

ANNEX 4.8

EDUCATION SERVICES

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4.8 EDUCATION SERVICES

The Contractor shall provide Education Services at the Stennis Space Center (SSC) as defined in this Annex and in support of the NASA SSC's Strategic Plan for Education.

4.8.1 GENERAL REQUIREMENTS

4.8.1.1 Management and General Requirements.

The contractor shall furnish all resources as specified in Annex 1. Contractor to provide state-of-the art training so as to remain current with the latest educational technology.

4.8.1.2 Hours of Operation.

The Educator Resource Center (ERC) located in the basement of Building 1200 will be open to the public during the hours of 9:00 a.m. to 4:00 p.m. Monday through Friday, except Holidays. The Li'l Red School House, (Bldg 2409), Trend 2000 facility (Bldg 1200) and Mississippi Interactive Video Network Classroom (MIVN) facility (Bldg 7001) will be generally open from 8:00 a.m. to 4:30 p.m., and at other times as needed for special events.

4.8.1.3 Public Interface.

The (ERC) personnel will serve as NASA's interface to the education community by disseminating information, answering phone requests, and greeting all on-site visitors to the ERC.

4.8.1.4 Communication.

Any employee whose job requires contact with the public must be able to effectively communicate in the English language

4.8.1.5 Reserve.

4.8.1.6 Definitions and Acronyms.

EDCATS - Education Division Computer Aided Tracking System
CEU - Continuing Education Units
IRCET - International Registry for Continuing Education in Training
Media Checklist - Approval sheet with name of all reviewing the document.

4.8.1.7 Facilities.

Facilities covered in this Annex are Educator Resource Center (Building 1200), Li'l Red School House (Building 2409), and Mississippi Interactive Video Network Classroom (MIVN) (Building 7001).

4.8.1.8 Government-Furnished Equipment.

The Government will provide, without cost to the contractor, equipment and material listed in Attachment J-10, List 1 and List 2. The Government furnished equipment shall be maintained and managed in accordance with the guidelines set forth in Annex 1.

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4.8.2	EDUCATION SERVICES			
4.8.2.1	Conduct Educator Workshops			
4.8.2.1.1	Prepare workshop schedule	Identify topics requested by customers. Determine the number needed to meet known anticipated needs. Identify intended learning outcomes for each workshop. Determine and schedule qualified presenters.	3 Annually	Workshops will be presented on time and with trained and NASA approved presenters.
4.8.2.1.2	Prepare and disseminate workshop brochure	Determine layout wording and conduct proofreading. Consult with printer. Update database and prepare labels. Prepare for mailing.	3 Annually	Brochures will be current, correct and up to date, and must be previewed by NASA Education office prior to mailing.
4.8.2.1.3	Conduct Workshops	Welcome participants and present agenda. State intended learning outcomes. Present workshop material through lecture, demonstration, and/or hands-on participation. Answer questions. Assist participants in using NASA's Education Division Computer Aided Tracking System (EDCATS) electronic evaluation tool to evaluate workshop.	80 workshops Annually	Workshops must be current, correctly represented information, be professionally presented and be safe for participation. Proper audio support must be used. Workshops must meet Contingency Education Units (CEU) requirements of the (IRCET).
4.8.2.1.3.1	Workshop registration logistics	Prepare registration booklet. Prepare computer database for data entry. Register participants in workshop registration booklet via phone, fax, and/or mail. Input Workshop registration data into computer database. Prepare and mail participant confirmation letters. Send workshop participant names to security. Prepare workshop participant certificates.		Confirmation letters will be mailed to reach participants at least one week before workshop. Names must be provided to security 48 hours before workshop. Participant certificates will be disseminated at end of workshop.

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4.8.2.1.3.2	Prepare content, activities, and agenda	Determine and prepare appropriate workshop activities. Gather materials and activity handouts. Prepare visuals and participant materials.		Correlate content and activities to state and national education standards.
4.8.2.1.3.3	Conclude and evaluate workshop.	<p>Collect funds from participants desiring continuing Education Unit (CEU) credits. Issue receipts to participants. Instruct participants on the use of the computer to complete necessary forms to receive CEU credits. After all participants have left, collect workshop tools and restore facility to standard form.</p> <p>Prepare deposit slip for Finance Department listing each participant requesting CEU credit. Deliver participant registry fees and deposit slip to Finance Department for issuance of check to the International Registry for Continuing Education in Training (IRCET). Retrieve participant information from computer and prepare a computer disk for each workshop and forward to the IRCET. Delete all computer files generated during the workshop. Analyze participant evaluation for future improvements.</p>		<p>Complete, accurate and timely information.</p> <p>Information input by either contractor or participant using IRCET software and as required by IRCET. 90 Percent positive feedback required from customer.</p>
4.8.2.2	Facilitate Educator Workshops	Receive request for workshop support. Schedule requirement. Facilitate workshops as required by customer.	100 Annually	Resolve conflicts with other scheduled events. 90 Percent positive feedback required from customer.
4.8.2.3	Conduct <u>Offsite</u> Presentations	Arrange for travel to presentation location. Set necessary equipment. Conduct offsite presentation at locations throughout the United States. Answer questions.	24 Annually	Programs will be presented on time and with trained personnel. Entire presentation received and approved at least two days prior to being conducted. Proper equipment will be used. 90 Percent positive feedback required from

