

# Keystone STARS Provider Survey

Revised July 2012

This is a survey to assess your experience with the Keystone STARS Program. Your input will help us to improve our service to Keystone STARS participants. It should be completed by the Director or Owner of your facility. Please complete only one survey per early childhood/school age site, based on information from the past year. This survey serves as a source of evidence for continuous quality improvement at the regional and state level. Thank you for your participation in this anonymous survey.

If you would prefer to complete the survey online, please go to <http://www.zoomerang.com/Survey/WEB22GC9SSJ2SU>

*Your responses will be held in confidence and are requested to help improve the delivery of services to the early learning community.*

## Demographics

1. In what county is your facility located?

- |                                  |                                  |                                      |
|----------------------------------|----------------------------------|--------------------------------------|
| <input type="radio"/> Adams      | <input type="radio"/> Elk        | <input type="radio"/> Montour        |
| <input type="radio"/> Allegheny  | <input type="radio"/> Erie       | <input type="radio"/> Northampton    |
| <input type="radio"/> Armstrong  | <input type="radio"/> Fayette    | <input type="radio"/> Northumberland |
| <input type="radio"/> Beaver     | <input type="radio"/> Forest     | <input type="radio"/> Perry          |
| <input type="radio"/> Bedford    | <input type="radio"/> Franklin   | <input type="radio"/> Philadelphia   |
| <input type="radio"/> Berks      | <input type="radio"/> Fulton     | <input type="radio"/> Pike           |
| <input type="radio"/> Blair      | <input type="radio"/> Greene     | <input type="radio"/> Potter         |
| <input type="radio"/> Bradford   | <input type="radio"/> Huntingdon | <input type="radio"/> Schuylkill     |
| <input type="radio"/> Bucks      | <input type="radio"/> Indiana    | <input type="radio"/> Snyder         |
| <input type="radio"/> Butler     | <input type="radio"/> Jefferson  | <input type="radio"/> Somerset       |
| <input type="radio"/> Cambria    | <input type="radio"/> Juniata    | <input type="radio"/> Sullivan       |
| <input type="radio"/> Cameron    | <input type="radio"/> Lackawanna | <input type="radio"/> Susquehanna    |
| <input type="radio"/> Carbon     | <input type="radio"/> Lancaster  | <input type="radio"/> Tioga          |
| <input type="radio"/> Centre     | <input type="radio"/> Lawrence   | <input type="radio"/> Union          |
| <input type="radio"/> Chester    | <input type="radio"/> Lebanon    | <input type="radio"/> Venango        |
| <input type="radio"/> Clarion    | <input type="radio"/> Lehigh     | <input type="radio"/> Warren         |
| <input type="radio"/> Clearfield | <input type="radio"/> Luzerne    | <input type="radio"/> Washington     |
| <input type="radio"/> Clinton    | <input type="radio"/> Lycoming   | <input type="radio"/> Wayne          |
| <input type="radio"/> Columbia   | <input type="radio"/> McKean     | <input type="radio"/> Westmoreland   |
| <input type="radio"/> Crawford   | <input type="radio"/> Mercer     | <input type="radio"/> Wyoming        |
| <input type="radio"/> Cumberland | <input type="radio"/> Mifflin    | <input type="radio"/> York           |
| <input type="radio"/> Dauphin    | <input type="radio"/> Monroe     |                                      |
| <input type="radio"/> Delaware   | <input type="radio"/> Montgomery |                                      |

2. What type of facility do you have?

- Child Care Center
  - Family Child Care Home
  - Group Child Care Home
  - Other (Please Describe)
- 
- 

3. What other program types do you offer? (check all that apply)

- Head Start
  - PA Pre-K Counts
  - Licensed Nursery School
  - School Age Child Care
  - Other (Please Describe)
- 
- 

4. What year did you start participating in Keystone STARS?

- |                            |                            |                               |
|----------------------------|----------------------------|-------------------------------|
| <input type="radio"/> 2012 | <input type="radio"/> 2008 | <input type="radio"/> 2004    |
| <input type="radio"/> 2011 | <input type="radio"/> 2007 | <input type="radio"/> 2003    |
| <input type="radio"/> 2010 | <input type="radio"/> 2006 | <input type="radio"/> 2002    |
| <input type="radio"/> 2009 | <input type="radio"/> 2005 | <input type="radio"/> Unknown |

