Great Start to Quality

Improving the Quality of Early Learning and Care

Great Start to Quality STARS Assessment Specialist User Manual

STARS - Systematic Tiered Assessment and Rating Solution

Early Childhood Investment Corporation

Assuring solid results from solid investments in early childhood development

Table of Contents

1 Great Start to Quality

1.1 Welcome

Since October 2011, the quality improvement efforts of Michigan's early learning and development programs have been supported through the implementation of Great Start to Quality, Michigan's tiered quality rating and improvement system, and by your regional team. The Great Start to Quality Resource Center provides direct support to early learning and development programs through workforce development opportunities and quality improvement supports for programs and providers.

Additionally, your ongoing system feedback has paved the way for a multitude of system enhancements that aim to not only simplify your work, but magnify impact across the state. One of the goals of Great Start to Quality is that all of Michigan's children will have access to and participate in high quality early learning opportunities. The Early Childhood Investment Corporation will continue to work with our online system development partner, Mosaic Network, to improve and enhance the Great Start to Quality STARS system for your use in support of early learning and development programs.

We want to applaud and thank each of you for your continued dedication to assuring the highest quality early learning experiences for Michigan's children. Together, our efforts will support the next generation to be successful in school and in life.
The Great Start to Quality Team

1.2 Introduction to the Great Start to Quality STARS Data System

Welcome to Great Start to Quality STARS, the online platform for Great Start to Quality, Michigan's tiered quality rating and improvement system. The STARS data platform was developed by Mosaic Network, Inc. as a part of Michigan's high quality support structure for early learning and development programs.

Using Great Start to Quality STARS you can:

- Help streamline quality improvement efforts
- Save time
- Reduce duplication in work
- Isolate areas to focus on
- Improve the lives of children and families
- Easily and effectively assess your current activities
- Access quality improvement tools

1.2.1 Introduction to Terms and Titles

As you advance through the following pages, you will often see terms and titles abbreviated or shortened. These will include:

- Self-Assessment Survey or SAS
- Quality Improvement Plan or QIP
- Program Quality Assessment® or PQA®
- Family Child Care or FCC
- Resource Center Director RCD
- Assessment Specialist or AS
- Quality Improvement Consultant or QIC
- Program Manager or PM

Additionally, you may see some words formatted in **bold**. These indicate buttons you will be using as you complete the mentioned process.

1.2.2 How Can Great Start to Quality STARS Help Me?

Assessment Specialists:

- Easily and efficiently complete Self-Assessment Survey validations
- Enter Program Quality Assessment® results
- Assess schedules
- Access to resources and tools to assist in the performance of your duties

Quality Improvement Consultants:

- Track programs' progress and communicate results to programs and providers
- Assess case loads and schedules
- Easily and efficiently review Quality Improvement Plans
- Access reports to support quality improvement work

Great Start to Quality Resource Centers:

- Review and analyze program quality data at a glance to inform Great Start to Quality implementation and tiered quality supports
- Provide guidance and support to Quality Improvement Consultants in performance of their duties to support early learning and development programs based on case management and schedule details.

The Early Childhood Investment Corporation:

- Access to data reports across all programs and regions to inform Great Start to Quality implementation, development and evaluation

1.2.3 User Types and Access in Great Start to Quality STARS

Great Start to Quality STARS allows for multiple user types, with access to the system customized for each. Program Providers access Great Start to Quality STARS through www.greatstartCONNECT.org. Their primary functions involve completing their Self-Assessment Surveys and Quality Improvement Plans.
The primary functions of the administrative user types in Great Start to Quality STARS are outlined below.

1.2.3.1 Assessment Specialists

- Review submitted Self-Assessment Surveys in preparation for validations
- Conduct validations and Program Quality Assessments® and post scores and narrative results for both

1.2.3.2 Quality Improvement Consultants

- Review submitted SAS and validated SAS and communicate results
- Review approved PQA® forms and communicate results
- Review Quality Improvement Plans; provide coaching support and guidance to programs working towards improved levels of quality

1.2.3.3 Great Start to Quality Resource Centers

- Review Self-Assessment Surveys
- Review Quality Improvement Plans
- Review regional data
- Provide programmatic assistance to early learning and development programs based on above reviews and data analysis

1.2.3.4 Program Manager

- Review, approve, or revise SAS validations and PQA® summary reports
- Review regional and state-wide data

1.3 Getting Started

Great Start to Quality STARS is available online via the Great Start to Quality STARS link: www.mosaic-network.com/gemslive/starsmi/

1. Click Login.
2. Enter your User ID and Password in the pop-up box.

This will take you into the Great Start to Quality STARS rating system and bring you to the Welcome screen.