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				customer.
4.8.2.3.1	Receive Customer Request for Presentation	Determine the need of the customer. Define with the customer, the content of the presentation. Determine audio/visual equipment requirements		Presentations will be current, correct and up to date. Proper audio/visual support must be used.
4.8.2.3.2	Prepare Presentation	Conduct research to gather necessary information. Determine appropriate medium for presentation. Solicit required approvals and review and practice. Prepare necessary property passes for equipment to be taken to presentation site.		Conformance with NASA Handbook 4200 and SSC Security manual for property removal. Equipment removal must be scheduled and agreed upon by education staff.
4.8.2.3.3	Conclude and Evaluate Presentation	Receive requests for additional information. Analyze evaluations (when conducted) for future improvements and/or changes.		Report to NASA Education Office of recommended improvements and/or changes.
4.8.2.4	Manage Information Dissemination	by mail.		
4.8.2.4.1	Maintain and Replenish Stock	Prepare and fax order form for materials to be ordered from NASA Headquarters. Receive and shelve material for efficient distribution.	Daily	Organize educational materials according to grade level and subject. Reproduce when there is a shortage of stock on hand.
4.8.2.4.2	Assemble Educator Packets	Select items including lesson plans, posters, general publications and lithograph. Roll posters to have available for educators. Work with visitors' center to determine how many educators will be visiting. Coordinate with Public Affairs Office (PAO).	3500 Annually	Organize according to grade level. Packets are to be made up at least 1 day prior to visit.
4.8.2.4.3	Process Video Tape Duplication Requests	Prepare and update video catalog listing titles available for duplication. Distribute catalogs. Receive and log video orders. Duplicate videos in real time. Return completed orders to educators by arranging pickup or by	600 Annually	Complete, accurate and timely information with updates to catalog at least twice yearly. Blank video

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		packaging order and returning by mail.		tapes to be provided by customer.
4.8.2.5	Manage and Conduct Projects	Receive request for project from customer. Determine resources required for project. Prepare project plan including budget. Enlist partners. Conduct planning meetings as required. Conduct meetings. Continuously monitor and evaluate progress and customer satisfaction. Conclude project.		Prepare formal and informal progress reports. Prepare final evaluation upon completion of project. Complete NASA approved projects based on customer requirements and satisfaction.
4.8.2.5.1	Long-Term Projects	Same as 4.8.2.5. Projects equal to or greater than one year.	8 Annually	Same as 4.8.2.5
4.8.2.5.2	Short-Term Projects	Same as 4.8.2.5. Projects less than one year except as liaison support in a remote site from SSC	26 Annually	Same as 4.8.2.5
4.8.2.5.3	Special Projects	Same as 4.8.2.5. Except as liaison support in a remote site from SSC.	4 Annually	Same as 4.8.2.5
4.8.2.6	Manage Computer Lab Operations	Maintains material and supplies to operate facilities.	Weekly	Adequate supplies for all activities
4.8.2.6.1	Maintain Computer Labs in Buildings 1200, 7001 and 2409.	Log all problems and coordinate/expedite repair with the ODIN contractor. Maintain temporary folders and delete contents after each workshop. Evaluate performance of all required software and recommend upgrades as necessary. Provide basic cleaning of equipment. Maintain room arrangement. Contractor must be readily available to address computer problems during lab time.		Report and facilitate software failures and upgrades. All lab equipment must be up to date, and function properly during hours of operation.
4.8.2.6.2	Maintain All Other Educational Technology Assets	Log all problems and coordinate/expedite repair. Maintain stock of required expendables associated with equipment. Contractor must be readily available to address problems during operation time.		All other education technology assets must be up to date, and function properly during hours of operation.