5. What year did your facility begin operating?

(Enter Year)

---

6. What is your facility's current STAR level?

- |  |                               |
|--|-------------------------------|
| <input type="radio"/> Start with STARS | <input type="radio"/> STAR 3A |
| <input type="radio"/> STAR 1           | <input type="radio"/> STAR 4  |
| <input type="radio"/> STAR 2           | <input type="radio"/> STAR 4A |
| <input type="radio"/> STAR 3           |                               |

**STAR Level Movement**

7. Regardless of STAR Movement, how did the following support your Continuous Quality Improvement efforts?

	A Lot	Some	A Little	Not At All
STARS Manager/ Specialist	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Preschool Program Specialist	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Grant Funds (Support Grants are granted to programs who are beginning in STARS to improve quality; Merit Awards are awarded to providers with higher STAR levels to improve and maintain high quality early learning)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Education and Retention Award (Awarded to staff members who have worked at least a year in their program and meet the education requirements necessary to receive the award)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Tiered Reimbursement (A subsidy add-on applicable to centers at the STAR 2 level or higher that increases with each STAR level based on the percentage of children receiving subsidy or early intervention being served)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Keystone STARS Core Professional Development Series (STARS Orientation, CBK/PDR, Foundations of ERS, CQI, FPDP, Learning Standards)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Needs Based Professional Development	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Credential/Credit-Based Professional Development	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Vouchers (for credential based professional development)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
STARS Technical Assistance (TA)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Early Childhood Mental Health Consultation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Child Care Health Consultation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Infant Toddler TA	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
School-Age Child Care (SACC) TA	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Supports for Continuous Quality Improvement (CQI) (including Good, Better, Best Document, ERS Report, or other CQI resources)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Health and Safety Materials	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other (Please Describe)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

8. In the past year, my STAR level (select all that apply)

- Increased —————> Skip to Question #10
- Stayed the same
- Decreased

**If your STAR level increased within the past year, please skip this question.**

9. If your STAR level decreased or stayed the same within the past year, indicate how much the following factors were a cause for not moving to a higher STAR Level.

A Lot    Some    A Little    Not At All

Move up was not a goal	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Did not meet the Staff Qualifications	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Professional Development opportunities needed were not available	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
STARS Manager/Specialist was not helpful	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Environment Rating Scale (ERS) scores were not achieved	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Financing not sufficient or available	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Amount of paperwork	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staff turnover	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Unclear of process	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Certification requirements not met	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other (Please Describe)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

.....

.....

**STARS Enrollment Process**

10. The STARS Enrollment application was \_\_\_\_\_ to complete.

- Very Easy
- Somewhat Easy
- Somewhat Difficult
- Very Difficult

11. The Site Environment Checklist was \_\_\_\_\_ to complete.

- Very Easy
- Somewhat Easy
- Somewhat Difficult
- Very Difficult

12. Please provide any comments you may have about the STARS Enrollment Process.

.....

.....

.....

.....

**STARS Management**

13. How helpful has your STARS Manager/Specialist been to your participation in STARS?

- Essential
- Very Helpful
- Helpful

- Somewhat Helpful
- Not Helpful

14. In the past year, how many times have you met with or spoken to your STARS Manager/Specialist?

- 0
- 1
- 2
- 3
- 4
- 5 or more

15. How could the STARS Manager/Specialist better help your program in Continuous Quality Improvement?

.....

.....

.....

.....

**Grants & Awards**

Support Grants and Start with STARS Grants – granted to programs that are beginning in STARS to improve quality.

Merit Award – awarded to providers with higher STAR levels to improve and maintain high quality early learning.

Education and Retention Award – awarded to staff members who have worked one year in their program and meet the education requirements.

16. Please indicate how you rate the process of requesting and receiving grants/awards. If you did not receive a specific grant/award, please select "N/A".