1.4 Password information

You will receive your user id and password via email once your account has been created by Mosaic Network. If you do not receive the initial welcome email with your account details, you may contact Mosaic Network to request that it be re-sent. For more information, please refer to the Technical Assistance portion of the manual.

1.4.1 Lost/ Forgotten Password or User ID

If you have lost your user id or forgotten your password, please contact Technical Assistance. For more information, please refer to the Technical Assistance portion of the manual.

1.4.2 Resetting your Password

You are able to reset your password by visiting the “Your User Account” module. For more information, refer to the “Your User Account” portion of the manual.

Figure 1.

1.5 Overview of Using STARS

When you log in to Great Start to Quality STARS, you will arrive at a Welcome Page as shown below. All pages in the Great Start to Quality STARS system have the following common areas:

1. Navigation Menu – Displayed on the left side of the screen, the Navigation Menu displays the modules you will be working with according to the access granted by your designated user role
2. Data Screen – The Data Screen changes according to the module you select in the Navigation Menu, and the specific area that you choose within the module


Log Out
Great Start to Quality
Improving the Quality of Early Learning and Care
Welcome & Introduction
Dashboard
Program Details
Review SAS
Manage PQAs
Review QIP
Resources
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Calendar
Technical Assistance
Your User Account
stars
1
2
Welcome to Great Start to Quality Version 2.0!
Important changes have been made to the STARS platform, the online data system that supports Great Start to Quality.
The following materials are available to help you learn what's new and help you prepare for, and submit, your new Version 2.0 Self-Assessment Survey:
Great Start to Quality STARS Training Part One - this video will provide a brief overview of the platform and the changes that are now live.
Great Start to Quality STARS Training Part Two - this video will walk you step-by-step through some of the newest features of the platform.
Self-Assessment Survey Instructions - this document will help you prepare for and complete your Version 2.0 Self-Assessment Survey.
Document Manager Instructions - this document will walk you through one of the newest features of the STARS platform.
Great Start to Quality Standards & Points - Version 2.0 changes include adjustments to the standards that are used to determine program/provider ratings.
Evidence Documents Checklist by Indicator - this checklist provides a list of documentation you may want to consider collecting as you prepare to complete your Self-Assessment Survey.
Great Start to Quality STARS 2.0 User Manual: this document will walk you through the features of the STARS platform, and help you prepare for, and complete, your Self-Assessment Survey as

Figure 2.

2 Dashboard

2.1 Overview

Each Assessment Specialist (AS) has a personal Dashboard module in the Great Start to Quality STARS system. The dashboard shows information about various action areas within the system. If there is a date and time associated with a task or event, it will show up in both the dashboard and your Calendar.

