



Delivering  
Unexpected  
Solutions

**Affiliate Frequently Asked Questions  
(Or, those that should be asked more frequently than they are)**

**1. What's the Ops Council?**

The Ops, or Operations, Council provides advice to the ASL Director. It is primarily composed of the Leads for all the ASL Affiliate teams. We hope they attend in person, but they can send delegates or deputies. Or bring them along. The Director may also invite others from time to time, as the discussion warrants. The Ops Council will discuss, and provide input to, all ASL operational policies and procedures. It generally meets monthly, by arrangement, and is the core of ASL's operational strategy.

**2. What's the Liaison Working Group?**

The Liaison Working Group (LWG) includes both ASL and non-ASL associated residents of N239. Representatives of all the NASA work groups in N239 participate, with the charge to carry information back to their organizations and bring forward any concerns. All the ASL Affiliates are encouraged to send delegates to these meetings, which occur usually every other month or quarterly. The LWG is an information conduit; it exists so that our neighbors are engaged and informed, and so that we can be a 'good' neighbor. Part of ASL's obligation to NASA is to improve the functionality and vitality of the entire N239 facility. Discussion in the LWG helps us find out how to accomplish that, and provides a venue for circulating information, generating new collaborations, and airing (and correcting) misinformation. Please attend.

**3. What individual laboratory spaces are available? How are they assigned?**

ASL currently occupies about 10,000SF of space in N239. Of this, about 5000SF is assignable to individual projects. Additional space will be negotiated from NASA Ames; these discussions take place quarterly.

Assignments are made based on the facilities available and what is necessary to support the proposed research.

#### **4. How long will I retain this space?**

Not for longer than the period for which the SAA is in force. Signed on 2/1/08, the SAA covers a two year period and is then renewable by agreement of the partners. Also, not for longer than the duration of your project/Affiliation.

Typically, you would occupy an assigned space for approximately one year, and we would review together the success of your affiliation approximately one quarter before your anniversary date. At that time, we may elect to offer you renewal.

#### **5. Now that I'm a member: Affiliate, how can I cite my association in my publications?**

Thanks, we'd really appreciate that level of exposure. Identifying your ASL affiliation is essential for work performed here, but it is also very much appreciated and may be useful to you to add this relationship for any work you present or publish subsequent to your ASL involvement. After all, as an Affiliate, what advances ASL's perception advances you, too. Please use the following form, which has been approved by Vice-Provost Miller of Silicon Valley Initiatives, ASL's sponsor: abbreviating as necessary:

*Advanced Studies Laboratories, University of California, Santa Cruz and NASA Ames Research Center, Moffett Field, California 94035*

The following abbreviated versions are suggested if necessary:

- *Advanced Studies Laboratories, UC Santa Cruz and NASA Ames Research Center, Moffett Field, California 94035*
- *Advanced Studies Laboratories, UC Santa Cruz and NASA ARC, Moffett Field, California 94035*
- *Advanced Studies Laboratories, UCSC/NASA ARC, Moffett Field, California 94035*

#### **6. How do I schedule use of the ASL Commons—the Presentation Space or the ASL Boardroom—for meetings, seminars, events?**

Thanks for asking! As ASL gets larger and busier, there is the possibility of finding these spaces in use when you want them—but that's what scheduling is for! Also, ASL has obligations to its host, NASA Ames, and we need to know who is using the facilities, and for what.

Contact Patricia Gregory to schedule either facility. A weekly and/or monthly schedule will be posted on the doors of these facilities, but is for information, not sign-ups.

## **7. How do I arrange for an ASL Visitor badge?**

Good question—plus you didn't ask but we'll tell you how an ASL Visitor badge differs from an Ames Visitor badge.

ASL Central is very small. Most folks are not full-time in their roles. So, please make your requests at least 48 hours before your need. ASL has negotiated an Access Agreement with NASA Ames, and we MUST adhere to it. NASA Ames Protectives Services has delegated the authority to issue ASL Visitor badges to ASL Central. Badges are produced by the Executive Assistant when access is approved by the Director. In the absence of the Director, she has further delegated this authority to the other members of the ASL Management Team.

