cycle of denial – the holidays won't make a drinking problem or a mood or stress difficulty go away. Continue to seek care or treatment.
5. Remember the reason for the season – enough said, no matter how you celebrate or chose to worship.
6. Call the EAP – at 3-2989. The Employee Assistance Program is here for you and your immediate family members. Don't wait until after the leave year concludes in 2004 to take advantage of the services of the EAP.

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Advancing Careers and Employee Success (ACES)

Advancing Careers and Employee Success (ACES), Glenn's new formal mentoring program is well underway. The program kick-off and training was held on October 8 and 9, 2003, at Sweetwater Landing at the Rocky River Marina in the Cleveland Metroparks. The ACES Class of 2003-2004, comprised of 33 pairs of mentees and mentors, are currently busy developing their mentoring action plans and agreements.

The program includes the services of a local Coach, who will be conducting a series of workshops and tune-up sessions for mentors.

The ACES Program provides an excellent opportunity for mentees to benefit from developing a mentoring relationship or adding structure to an existing one. It is not meant to replace Glenn's current culture of informal mentoring, which continues to be encouraged and supported by mentoring skills workshops and supplemented by video programs and e-learning courses available at our Learning Center.

The ACES Program differs from informal mentoring in that it includes:

- Facilitated matching of mentors and mentees;
- 2 days of formal training for mentors and mentees prior to entering into a mentoring partnership;
- signing a mentoring agreement, which serves as an official commitment of time and effort for the mentor, mentee, and mentee's supervisor;
- creating an action plan that includes developmental assignments and networking opportunities;
- a dedicated Web site to coordinate logistics, provide information, and facilitate communications;
- regular meetings between mentors and mentees;
- opportunities to assess the entire program, and;
- a formal recognition ceremony in which each mentor and mentee who actively participates in the program will graduate and receive recognition.

In the future, the ACES program will follow the same annual cycle beginning with a call for mentees and mentors in September, a workshop in October, and conclude with a program review/celebration in early November of the following year.

For more information about ACES, please visit the Web site at <http://www.grc.nasa.gov/WWW/ODT/Mentoring/> or call Judy Budd, Program Manager, Organization Development & Training Office, at 3-5580.

NASA On-Line Registration System (NORS)

The NASA Online Registration System (NORS), an Agencywide, Web-based program hosting NASA training information, will be implemented in FY04.

The system will encompass all NASA training information, making it simple and easy for employees to monitor and manage their professional development. Logging on through Single Sign-On, (SSO), NORS enables employees to:

- Access NASA's SOLAR Web site for training;
- Search class offerings, schedules, locations, and availability;
- Request and/or check the status of training; and
- Print a complete training history.

NORS, designed to be user friendly, gives access to employees wherever they have Internet capability. Supervisors will also be able to approve/deny training requests through the Web-based system. Upon supervisory review, an automated e-mail notification informs employees of their request status.

Look for more communications on Today@Glenn as we get closer to implementation. For further information on NORS, contact Dennis Conrad at 3-2991.

Expansion of Medical Services

Occupational Medicine Services offers a wide range of services to Glenn employees. The services include, but are not limited to, annual health screening physicals, diagnosis and treatment of illnesses or injuries, treatment and follow up for occupational injuries and illness, immunizations, and various forms of cancer screenings, wellness programs, etc. Not to mention the benefit of early diagnosis in the onset of serious illness with referral to outside physicians and specialists for treatment. The staff is highly qualified and dedicated to providing excellent care to the employees of the Glenn Research Center.

NASA Headquarters continues to monitor care provided to ensure that quality care is provided to NASA employees. Requirements for additional services are continually expanding; however, the space allotted in Medical Services has not been expanded and space in the clinic has become extremely overcrowded.

Patient care and privacy has always been a concern of the staff. The staff has become increasingly concerned in dealing with the overcrowded conditions, as space was very limited for the level of service being provided and, in some cases, could compromise patient confidentiality and privacy. Patient satisfaction remains high as it pertains to the level of care, the caring staff and the quality of care received. Patient satisfaction surveys mirror the concerns of the staff with regards to the potential of compromising confidentiality and privacy.