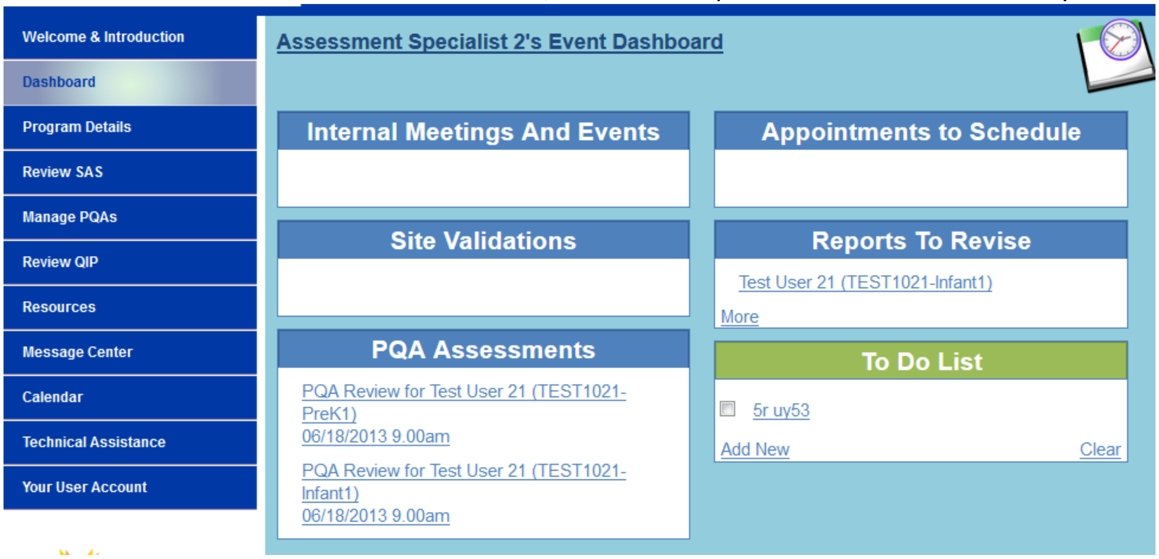


Figure 3. Dashboard

2.2 Dashboard Events

The individual dashboard event boxes are described in the sections below.

2.2.1 Internal Meetings and Events

All internal meetings and events that are scheduled for you are shown under this section.

2.2.2 Appointments to Schedule

This section lists all the programs that have been assigned to you by a Program Manager (PM) and require appointments to be scheduled.

2.2.3 Site Validations

Once a site validation appointment has been scheduled for a program listed under "Appointments to Schedule", the program is moved into the "Site Validations" box.

2.2.4 PQA® Observations

Once a PQA® observation appointment has been scheduled for a program listed under "Appointments to Schedule," the program is moved into the "PQA® Assessments" box.

2.2.5 Reports to Revise

Clicking on a report that needs a revision takes you to either "Manage PQA®" or the "SAS Dashboard" screen, depending on the type of report that requires revisions.
If the report to revise was a PQA®, then you will be directed to the Manage PQA® module where you can revise the report by clicking on the program in the "Under Review" section. By selecting specific reports for individual classrooms, you can submit the revised report for review by the PM.
If the report to revise was a SAS validation, you will be directed to the SAS Dashboard for that particular program. By selecting the SAS validation, you will be able to make the required edits to the form.

2.2.6 To Do List

Using the "To Do List" feature, you can create a To Do list by clicking on the "Add New" link.
In the To Do list pop-up window, you can either click on **Save** to add the item to the list or click on **Cancel** to remove the information that was entered.

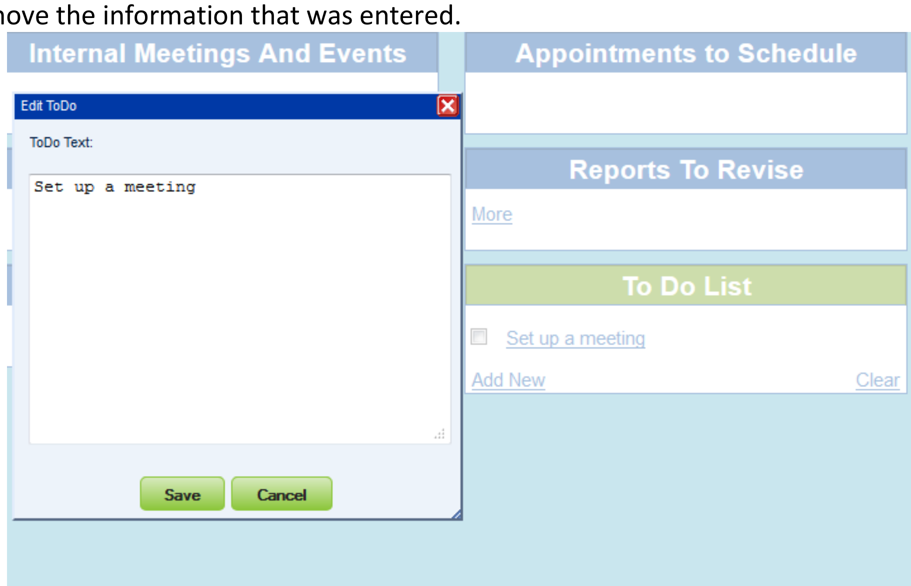


Figure 4. To Do List

3 Program Details

3.1 Program Details Overview

The Program Details module provides you with access to program overview information. These columns can be sorted by clicking on the appropriate heading: i.e. Business Name, License Number or Program Type. Search for records using the directional arrow buttons located at the bottom of the list, or by typing keywords into the search bar and clicking the magnifying glass.