Access with the ASL Visitor badge is strictly limited to the Ames cafeteria and N239—and to those areas within N239 that are operated by ASL (or are in common use such as corridors, restrooms, stairs and elevators). N239 is now designated a 'shared' or 'collaborative' facility by Ames. Therefore, in addition to accessing common or ASL spaces, an individual with a NASA Ames hard badge (for example, a civil servant or NASA contractor) may host an ASL badge holder in their laboratory or office, at their discretion. For the non-ASL residents of N239, life is now like constantly attending a conference, interacting with many persons who have not been vetted through NASA screening and badging procedures. They can, and must, determine when information sharing and facilities access is appropriate, and when not in the areas they control.

The ASL Affiliate Lead is responsible for making ASL Visitor Requests, collecting required information, picking up the badge and transmitting it to the guest, providing directions to the guest on getting to Ames, picking up their badge, finding ASL, and explaining the limitations of our Access Agreement to their guests. The ASL Management Team may spot-check compliance. Violations will jeopardize the relationship of ASL with NASA Ames.

ASL provides a single Visitor Request Form and a Multiple Visitor Request Form. We are working on providing these forms on-line for on-line completion and submission. At present, they can be submitted electronically by e-mail or hardcopy to Patricia Gregory, to her attention at Mailstop 239-24, or handed in at N239/Rm. 165. When approved and issued, Patricia will notify you about where/when to pick up the badge.

The visitor MUST be given directions explaining how to arrive and how to use their badge, and MUST be reminded that they will show a government issued photo ID at each security gate. U.S./non-U.S. citizens are treated equally.

To recap, as an ASL Affiliate Lead:

- You **MUST** understand the Access Agreement limitations, explain them to your guests, and ensure their compliance.
- You **MAY** designate ~2 other folks in your Team whom you will allow to make ASL Visitor Requests.
- You **WILL** be held responsible for knowing and implementing these policies and procedures. The ASL Management Team may spot-check compliance. Violations will jeopardize the relationship of ASL with NASA Ames.

An Ames Visitor badge can be requested by a NASA civil servant, and provides access to the entire NASA Ames campus. However, although not limited to U.S. citizens, background review for non-U.S. citizens takes an extended period of time, and cannot be guaranteed. For a U.S. citizen, it is quick and painless to acquire an Ames Visitor badge. The ASL Director can do this for you. However, unless you have a NASA Ames hard badge (not an ASL badge), you cannot accompany your visitor to areas where your ASL badge is not valid.

### **8. I'm planning an event, a seminar, or having a lot of guests visit at the same time. Any advice?**

Yes! Use the Multiple Visitor Request Form, and highlight the special nature of your event. We will alert the Ames Security services. They will place your event on the Event List for that day, and will be able to provide your guests with assistance and directions and alert us to any difficulties your group encounters.

### **9. Maybe I should have asked how I can get a badge first—how do I get an ASL badge and what will it do for me?**

You, and all the folks identified by you on your Team, may receive an ASL badge. This is a hard badge issued by Ames Protective Services at our request. It will gain entry to both the NASA Research Park Main Gate and the NASA Ames campus gates. You must wear/display this badge at all times when on the NASA Ames campus (i.e. in N239 and the Ames cafeteria). This badge has an embedded identifier chip that will operate the cardkey reader locks controlling the external doors to N239 and internal ASL operated spaces.

To obtain a badge, you will provide your name and birthdate to Jay Nuez, who transmits this information to Ames Protective Services. This is Personally Identifiable Information so don't send it in e-mail. Contact Jay Nuez about how to transmit this information. There is no background check, no separate system for non-U.S. nationals, and no set waiting period. Issuance typically takes 1 week or so. When the badge is ready, we will notify you. You will pick

up your badge personally at the Employee Badging desk in the Visitor's Center at the NASA Research Park Main Gate.

