



Briefing Sheet: Communication Team

Sept 4, 1996: Team Information

The Mission

At the beginning of the e-Mission, the Space Shuttle's crew will repair the Low Earth Orbiting Satellite. If the repairs are successful, you will begin to receive important data that will update your Emergency Response Teams on the situation both on Montserrat and within 500 miles of the island.

You will handle all the communications between the Emergency Response Team and Mission Control. You must make sure that all instructions to Mission Control or to your teams are understood.

Good luck,
Mission Control

Team Tasks

Your team needs to have people in charge of the following tasks:

1. **Comm. Officer.** Select one spokesperson who uses the microphone and sits in sight of the camera to communication with Mission Control.
2. **Data Officer.** Select one person to type all team reports and other messages into a chat/data window. The Data Officer should ideally be able to type well.

The data officer's task is very important because technical difficulties during major weather disturbances can disrupt the video communication.

Your Task

- You must make sure there is a steady flow of information from each team to Mission Control, and from Mission Control back to each team.
- Reports (written and oral) should be relayed every 5 - 6 minutes. If a team does not send reports regularly, it is your responsibility to go and get them from the team to send to Mission Control.

Mission Preparation

- Become familiar with the communication system between you and Mission Control and the phrases and rules you will have to use to talk with Mission Control.
- You can use coloured post-it notes so that you know which team the message is from or to. You could use another colour if the message is very important.
- Make sure each team has report forms and uses them to write their data reports clearly.
- Make sure there is somebody on each team who will be the representative if Mission Control asks to talk to the team directly. Tell the team representative how to communicate with Mission Control if and when they need to.

Communications Officer Rules

You must be able to send your messages clearly. If you are typing check for mistakes and if you are speaking, speak clearly and slowly so you can be understood. All communication sent to Mission Control should follow the proper **rules**:

- Mission Control should be addressed as "Mission Control" or "Commander (Name)"
- Every message that is sent to Mission Control should end with "Over"
Example: "Mission Control, this is Operation Survivor. I have a message from the Hurricane Team. The message is... wind speeds are 30 miles per hour. Over"
- All messages coming from Mission Control should be acknowledged with "We copy that" or "We read you" and then "Over."

These rules are important so that both sides know that messages have been received and understood. Other phrases you could use:

- "Copy that"
- "Roger"
- "We read you"
- "Ready to receive"
- "Standing by"

Data Officer Rules

It is important to send the information clearly. All communication sent to Mission Control should include the proper **rules**:

- It is the job of the data officer to send all communication through chat/data window, once it has been sent by the communications officer.
- Every message sent through chat to Mission Control, should end with “over”.
- All messages from Mission Control should be acknowledged with “we copy that or “we read you”. All messages coming from Mission Control should be acknowledged with “We copy that” or “We read you” and then “Over.”

These rules are important so that both sides know that messages have been received and understood. Other phrases you could use:

“Copy that”
“Roger”
“We read you”
“Ready to receive”
“Standing by”

Technical Tips

- All communication should be spoken first over the microphone and then typed into the chat window.
- At times it is necessary to be closer to, or further from, the microphone so the communication is clear.
- Depending on the quality of the connection, you may need to speak more slowly, or more clearly so communication is optimised.

The URL for the chat/data window is:

<http://www.spacecentre.co.uk/e-mission/omdata>