Business Name	License Number	Program Type	Assistant	City	County
Licensed Center 1	TESTCENTER1	Licensed Child Care Center	(Not Selected)	Buckley	WEXFORD
Test User 12	TEST1012	Licensed Child Care Center	(Not Selected)	Buckley	WEXFORD
Test User 13	TEST1013	Licensed Child Care Center	(Not Selected)	Buckley	WEXFORD

Page 1 of 729 Search Displaying records 1 - 15 of 10,932

Figure 5.

3.2 Using the Program Details Module

Select a program to view by clicking on any of the information under the columns associated with the program (Business Name, License Number, Program Type, etc.).
Using tabs in the program details pop-up, you are able to access information such as:

- Program Details
- SAS
- Documents
- QIP
- PQA®
- T/A Log
- Comments

3.2.1 Program Details

The first tab of the pop-up, Program Details, gives an overview of the existing Program Profile information, including their classrooms, program type, and licensing information.

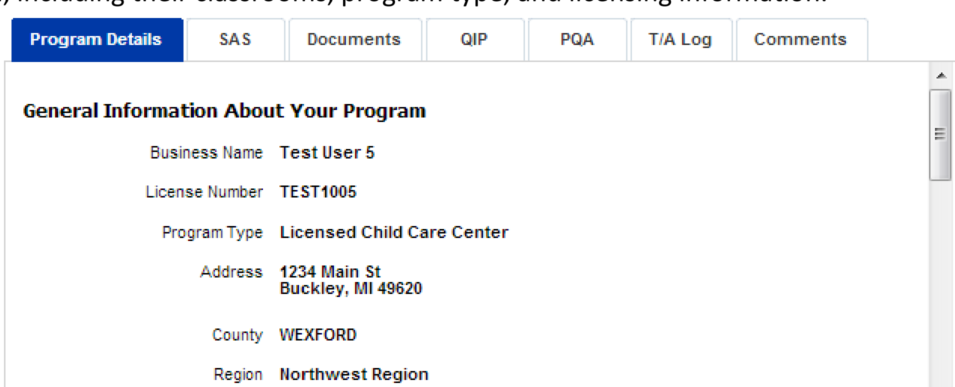


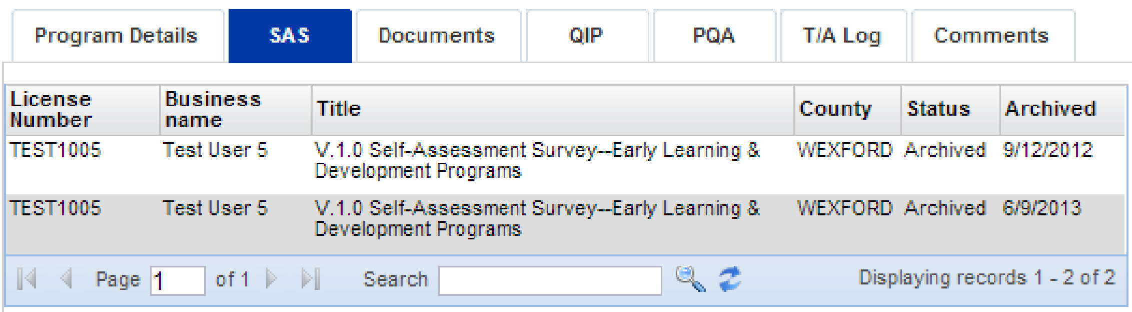
Figure 6.

Program Managers (PMs) and Quality Improvement Consultants (QICs) are able to assign a QIC to a program by clicking the **Edit** button available under “Additional Program Information”.

Figure 7.

3.2.2 SAS

The SAS tab lists the statuses of the selected program’s current Self-Assessment Survey, as well as displays a record of any archived Self-Assessment Surveys the program may have completed previously. Clicking on one of these records will bring up the SAS screen. From here you are able to print a report or print the indicators from the current or archived records.