Access with the ASL badge is strictly limited to the Ames cafeteria and N239—and to those areas within N239 that are operated by ASL (or are in common use such as corridors, restrooms, stairs and elevators). N239 is now designated a 'shared' or 'collaborative' facility by Ames. Therefore, in addition to accessing common or ASL spaces, an individual with a NASA Ames hard badge (for example, a civil servant or NASA contractor) may host an ASL badge holder in their laboratory or office, at their discretion. For the non-ASL residents of N239, life is now like constantly attending a conference, interacting with many persons who have not been vetted through NASA screening and badging procedures. They can, and must, determine when information sharing and facilities access is appropriate, and when not, in the areas they control.

The ASL Affiliate Lead is responsible for providing information on their Team members and keeping their Team/staff lists up-to-date (we will ask you to do this quarterly). Further, you are responsible for explaining the limitations of our Access Agreement to your staff/Team, and for their compliance. The ASL Management Team may spot-check compliance. Violations will jeopardize the relationship of ASL with NASA Ames.

### **10. I've got a badge; so I'm allowed to be here. How do I get in? Is the building always open?**

The building's external doors are unlocked Monday-Friday, 6AM to 6PM. Outside these hours, your cardkey will unlock the doors. Recently, the cardkey readers became operative. The bugs are still being worked out, but soon your badge will be your key, as it will have an embedded identifying chip. Until that happens, and for internal doors that do not have cardkey readers, you may be issued a key.

### **11. How do I get a key?**

Soon your badge will be your key, as it will have an embedded identifying chip. Until that happens, and for internal doors that do not have cardkey readers, you may be issued a key. To get a key, you need a hard badge and a triplicate Key Request Form, approved by the ASL Director. Contact Patricia Gregory to obtain a form, or download the **Key Request Form** from the Resources section of the ASL website (<http://asl.ucsc.edu>). The identifying number needed for you to get the correct key is on the barrel of the lock on the door; or contact us for assistance and we will complete the form with you. After you get the Director's signed approval, add your California Driver's License number in the space that asks for your Social Security Number, and take the form and your hard badge to the Ames Lockshop located in Building 76 on McCord Ave. south of South Akron Rd.

The Ames Lockshop is open 10:00 A.M. to 11:00 A.M. (closed Wednesday mornings) and 1:00 P.M. to 2:00 P.M. Monday thru Friday. If you are unable to come during counter hours, call 650-604-3843 after 7:00 A.M. and before 4:00 P.M. to schedule an appointment.

## **12. What do I need to do to install equipment, make construction changes, install switches or upgrade electrical service?**

Refer to the Residents Handbook. Some installations may require permitting or lab modifications that require a Building Permit. Check with the ASL Operations Manager, Jay Nuez, when you first conceive of the potential need. He will guide you through the process. With appropriate advance work, permits can be issued in 2-4 weeks. Without advance work, ....oh, just don't go there.

## **13. What do I do when something goes wrong, like the heating/cooling, lights, electricity, doors/locks, etc?**

That's a routine 'Trouble Call'. First, try contacting Patricia Gregory (650-604-1206, [pmgregor@ucsc.edu](mailto:pmgregor@ucsc.edu)) or Jay Nuez (650-604-2638, [jnuez@ucsc.edu](mailto:jnuez@ucsc.edu)). If neither is available (and Rose or Patty can't be found), call Vivian Torres at 650-604-5207. Vivian is ASL's liaison to Ames Facilities and Logistics groups. Some Trouble Calls, depending on how they are placed and how urgent, can result in financial charges. But if those routes don't give you satisfaction—someone who says they will take care of it, you can contact the Ames Facilities Engineering Trouble Call Desk at 650-604-5212, 24/7. Calls will be classified **critical**, **urgent**, or **routine**.

**Critical** are situations requiring immediate action; dealing with hazard to personnel, equipment, or the environment, or restoring essential services. These have a ten minute response standard.

**Urgent** are situations that could soon inconvenience and affect the well-being of personnel or disrupt operations. These have a four hour response standard.

All other calls are **Routine**, and will be completed within 15 working days.

