



Communications Support Services Center

GETTING STARTED

Consultations

The CSSC creative team assists our customers in refining and organizing their communication projects. CSSC will help assess your target audiences and refine your communication goals. Then our team of designers, writers, and print specialists will provide you with creative options appropriate to your budget and schedule.

During your consultation, a CSSC representative will offer advice on the Communications Materials Review (CMR) guidelines required for CMR approval. For more information on the CMR process, go to:

<http://communications.nasa.gov/portal/site/osc/>

Preparing Materials

Prior to the start of work, your project must be vetted by CMR at <http://communications.nasa.gov>. This review process, established to maintain a unified “look and feel” in all NASA-funded communications materials, does not include a content review; therefore, the content and any technical data should already be approved by your office. After the CMR process has been completed, your project is ready to be submitted to CSSC for design.

Submitting Materials

When you submit your project for processing, please provide all text and graphics, along with any specific instructions. A customer service representative can help guide you through the process if needed. To help us meet your deadlines in the most efficient and cost-effective manner, each work request for design should include the following:

1. Text/Copy: All text/copy should be created in MS Word and furnished in both electronic and hard-copy versions. *(TIP: Use tabs and hard returns only when starting or ending a paragraph, not as formatting tools.)*
2. Graphics/Images: Graphics/images should be submitted in TIF or EPS format with a high enough resolution to support the final output of 300 DPI or better. They may be supplied in hard copy; however, electronic copies are preferable. *(TIP: Images obtained from Web sites are often low-resolution and unsuitable for use in printed materials.)*



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Forms

In order to make sure all details of your job are recorded and special instructions are identified, a customer service representative will assist you in submitting your job request form for design, editing, duplication, and/or printing services. All forms are available on the CSSC website for download.

www.cssc.hq.nasa.gov.

Customer Service Desk Main: 202-358-0630 Fax: 202-358-3025 gail.carter-kane-1@nasa.gov	Customer Service Manager Gail Carter-Kane 202-358-3656 gail.carter-kane-1@nasa.gov	Program Manager Cindy Miller 202-358-0622 cynthia.m.miller@nasa.gov
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