License Number	Business name	Title	County	Status	Archived
TEST1005	Test User 5	V.1.0 Self-Assessment Survey--Early Learning & Development Programs	WEXFORD	Archived	9/12/2012
TEST1005	Test User 5	V.1.0 Self-Assessment Survey--Early Learning & Development Programs	WEXFORD	Archived	6/9/2013

Figure 8.

3.2.3 Documents

The Documents tab shows a list of the uploaded documents that Program Providers have submitted as evidence for their indicators of quality. The columns show details of the documents, including:

- Document Name - The name a provider has given the uploaded document
- Date Added - The date the document was first uploaded
- Section - The section of the SAS the document pertains to
- Document Type - The label given to the document upon upload
- Comments - Clicking the “Add” link or the “Comment” link will allow access to either adding or viewing the comments made between admin users. This functionality is reserved for Program Managers, Mega Admins, and Assessment Specialists only.

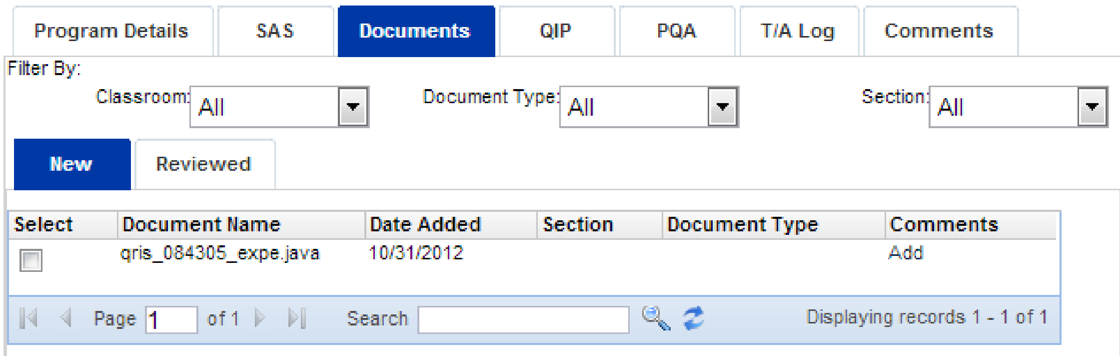


Figure 9.

You will be able to filter documents by Classroom, Document Type, or Section using the dropdowns available to you.

The "New" tab contains all documents that the Assessment Specialist (AS) or PM has not marked as reviewed. Marking a document as reviewed moves the document into the "Reviewed" tab. This functionality is reserved for Program Managers, Mega Admins, and Assessment Specialists.

The Reviewed tab contains all of the same functionality as "New" but the **Mark as Reviewed** button is now **Mark as New**. **Mark as New** will return the selected documents to the "New" tab.

You may also print a list of the documents uploaded, which will include the Document Name, Date Added, Section, Document Type, and number of comments attached to that document.

Instructions to view documents can be found in the "Review SAS" segment of this manual.

3.2.4 QIP

The QIP tab displays a list of the Quality Improvement Plan records associated with that program, whether current or archived.

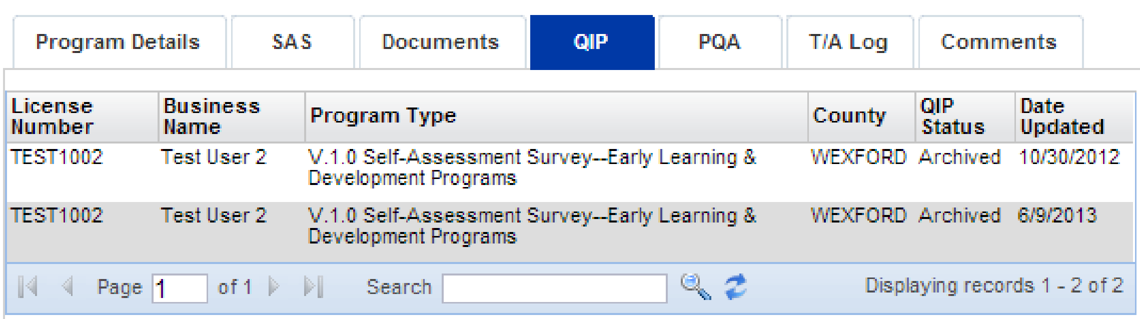


Figure 10.