Management has taken into consideration the concerns of the employees and the staff of Medical Services and has recommended expansion of the clinic area. Renovations are underway and nearly completed for the expansion of the clinic area in Building 15. This expansion will alleviate the overcrowded conditions in the office of the Medical Director, staff doctors, and nurses. It will allow for the relocation of areas where patient testing and triage is conducted to provide a more private atmosphere. This will improve patient flow through these areas. It will also allow the relocation of the staff dietician and optometrist within the clinic office area.

As a result of this renovation and expansion, the Benefits Office has been temporarily relocated in Building 500, Room 1214. Upon completion of the expansion, the Benefits Office will again conduct business in Building 15, Room 105, on Monday, Tuesday, Thursday, and Friday, from 7 a.m. to 3:30 p.m. On Wednesdays, your concerns can be addressed by calling 3-2057 or 3-8550.



The pay period starting October 19, 2003, was the first time that Glenn Research Center (GRC) employees recorded time and attendance information in the new WebTADS system. The deployment of WebTADS supports NASA Administrator Sean O'Keefe's Freedom to Manage initiative, the President's Management Agenda for E-Government, and is an enabler for the coming e-Payroll initiative. Accordingly, the use of WebTADS at most NASA Centers will allow for a simpler transition to the Department of Interior's payroll processing system next year.

GRC went live with WebTADS in a "big bang" approach. Approximately 1,900 civil service employees used the system for the first time in October 2003. Each and every civil service employee was required to attend training to receive a user ID and password for the WebTADS System. The implementation team conducted over 80 training classes in a 4-week timeframe – quite a challenge for all involved.

The biggest change that WebTADS brings is the responsibility of the employee to enter his or her own time in the system. To do this, employees needed to understand the system, basic payroll policies and procedures, and other changes resulting from implementing WebTADS. Training classes focused on providing all of these learning components. In the first pay period, approximately 98 percent of hours worked were entered by the employees, NOT the Point of Contact or the Supervisor. That is a phenomenal accomplishment and a significant change in the way we do business.

In addition to formal classroom training, The Learning Center hosted Open Houses for WebTADS assistance. Open Houses provided end users with a chance to test the system, both prior to go-live and during the production period. The staff from The Learning Center continues to provide support to those who want assistance with using the new system on their own.

An online, interactive training module is under development for use by new NASA GRC employees to learn the WebTADS system.

EMPLOYEE RELATIONS ACTIVITY – FY03

Employee Relations is the personnel function that centers on establishing and maintaining employer-employee relationships that contribute to satisfactory productivity, motivation, morale, and discipline. Managing employee conduct through the use of corrective action is a significant part of the employee relations function.

A summary of the Center’s FY03 Employee Relations Activity is listed below.

DISCIPLINARY/ADVERSE ACTIONS	ISSUE
6 Reprimands	1 Misuse of Resources/Dereliction of duty 2 Negligence 1 Misuse of Position 2 Refusing an Assignment
2 Suspensions	1 Violation of Standards of Conduct 1 Failure to Follow Procedures/Inappropriate Behavior/AWOL
OTHER EMPLOYEE RELATIONS ACTIVITY	ISSUE
2 Reasonable Accommodation	1 Medical Equipment Provided 1 Personal Asst. Provided

For your information, a list of employee relations disciplinary terms follows:

ADVERSE ACTION - Formal corrective action taken for disciplinary and nondisciplinary reasons ranging from suspensions of more than 14 calendar days, furloughs of 30 days or less, reduction in grade or pay, to removal.

COUNSELING - Placing an employee on notice that his/her conduct is inappropriate/unacceptable. This may be done verbally and/or in writing.

DISCIPLINARY ACTION - Formal corrective action ranging from reprimand to 14-calendar-day suspension, including letters of discipline.

LEAVE RESTRICTION - A notice that informs an employee that his/her use of leave is being restricted, usually requiring leave be requested in advance and sick leave absences be supported by acceptable medical documentation.

LETTER OF DISCIPLINE - A written disciplinary action that is taken in lieu of a formal suspension action and is temporarily recorded in the Official Personnel Folder.

