



Biography

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Dr. Tracy G. Dillinger

Dr. Tracy Dillinger is the manager for three programs: Safety Culture, Human Factors in Mishap Investigations and Human Reliability Assessment at NASA Headquarters. Dillinger is the Chair of the Safety Culture Working Group and responsible for the NASA Safety Culture Survey, Safety Culture Courses and NASA Organizational Safety Assessments (OSAs).

After 21 years, Dillinger retired as a Lieutenant Colonel in the United States Air Force (USAF). She was stationed at USAF Safety Center Headquarters as the Chief of the Safety Assessment Division from 2005 to 2008, and was the USAF Chief of Aviation Psychology from 1998 to 2008. Earlier, she developed and instituted the OSA program and the Air Force (AF) Culture Assessment Safety Tool as safety prevention tools for leadership.



Dillinger conducted human factors portions of USAF investigations, developed a witness interview guide for use by investigation teams published in AF guidance and spearheaded assessment efforts to identify risks and hazards embedded in USAF organizations.

Dillinger was a member of the Columbia Accident Investigation Board in 2003 and the Space Shuttle Independent Assessment Team in 1999.

In 2006, Dillinger was awarded the USAF Chief of Staff Individual Safety Award for her record-breaking contributions to reducing mishap rates while ensuring mission success. She has expertise in pilot personality, witness interviewing, human factors, safety culture and organizational dynamics.

She has taught and conducted human factors investigations, organizational assessments and witness interviewing, and has authored several articles in these subjects. Dillinger also has held a license in clinical psychology for the past 19 years.

Dillinger received Bachelor of Arts degrees in Psychology and Dance and a Master of Arts degree in Counseling Psychology from the University of Iowa, a Doctor of Psychology degree in Clinical Psychology from the Chicago School of Professional Psychology (CSPP), a Post-Doctoral Fellowship from the University of Illinois in Aviation Psychology, and an Honorary Doctor of Psychology degree in Business and Organizational Psychology from CSPP.