Clicking on the record opens the QIP record for viewing. For more information on navigating through the QIP, please reference the Quality Improvement Plan segment of this manual.

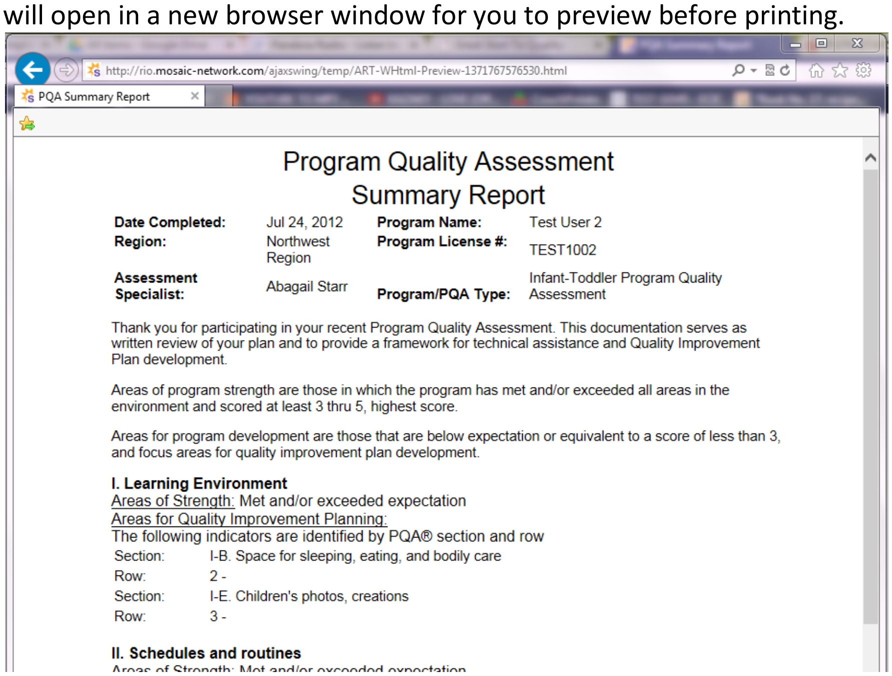
3.2.5 PQA®

The PQA® tab displays a list of the PQA® records associated with the selected program.

Type	Date	Print Summary
Infant Toddler	Jul 24, 2012	Print
Infant Toddler	Jul 24, 2012	Print
Infant Toddler	Aug 27, 2012	Print
Preschool A Classroom	Aug 27, 2012	Print

Figure 11.

The list displays Type, Date, and the option to print the Program Quality Assessment® Summary Report. The document will open in a new browser window for you to preview before printing.



Program Quality Assessment
Summary Report

Date Completed:	Jul 24, 2012	**Program Name:**	Test User 2
Region:	Northwest Region	**Program License #:**	TEST1002
Assessment Specialist:	Abagail Starr	**Program/PQA Type:**	Infant-Toddler Program Quality Assessment

Thank you for participating in your recent Program Quality Assessment. This documentation serves as written review of your plan and to provide a framework for technical assistance and Quality Improvement Plan development.

Areas of program strength are those in which the program has met and/or exceeded all areas in the environment and scored at least 3 thru 5, highest score.

Areas for program development are those that are below expectation or equivalent to a score of less than 3, and focus areas for quality improvement plan development.

I. Learning Environment
Areas of Strength: Met and/or exceeded expectation
Areas for Quality Improvement Planning:
The following indicators are identified by PQA® section and row
Section: I-B. Space for sleeping, eating, and bodily care
Row: 2 -
Section: I-E. Children's photos, creations
Row: 3 -

II. Schedules and routines

Figure 12.

