

# Keystone STARS Exit 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 the following survey *only if you are leaving* the Keystone STARS program. After completing, mail this survey to the address at the bottom of the last page. If you would prefer to complete the survey online, please go to: <http://www.zoomerang.com/Survey/WEB22G99UDPG4Z>

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

3. What other program types do you offer? (select 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. How long has your facility been operating?

(Enter Year)

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6. What was your facility's STAR level prior to exiting the Keystone STARS program?

- |  |                               |
|--|-------------------------------|
| <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           |                               |

## Reasons for Leaving

7. Is your facility discontinuing the Keystone STARS program due to: (select all that apply)

- Closure? If selecting "closure," please provide more detail in the next question.
  - Change in ownership?
  - Staff turnover?
  - Time constraints for the center or director?
  - Financial constraints?
  - STARS program requirements?
  - Other (Please Describe)
- 
- 

8. If you are discontinuing the Keystone STARS program due to closure, please check all that apply as reasons for closure. Otherwise, skip this question.

- Low enrollment
  - Change in Legal Entity
  - Physical Relocation
  - Consolidation with another program
  - Loss of Certification
  - Personal reasons (Retirement, Career change, health of owner operator)
  - Other (Please Describe)
- 
- 

## Keystone STARS

9. How much do you agree/disagree with the following statements about the Keystone STARS program? Select "N/A" for any question that does not apply to your program.

|  | Strongly Agree        | Agree                 | Disagree              | Strongly Disagree     | N/A                   |
|--|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| The evidence requested was reasonable for compliance with STARS standards, holding programs accountable and improving quality. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| My STARS Manager/Specialist maintained sufficient and timely communication.  | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

|  |                       |                       |                       |                       |                       |
|--|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| The STARS Performance Standards were clear and realistic.  | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| The Keystone STARS process was clearly explained.  | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| The amount of paperwork was reasonable.  | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Keystone STARS professional development requirements were reasonable at each STAR level.           | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Keystone STARS professional development opportunities were easy to access.                         | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Environment Rating Scale scores were realistic to maintain/achieve at STAR 3 and STAR 4.           | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Environment Rating Scale visits occurred timely.   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| STARS Technical Assistance (TA) was accessible and helpful to improving quality.                   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Infant Toddler Technical Assistance (TA) was accessible and helpful to improving quality.          | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Early Childhood Mental Health (ECMH) Consultation was accessible and helpful to improving quality. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Child Care Health Consultation was accessible and helpful to improving quality.                    | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Career Lattice requirements were reasonable for maintaining/recruiting staff at each STAR level.   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Being in the Keystone STARS program improved the quality of my facility for children and families. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

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

10. How much do you agree/disagree with the following statements regarding financial supports?

|   | Strongly Agree        | Agree                 | Disagree              | Strongly Disagree     | Not Applicable        |
|---|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| The Support Grants/Start with STARS Grants offered were adequate to maintain the STAR level.                            | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| The Merit Awards offered were adequate to maintain the STAR level.  | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| The Education Retention Awards offered were adequate to maintain the STAR level.  | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Tiered Reimbursement for children in subsidized child care helped support the STAR level.                               | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Vouchers for credential based professional development helped staff to obtain higher credentials and additional skills. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

11. What suggestions do you have for improving the Keystone STARS Program?

12. Additional comments

**Thank you for your time. Please mail this survey to:**

Keystone STARS – Exit Survey  
Office of Child Development and Early Learning  
Bureau of Early Learning Services  
333 Market Street  
Harrisburg II, 6<sup>th</sup> Floor  
Harrisburg, PA 17126

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)