

NCESD STEM Materials Center FAQ

When is the rotation schedule published? The rotation schedule relies on all districts completing their Kit Budget Estimators (KBEs). We ask that these be completed by May, but often don't receive all of them until July. We will publish the rotation schedule by August. (See info graphic at right)

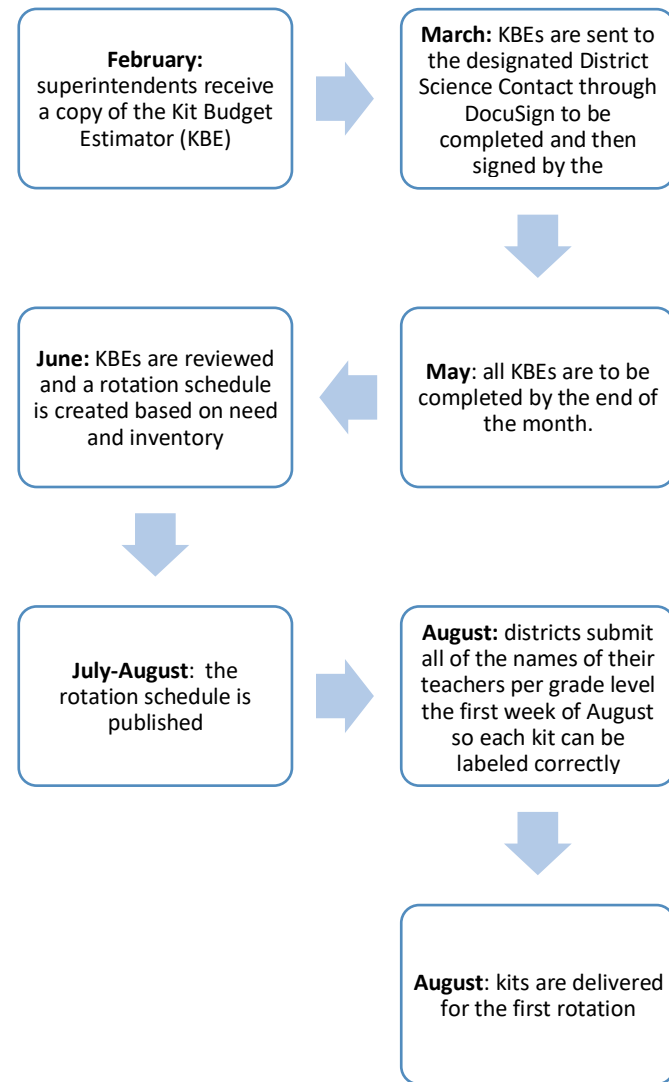
How do I receive training on the module I teach? Each year NCESD hosts a STEM Summit in August. This is a perfect chance to get training. *Note about 2021 training: This year trainings will not be held during the STEM Summit which is August 11-17. Science Kit trainings will take place between August 18-20 asynchronously via Zoom and in-person.*

Additionally, districts are encouraged to develop their own trainers who can attend a facilitator institute in June where they can develop their presentations and ask questions. Districts may also choose to contact NCESD to arrange a training. A minimum of ten teachers is required. For district in the STEM cooperative (the professional learning cooperative, not the STEM Materials Center program) the fee is \$25 per participant; all other districts will be charged \$125 per participant with a minimum of 10.

Why isn't my name on my kit or why did my kit get sent to the wrong grade level? This often occurs when we do not have an accurate list of teacher names and emails. Each year we ask the districts to send us the list of teachers' names and emails by grade level. This way we can make sure you get your kit and receive all related communications. Sometimes we don't know who to ask for the list, so please let us know who we can contact.

How do I order my living materials or where is my living materials coupon? In most cases you will receive an email from NCESD that has the instructions and control number for you to order your living materials. If the kit is brand new and you are the first teacher using it,

the coupon card may be found attached to the kit or inside the kit. It is important to remember to dispose of all living materials correctly. Do not release any living materials into the environment.



NCESD STEM Materials Center FAQ

How do I access the online resources? Each school is assigned a code that you will enter at <https://carolinascienceonline.com> under “Join School.” Do not enter the code under “Redeem Code.” To get your school’s code, please submit your request to janes@ncesd.org and she will make sure you get the code for your building.

I am missing an item from my kit or an item is broken, what do I do? First, thank you for inventorying your kit upon its arrival. This critical step will help ensure your success when you go to teach your lessons. Please submit a help ticket at stemmaterials@ncesd.org. By using this system we can respond to your request regardless of which staff are available at the warehouse. We will respond as soon as possible and get you your materials. Please dispose of any non-functioning items so we can replace them during the next refurbishment cycle.

What should I do if I forgot to put my kit out for pick up? On the rotation calendar you will notice the days that kits are picked up and delivered. Please mark these dates on your calendar. If we have your current email, you will also receive email reminders prior to pick up and a reminder the week before with the specific day that your kit will be picked up. You will also find a note in your kit tote stating when the kit is due to be picked up. Hopefully between these three communications channels, missing pick up won’t happen. If it does it is your (or your districts responsibility to get the kit to our warehouse within one week. If this is not possible, we will arrange for pick up and charge the district the cost for the transport.

Where is my elementary teacher guide? During the transition to our new units, you will find a teacher guide in the tote. Please keep this guide in your room and treat it like district property. If you leave your district or change grade levels, you would leave the guide behind in your classroom. You would return the guide if your district decides to no longer participate in the STEM Materials program.

Where is my middle school teacher guide or student book? When your district buys into the STEM Materials Center program, they will be asked to purchase teacher guides and student guides. These are not shipped with the kit. These materials become the property of the district and do not need to be returned should the district choose to no longer participate in the program. All guides can be found online at <https://carolinascienceonline.com>

How can I help make sure this system runs smoothly?

- Make sure we have your name, grade level, and email address
- Have your district’s science contact person, curriculum director, or other designee update us with their contact information
- Please inventory your kit before and after its use
- Use stemmaterials@ncesd.org as your first, best contact for anything related to the delivery, pick up, or materials in the kit.
- For teaching questions, online access, or training questions, please contact janes@ncesd.org

Thank you for your dedication to science education! We look forward to serving you.