## **14. How can I get help?**

First try the ASL offices. Depending on the problem, you might then contact the Facilities Safety Representative (FSR), Steve Hing, at 650-604-3171. Or call the Ames Dispatch Center, 650-604-5416. Or, if it's an emergency, call 9-1-1 from a landline or 650-604-5555 from a cell phone.

**15. What are the requirements for training in Environmental and Chemical/Biological/Radiation Safety? How do I get operational, how do I get my lab operational? How do I get new students operational?**

ASL has worked with Ames Safety, Environmental, and Mission Assurance Services to determine that intersection and complementarity of NASA and UCSC training requirements. We will do the same for third-party ASL partners (i.e. those that are neither NASA nor UCSC). We agree that training you already maintain is acceptable, and will work with our NASA colleagues to only require what is, necessarily, different—such as how services are operated and accessed at Ames.

We plan to offer training sessions as necessary, possibly four times a year, for new Affiliates or new Affiliate staff. In the interim, training materials will be available for individual instruction.

A sample of a Lab Safety Plan can be acquired from Jay Nuez. This is a brief overview of the work to be conducted in the lab, and a resource describing how you deal with training, equipment operation, chemical handling, personal protective equipment, and where you maintain appropriate records. A copy of your Lab Safety Plan must be filed with ASL, for reference and in case of emergency. Any substantive change to operations, including the installation and operation of new equipment, requires an update to your Lab Safety Plan.

**16. Someone mentioned 'Beap' training, what's that?**

The BEAP is the Building Emergency Action Plan. Training on the contents of the BEAP is mandatory; it tells you about all the work undertaken in the building, the locations of potential hazards as well as fire/life safety equipment and exits. There will be three hardcopies of the BEAP maintained by ASL; one in the Director's office, Rm. 169, one with the Executive Assistant, Rm. 165, and one in the ASL Commons, Rm. 138. If you are in the ASL Commons when an evacuation alert sounds, please pick up the BEAP and bring it with you to the congregation point. The meeting point for all N239 residents is in the parking lot ACROSS THE STREET (McCord Ave.) from N239, NOT in the parking lot adjacent to N239. Please gather there, we will take roll. It is for this purpose, among others, that we maintain a Master Staff List and ask you to validate it quarterly. Please close, but do not lock, doors behind you.

**17. How do I keep my lab operational—order chemicals, equipment, and consummables and have them delivered?**

You will use the ASL's address, customized for you:

Your name  
Your lab's/project's name  
Advanced Studies Laboratories  
N239 McCord Avenue  
NASA Ames Research Center  
Moffett Field, CA 94035

We will work with the NASA Ames Receiving Station so that they know about ASL, and that ASL Central can sign to receive your items in your absence. Large items can be received on the loading dock, which is also where gas cylinders are delivered, stored, and retrieved.

Chemical orders will have to be routed to Ames Environmental Services, which manages Ames' responsibilities in Hazardous Materials use. We will develop a process for this, which should be used prior to you placing the order with your vendor through your procurement system. Otherwise, you risk the delivery being rejected.

For envelopes and small packages, your address is:

Your name  
Your lab's/project's name  
Advanced Studies Laboratories  
Mailstop 239-24  
NASA Ames Research Center  
Moffett Field, CA 94035

**18. How do I use the phone? FAX?**

The phone service is not enabled for long distance. You will need to get a long distance calling card. Local calls are OK.

The FAX Machine is in the admin area just outside the Kitchen in the ASL Commons. Instructions are on the machine.

**19. In emergency, dial 9-1-1, right?**

From a landline at NASA Ames, yes. **FROM A CELL PHONE, DIAL 650-604-5555**. This goes direct to Ames Emergency Dispatch, on a cell phone, 9-1-1 goes to the California Highway Patrol for routing, wasting valuable time.

## **20. Where can I make copies?**

There is a copier in the chaseway adjacent to the ASL Commons, near Rm. 138. This is a NASA machine, but available to us as a courtesy. Please do not abuse the privilege, and don't walk away from a non-functional machine if you were involved in its demise. Follow the notification instructions on the machine if there is a jam, toner required, or for any other problem. And please notify Patricia Gregory.

