GODDARD news

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Goddard's WIRE Spacecraft Set for March 1 Launch

by Lynn Jenner, Office of Public Affairs

NASA's first new spacecraft in the Origins Program, the Wide-Field Infrared Explorer (WIRE), is still a go for launch at 10 p.m. EST on March 1. WIRE will launch from Vandenberg Air Force Base, Calif.

The four-month mission will help scientists understand how and when galaxies formed, and the subsequent history of star-formation in the universe.

Up-to-date information about this mission can be obtained from the following web site: **http://sunland.gsfc.nasa.gov/smex/wire**

1999 American Astronautical Society Symposium Scheduled

The 37th Annual Goddard Memorial American Astronautical Symposium will be held on March 17-18 at the Greenbelt Marriott Hotel. The theme for the symposium is "Inspiration, Economics and Exploration of Space."

Registration fees have been paid by the Center for all Goddard civil servants wishing to attend the Symposium sessions. Lunch and reception fees are not included.

If you would like to attend the luncheons or receptions, complete the registration form found in the Symposium program and send the completed form along with your check or credit card number to the address provided. Or, you can register on-line via the Web at: **www.astronomical.org.**

Symposium programs are available in the Office of Public Affairs, Building 8, Room 150. All civil service employees planning to attend the AAS symposium must submit a single or group Training Request to Code 114, attention Sheila Jackson.

Hubble Provides Views of Potential Planetary Construction Zones

Dramatic pictures of eerie disks of dust encircling young stars are giving astronomers a new look at what may be the early formative stages of planetary systems.

Although these pictures from Hubble do not show planets, the edge-on disks seen by the spacecraft provide some of the clearest views to date of potential planetary construction zones, say researchers. The images also offer a peek at what happened 4.5 billion years ago when the Earth and other planets in our solar system began to condense out of a pancake-like disk of dust and gas centered around a young Sun.

For a full text version of this press release visit the PAO web site at: **http://pao.gsfc.nasa.gov/gsfc/newsroom** and follow the prompts.

Goddard's Plans for 40th Anniversary

Goddard will begin its's 40th Anniversary celebration with a special open house on Sunday, May 2. Gates will remain open from 9 a.m. to 4 p.m. that day. This event is just one of many that will be held during Goddard's 40th Anniversary Week celebration.

For up-to-date information, visit Goddard's 40th Anniversary web site at: **http://pao.gsfc.nasa.gov/gsfc/40th/40th.htm**

Applicants Sought for Nancy Lorraine Jensen Memorial Scholarships

Applications are being sought from qualified Goddard Space Flight Center employees and their dependents for the *Nancy Lorraine Jensen Memorial Scholarship Fund.*

The scholarship, which was established in 1994 by Dr. Arthur S. Jensen and his wife, is a memorial to their daughter, Nancy. Prior to her death at age 35, she had distinguished herself as an outstanding engineer at Goddard.

The Jensen's wish to encourage all young women to pursue the science or engineering fields by offering college scholarships. The grants are intended for undergraduate study only.

Eligibility requirements for the scholarships are as follows:

* be a female employee of Goddard Space Flight Center, or the daughter or granddaughter of a current Goddard employee;
* be at least 17 years old, but not older than 35 years old;
* be a full-time undergraduate student who has completed at least one term of her studies after being accepted as a major in either chemistry or physics, or in chemical, electrical or mechanical engineering; and
* have attained a combined SAT score of at least 1200, or an ACT score of at least 26.

For further information, contact Ken Segal at 301-286-2895 or *The Sons of Norway Foundation* at 612-827-3611. Applications must be postmarked no later than March 1.

Code 400 Draft Handbook Available

A draft of the Program-Project-Product Management Handbook is available on the Flight Projects Directorate homepage at: **http://fpd.gsfc.nasa.gov/**

The Handbook is the first item shown under "Services."

The Handbook has undergone extensive revision several times because of the many changes in Goddard procedures during the last few months. Chapters One through Three are in final draft form, Chapter Four is under revision to reflect new and changed Goddard Procedures and Guidelines (GPG) documents and should be in final draft within a few weeks.

Now and after the Handbook is revised, you are encouraged to download the latest versions of directives from Goddard's Directives Management System. We suggest that employees use the following address: **http://gdms.gsfc.nasa.gov/gdms/owa/masterlist.menu**

If you have any comments on the Handbook, please e-mail them to Richard.F.Baker.1@gsfc.nasa.gov with a copy to Teresa.V.Cooper.1@gsfc.nasa.gov.

NASA To Award Five College Scholarships

The 1999 call is out for college scholarships for qualified dependents of NASA and former NASA employees. Scholarships will be provided and awarded by the NASA College Scholarship Fund, Inc.

(See Scholarships on Page 2)

Goddard's DAAC "Does It Right"

by Denise Konopka, Customer Service Office

This month the **Customer Focus Corner** features Goddard's Earth Sciences (GES) Distributed Active Archive Center (DAAC), Code 902, for its exemplary and progressive customer focused practices.

The DAAC was nominated as a Goddard customer-focused organization, in part because of its leadership. DAAC customers include data providers and data users.

Managers understand their organization, and make adjustments in personnel responsibilities, services, and interactions to better respond to their customers' changing needs.