	Very Easy	Somewhat Easy	Somewhat Difficult	Very Difficult	N/A
The Start with STARS Grant process was _____.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The Support Grant process was _____.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The Merit Award process was _____.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The Education and Retention Award process was _____.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

17. Explain what made the process easy/difficult.

.....

.....

.....

---

---

**Environment Rating Scale (ERS)**

18. My ERS report was \_\_\_\_\_ in helping me to implement program improvements.

- Essential
- Very Helpful
- Helpful
- Somewhat Helpful
- Not Helpful

19. The amount of effort to achieve the required ERS score at your STAR level was \_\_\_\_\_.

- Very Easy
- Somewhat Easy
- Somewhat Difficult
- Very Difficult
- N/A

20. Explain what made the process easy/difficult.

---

---

---

---

---

---

**Technical Assistance (TA) & Consultation**

21. Please indicate how you rate your experience in requesting the various types of Technical Assistance (TA) and Consultation. If you did not receive a specific type of TA or Consultation, please select "N/A".

	Very Easy	Somewhat Easy	Somewhat Difficult	Very Difficult	N/A
My experience in requesting STARS TA was _____.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My experience in requesting Infant Toddler TA was _____.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My experience in requesting Early Childhood Mental Health (ECMH) Consultation was _____.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My experience in requesting Child Care Health Consultation was _____.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

22. Please indicate how helpful the following types of TA and Consultation were to increase the quality in your facility. If you did not receive a specific type of TA or Consultation, please select "N/A".

	Essential	Very Helpful	Helpful	Somewhat Helpful	Not Helpful	N/A
STARS TA was _____ in assisting me to increase the quality in my facility.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Infant Toddler TA was _____ in assisting me to increase the quality in my facility.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
ECMH Consultation was _____ in assisting me to increase the quality in my facility.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Child Care Health Consultation was _____ in assisting me to increase the quality in my facility.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

23. Please include any comments you may have about TA or Consultation.

.....

.....

.....

.....

**Keystone STARS Training & Professional Development**

24. Overall, STARS training/professional development sessions are \_\_\_\_\_.

- Excellent
- Very Good
- Good
- Fair
- Poor

25. What are the most significant barriers associated with accessing training/professional development for you and your teaching staff?

	A Lot	Some	A Little	Not At All
Cost	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Location of classes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Times of day/days of week	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Personal commitments/time constraints	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Not interested in additional education	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Need for additional higher level training/professional development opportunities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Need for a wider variety of training/professional development opportunities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staff turnover	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Registration process	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other (Please Describe)				

.....

.....

26. Please include any comments you may have about STARS Training/Professional Development.

.....

.....

.....

.....

**Keystone STARS**



27. How do you let parents know that your program is part of Keystone STARS? (Select all that apply)

- At initial contact with parents
  - Website
  - Brochures
  - Pamphlets
  - Bookmarks
  - Newsletter
  - Other (Please Describe)
- 
- 

28. As a STARS provider, how important are the following reasons for staying in the program?

	A Lot	Some	A Little	Not At All
It is a way to demonstrate high quality to the community	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
It is a way to demonstrate high quality to parents	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
It is a way to demonstrate high quality to our peers in early childhood	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
It brings an increase in enrollment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The Merit Awards help support movement to higher quality	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The ERAs help keep qualified staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The increasing standards help ensure quality improvement	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The STARS staff and resources provide needed support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The tiered reimbursement rates help balance the budget	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The Directors Credential helps provide quality leadership	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other (Please Describe)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

---

---

29. Please include any comments you may have about the benefits of Keystone STARS.

---

---

---

---

---

30. Being in the Keystone STARS program improved the quality of my facility for children and families.

- A Lot
- Some
- A Little
- Not At All

31. Please include any additional comments you may have about the Keystone STARS Program.

---

---

---

---

---

If you would like to discuss this survey and/or improving the quality of Early Learning in Pennsylvania, please email [RA-OCDEarlyLearning@pa.gov](mailto:RA-OCDEarlyLearning@pa.gov)