LAST CHANCE AGREEMENT - An agreement that provides an employee a firm choice between rehabilitation and removal. It constitutes an employee’s last chance to remain employed by the Center.

REASONABLE ACCOMMODATION - Adjustment made to a job and/or working environment enabling a qualified applicant or employee with a disability to perform the essential duties of the job to which s(he) is assigned.

REPRIMAND - An official written rebuke that is placed in the Official Personnel Folder for up to 2 years.

REMOVAL - Separation of an employee for unacceptable conduct or performance.

SUSPENSION - Placing an employee, for disciplinary reasons, in a temporary status without duties and pay. Suspension actions are permanent records in the Official Personnel Folder.



External Awards

Every quarter, the Center receives requests for nominations for a wide variety of non-NASA awards. A call letter with nomination criteria summaries is sent to the directorate offices for distribution. Please call the Awards Office at extension 3-2493, for specific information. Additional information regarding external awards can be found at: <http://nasapeople.nasa.gov/employeebenefits/awards/nonnasa.htm>.

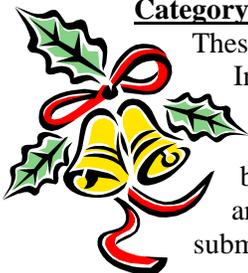
The following is a list of non-NASA External Award solicitations due the upcoming quarter, January – March 2004.

External Awards	Categories 1, 2 or 3	Due Dates	
		To the Awards Office M.S. 500-314 through Dr. Earls' Office	To the Sponsoring Organization through Dr. Earls' Office
Robert J. Collier Trophy	1	December 29, 2003*	
Francois-Xavier Bagnoud Aerospace Prize	1	December 29, 2003*	
Arthur S. Flemming Awards	1	February 6, 2004	
National Air and Space Museum Trophy	1	March 12, 2004	
White House Closing the Circle Awards	3		January 12, 2004
Institute of Navigation Awards	3		February 2, 2004
AIAA Awards (Various)	3		Various
Katharine Wright Memorial Award	3		March 12, 2004
Society of Women Engineers Awards	3		January 12, 2004

* These award nominations are due in December because NASA Headquarters/Sponsoring Organizations need time to prepare nomination packages for approval and distribution in early January 2004.

Awards in categories 1 and 2 are forwarded to Headquarters for final submittal to the sponsoring organization. Awards in category 3 may be submitted directly to the sponsoring organization with the approval of the Center Director. See details below.

Category 1 Awards



These awards are considered very prestigious, and NASA has had significant participation in the past. In accordance with the requirements of the sponsoring organization, nominations must be submitted by the head of the Agency. Awards that include a stipend and/or grant that exceeds \$7,500 or are of special interest to the Administrator, such as those pertaining to minorities and females, have been retained in this category by the Administrator's Office. All award nominations in this category are forwarded by the Agency Personnel Policy Branch (Code FPP) to the Administrator for submission to the sponsoring organization.

Category 2 Awards

These are also prestigious awards; however, the criteria has limited application and solicitation from the sponsoring organization is often made to multiple addressees in NASA. Since these award nominations may be submitted by someone other than the Head of the Agency, the responsibility has been delegated to the Associate Administrator for Human Resources and Education (Code F). In addition, because the sponsoring organizations limit the number of nominations from the Agency, nominations must be submitted to the Agency Personnel Policy Branch (Code FPP) for processing and submission to the sponsoring organization.

Category 3 Awards

Annual solicitation from the sponsoring organization in this category is not consistent and sometimes is made through professional society membership, mass distribution, or below the Administrator's level. There is no limit on the number that can be nominated or need for Agencywide screening; therefore, the Agency Personnel Policy Branch (Code FPP) forwards these solicitations for awards to the Officials-in-Charge of Headquarters Offices or Center Directors for submittal of nominations directly to the sponsoring organization.



2004 CALENDAR YEAR

JANUARY

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FEBRUARY

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JUNE

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JULY

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AUGUST

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SEPTEMBER

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OCTOBER

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NOVEMBER

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DECEMBER

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END OF PAY PERIOD



PAID HOLIDAY