All GES DAAC employees work closely together to accomplish GES DAAC's goal which is to ensure that the GES DAAC provides the data and services needed to enable science as efficiently and effectively as possible.

GES DAAC personnel include system engineers who develop new or enhanced data processing, archive, or distribution systems, operations personnel who ensure that the operations and maintenance of the GES DAAC systems are highly functioning and data specialists and users' services personnel who ask, listen and react to each customer.

Heavy emphasis is placed upon listening to customers. The organization strives for consistency in listening to users, responding to their requests, addressing changing needs and delivering what is promised 100 percent of the time. The DAAC's approach to "partnering" with customers as peers enables their staff to match data use with users' capabilities.

DAAC data specialists have been realigned into User Support and Data Support Teams. User support personnel are the front line for satisfying user requests, or directing user requests to the appropriate support team. Teams are individually responsible for the their users, and are empowered to make decisions. The close working relationship between the teams and users reinforces the best satisfaction of user requests, and allows creative development of innovative concepts for greater customer satisfaction.

The GES DAAC stays focused on "doing the right thing," which to them is continued development of an organization that provides undivided attention to the goals of its users for the purpose of enabling earth science.

The GES DAAC uses customer feedback to improve products and services. If customer feedback concerns a problem or issue, someone from the DAAC contacts the individual and initiates discussions to solve the problem.

The GES DAAC builds and maintains working relationships with customers by ensuring that desired data and services are always available and requests are always fulfilled. Actively treating customers with respect, delivering what is promised and following through until the job is done right helps to enhance existing relationships.

Congratulations GES DAAC on a job well done.

Note: To nominate a Goddard organization for the Customer Focus Corner, contact Dave Rosage on extension 6-5226 or Denise Konopka on extension 6-1382.

(Scholarships from Page 1)

The NASA College Scholarship Fund is the direct result of a substantial unsolicited gift provided by the noted Pulitzer Prize winning author James Michener. Other contributors include the Freedom Forum to honor Space Shuttle crew members and the JSC Chapter of the NASA Alumni League. Contributions were also collected by the annual Combined Federal Campaign.

Five scholarships will be awarded in the amount of $2,000 each, renewable for a maximum of $8,000 over a period of six calendar years.

For additional information and a copy of the application, please call Barbara Bradtmueller in the Education Office at Goddard on x6-7205, or apply in person at Building 28, Room N165. Applications are due by March 31.

Another Goddard First

Ariel I was the first international satellite program that evolved from a 1959 NASA offer to launch payloads of mutual scientific interest. Goddard personnel were responsible for design, fabrication, integration and testing of the spacecraft. Goddard also supplied the vehicle, was responsible for launch and provided data acquisition

The spacecraft was launched on a Delta rocket from the Eastern Test Range in Fla. on April 26, 1962 and transmitted X-ray and inospheric data back to Earth until Nov. 1964.

ISO 9001

Goddard's New Quality Policy

W[illegible] customer satisfaction as our pri[illegible]ary goal:

- GSFC is committed to meeting or exceeding our customer's requirements.

- We achieve excellence in all of our efforts.

Visit ISO at **http://arioch.gsfc.nasa.gov/iso9000/index.htm**

Speaker Scheduled for Center Director's Colloquia Series

Have you ever come up with a great idea, only to find that the more you discussed it, the less people liked it? You're not alone. Almost two-thirds of all organizational changes fail due to resistance to change.

Rick Maurer, author of a book entitled, *Beyond the Wall of Resistance: Unconventional Strategies That Build Support for Change*, will be at Goddard on March 3 between 10 a.m. and 11:30 a.m. to discuss why conventional ways of dealing with resistance actually increase opposition. He will offer ways for employees to transform the power of resistance into a positive force.

All Goddard employees are invited to this event which will be held in the Building 3 auditorium. For those who attend the morning session and would like to discuss the issues presented in more detail, you are invited to a small group discussion led by Maurer that afternoon in Building 8, Room 121, from 2:30 p.m. to 4 p.m.

TerraPoint Adds Goddard Technology to Gather Digital Terrain Data

by Lynn Sanders, Technology Commercialization Office and Donald Friedman, Global

TerraPoint formed in June 1998 to combine the business expertise of Transamerica with the patented technologies of the **Goddard Space Flight Center** and Houston Advanced Research Center (HARC).

The formation of this new company culminated the successful transfer of the Lidar Topographical Mapping System, developed primarily by **Bill Krabill** of Goddard's Laboratory for Hydrospheric Processes, and supported by Goddard's Technology Commercialization Office, under the direction of **Dr. George Alcorn.**

TerraPoint's technology incorporates Goddard's and HARC's combined expertise in laser ranging, global position systems and geographical information systems technologies. The technology enables 3-D virtual mapping of cities, a service that not previously considered cost effective. In addition to flood studies and flood plain mapping, potential commercial uses include pipeline and utility surveys, highway design surveys, river cross sections for hydrological modeling and forest/biodiversity/habitat assessments.

In the future, TerraPoint will incorporate more Goddard technology, such as **Geary Schwemmer's** holographic optical element technology, to further improve the accuracy and reduce the cost of acquiring digital terrain data for a variety of commercial applications.

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