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4.8.2.6.3	Maintain Property Tracking and Control System	Manage database of all educator resource technology assets. Maintain procedure for checking out equipment and ensuring timely return.		Conformance with NASA Handbook 4200 and SSC Security manual for property removal. Equipment removal must be scheduled and agreed upon by education staff.
4.8.2.7	Education Media Services	See sections below.		Release of information will be coordinated through NASA Education Office and NASA Public Affairs Office (PAO) prior to release. Release of Information must follow format as directed by NASA PAO guidance. Media calls should be coordinated through NASA Education Office. Printed material should have no grammatical or technical errors. Contractor should provide draft newsletter to NASA Education Office one week prior to printing. Final draft should be presented to Chief, Education and University Affairs two days prior to printing. Contractor shall be prepared to produce information from archives within one hour of request being from NASA Education Office staff. Reports are due each Monday of previous weeks events.

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4.8.2.7.1	Media Awareness	Develop and implement public awareness campaigns and special events to promote the understanding of NASA Education programs goals and accomplishments. Use all types of media to raise awareness among the general public, special interest groups, and public and private organizations.	Daily	In accordance with para 4.8.2.7
4.8.2.7.2	Prepare Media	Develop, write, and edit brochures, reports, press releases, bulletins, letters and other materials for general assignment reporters from print, broadcast, and electronic media, consumers, businesses, and press. Determines how best to present the information, and prepares and disseminates the material to appropriate audiences.	Daily	In accordance with para 4.8.2.7
4.8.2.7.3	Distribute Media	Disseminate information through national and local media, and existing channels of communication within target groups or organizations. Identify new means of information dissemination when established channels are not available.	Daily	In accordance with para 4.8.2.7
4.8.2.7.4	Respond to Inquiries	Answers inquires about Education programs from a variety of audiences, and ensure that the needs of particular individuals and groups for more information are quickly and fully satisfied. Direct inquires to proper sources for assistance.	Daily	In accordance with para 4.8.2.7
4.8.2.7.5	Media Information Storage	Contractor shall maintain all media services material. Photos, exhibits, videos, news releases, press kits, brochures, biographies and speeches are to be stored and managed by contractor for current and future references.		In accordance with para 4.8.2.7
4.8.2.7.6	Media Reports	Provide activity reports on media-related activities for previous week.	Weekly	In accordance with para 4.8.2.7 Provide draft for approval to

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4.8.2.7.7	Education Office Newsletter Production	Contractor shall produce the NASA Education Office newsletter. This task includes compiling information, writing, editing, coordinating all necessary approvals, inserting appropriate graphics and/or scanned or original photo images, proofing, layout, editing, coordinating and monitoring printing and distribution. Contractor to meet with Education Office personnel to discuss content, story ideas, possible photos, layout and design.	12 monthly newsletters ranging from 5-6 pages.	Education Office personnel one week prior to going to printers and final draft two days prior to printing. Education Office to provide topics & stories.
4.8.2.8	Personnel Requirements			
4.8.2.8.1	Plan for continuous Staff Development of ERC Staff	ERC staff will attend state and national conferences. Determine conferences best suited for staff development. Determine conferences best suited for staff development. Coordinate attendance with other ERC activities to minimize impact to ERC schedule. Attend and participate in conferences. Share information/ techniques learned with remainder of staff. Subscribe to professional journals. <u>At least one NAEYC certification credentials (Mod No. 105, Eff. 10/30/03).</u>	12 Annually	Subscribe to and read at least six professional journals. Complete all necessary paperwork for travel, registration, and evaluation.
4.8.2.8.2	Maintain Awareness of State-Of-The-Art Knowledge in Educational Technology Through Trade Journal Reading.	Subscribe to and read trade magazines in educational technology.	Weekly	Contractor will report to NASA Education office of educational technology changes through email, conferences or telecon.
4.8.2.8.3	Maintain Awareness of State-Of-The-Art Knowledge in Education Technology Through Trade Show/Technology Conference Participation.	Attend conferences and trade shows related to education technology. Determine conferences and trade show best suited for acquiring state-of-the-art knowledge. Coordinate attendance with other ERC activities to minimize impact to ERC schedule. Attend and participate. Share information learned with remainder of staff. Complete all necessary paperwork for travel, registration, and evaluation.	4 conferences annually	Contractor will report to NASA Education office of educational technology changes through email, conferences, written reports or telephone.
4.8.2.9	Electronic Journal	Create and maintain NASA Education Office Electronic Journal.	Daily	Current and Accurate

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4.8.2.9.1	Design, create and maintain Education and University Affairs Office Electronic Journal	Determine tools and equipment best suited to provide state-of-the-art technology and design. Determine the need of the customer. Define with the customer, the content of the electronic journal. Conduct research to gather necessary information of changes in technology. Solicit required approvals before placing information on journal.		Input data into development page and send to NASA point of contact within 48 hours of receiving information from sources and place on electronic journal within 24 hours of approval from Chief, Education and University Affairs.
4.8.3	Self Paced Learning Center (SPLC)	Operate the SPLC	Daily 10:00 a.m. - 3:00 p.m.	Customer Satisfaction