## **21. Does ASL have a teleconference line we can book?**

Sure. ASL maintains an Instant Meeting number that you can your telecon attendees can dial into. There are toll-free numbers participants can access in the U.S. and most other countries. Contact Patricia Gregory to book your time and get the details.

## **22. How do I get connected to the internet?**

Now, you connect to the internet through a guest account on the Ames wireless network. Request an account through Patricia Gregory. Accounts are assigned for up to 30 days, and can be renewed. Please keep track of the dates, and make sure you get a new account before your current one terminates.

N239 wiring allows flexible switching of services, port by port and room by room. NASA projects can activate Ames' Local Area Network (ARCLAN) service. This service is IP controlled, so unauthorized users cannot connect a computer to ARCLAN. NASA projects must follow NASA IT use policies and regulations. We are working with UCSC and NASA to install CENIC (California Education Network Initiaves Corp.) service. We hope this we be accomplished by June 2008.

## **23. What about IT support?**

NASA computers are supported by NASA contractors—mostly ODIN (Office Desktop Initiative). UCSC computers are supported through UCSC's ITS (Information Technology Services). Third-party Affiliates should, similarly, work with the IT support provided by their organization.

We wish that ASL could give you a one-stop shop, but since the equipment is 'owned' and 'operated' pursuant to non-ASL agreements, you must access the service you're entitled to. We'll certainly help in figuring out connectivity issues or interoperability. Contact Jay Nuez, who will help you navigate whatever information is required.

**24. I see there's a projector mounted in the ASL Presentation Space in the ASL Commons, do you have one I can use in the ASL Boardroom?**

Sure thing. We keep it secure with the Executive Assistant, you can borrow it from Patricia Gregory. Please let us know you need it in advance, otherwise Patricia might not be around at the moment you conceive of your urgent need.

Under no circumstances fiddle around with readjusting or relocating the projector mounted on the ceiling in the ASL Presentation Space. It might explode. (Well, OK, it won't explode, but you will become instantly persona non grata.)

**25. What's up with the great espresso machine, can I use it? How does it work?**

The Nespresso machine uses only Nespresso capsules, which cost currently 52¢ each. The instructions are with the machine, it's easy. You can purchase your own capsules at nespresso.com, and maybe at Bloomingdale's. We would be happy to coordinate purchases. Sign up with Patricia Gregory, and when we're placing an order we'll include your needs. The capsules are sold in boxes of 10, and with shipping will run you about \$5.50/box.

Please eject your capsule and rinse the machine by pressing the left button when you finish, and turn the machine off.

Instructions for the milk heater/frother are also with the Nespresso instructions—please take care not to lose the two magnetic attachments! Rinse and dry the inside after use, don't get the whole thing wet, leave it in the sink, or run water on it upside down. Liquid only on the inside, please.

Unlike the projectors (see above), neither of these machines will explode.

**26. Who are the ASL Points of Contact?**

<b>Name</b>	<b>E-mail</b>	<b>Phone</b>
<b>Director</b> Rose Grymes	<a href="mailto:Rose.Grymes@nasa.gov">Rose.Grymes@nasa.gov</a> <a href="mailto:ragrymes@ucsc.edu">ragrymes@ucsc.edu</a>	650-604-3239
<b>Assistant Director</b> Patty Ponzini	<a href="mailto:pattyp@ucsc.edu">pattyp@ucsc.edu</a>	831-915-0783
<b>Operations Manager</b> Jay Nuez	<a href="mailto:jnuez@ucsc.edu">jnuez@ucsc.edu</a>	650-604-2638
<b>Executive Assistant</b> Patricia Gregory	<a href="mailto:pmgregor@ucsc.edu">pmgregor@ucsc.edu</a>	650-604-1202

<b>Intern</b> Naphtalie Squier	<a href="mailto:nsquier@ucsc.edu">nsquier@ucsc.edu</a>	
<b>ARC N239 Facilities Safety Manager</b> Steve Hing	<a href="mailto:Steven.M.Hing@nasa.gov">Steven.M.Hing@nasa.gov</a>	650-604-3171