3.2.6 T/A Log

The T/A Log tab displays a record of the Technical Assistant services provided by the QIC assigned to that program.
The fields here include:

- QI Consultant - The QIC assigned to the program
- Case Open Date - The date the case was first opened
- Type of Interaction - The label given to the interaction type is listed here
- Interaction Details - The label chosen by the QIC to describe the interaction

- Case Close Date - The date the case was closed

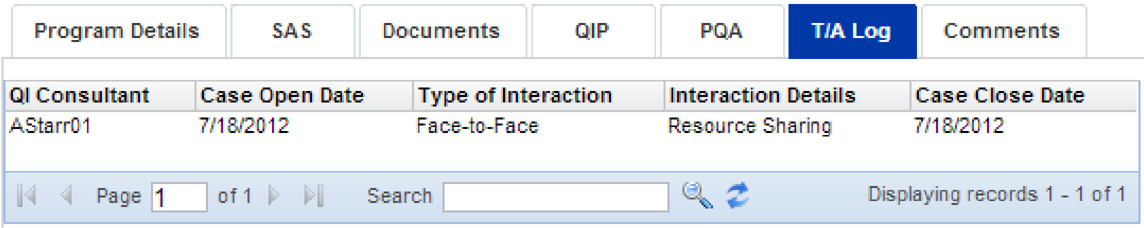


Figure 13.

Clicking on the record opens a full snapshot of the fields and the field data.

3.2.7 Comments

The Comments tab allows comments to be recorded from administrative users. The top half of the pop-up window is a list view of all comments entered by admin users. The fields shown here include:

- Author - The user log in name is recorded in this column
- Comment - A brief preview of the comment added is displayed in an extended column view
- Date - The date the comment was added to the record
- Category - The category label assigned to the comment by the admin user

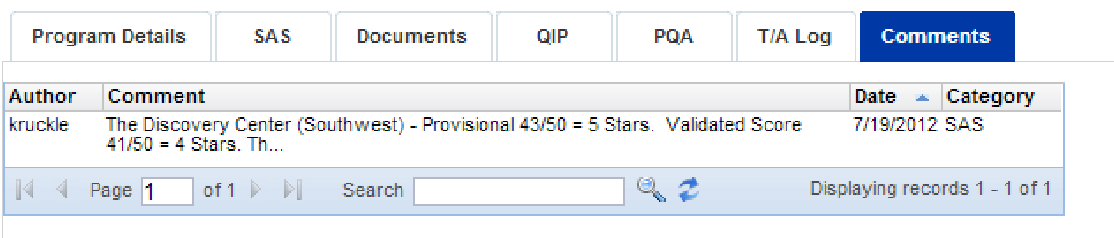


Figure 14.

The bottom half of the pop-up window allows space for users to enter new comments, as well as view the full content of a comment they have clicked on.

Users have the ability to select a category to assign to their comment, **Print** their comment, **Post Comment**, or **Close Window** to cancel the adding of a comment. A full bar of formatting buttons is available for formatting the text of the comment.

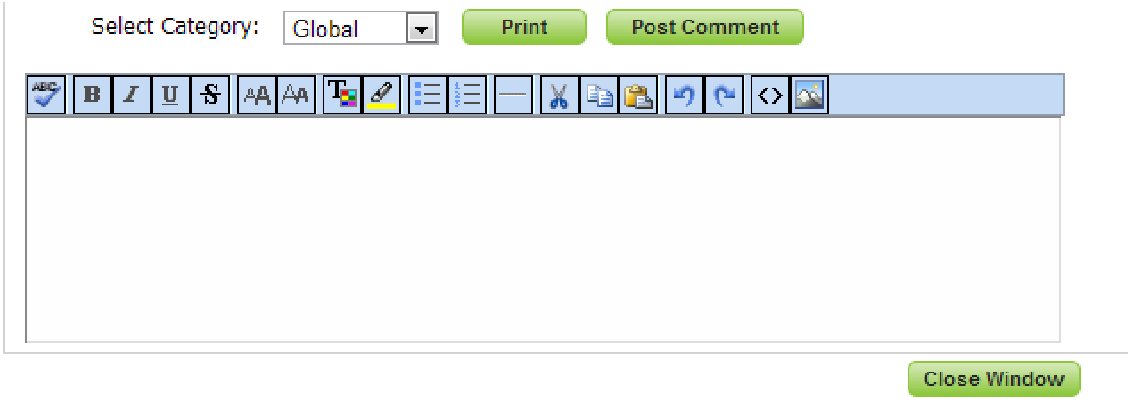


Figure 15.

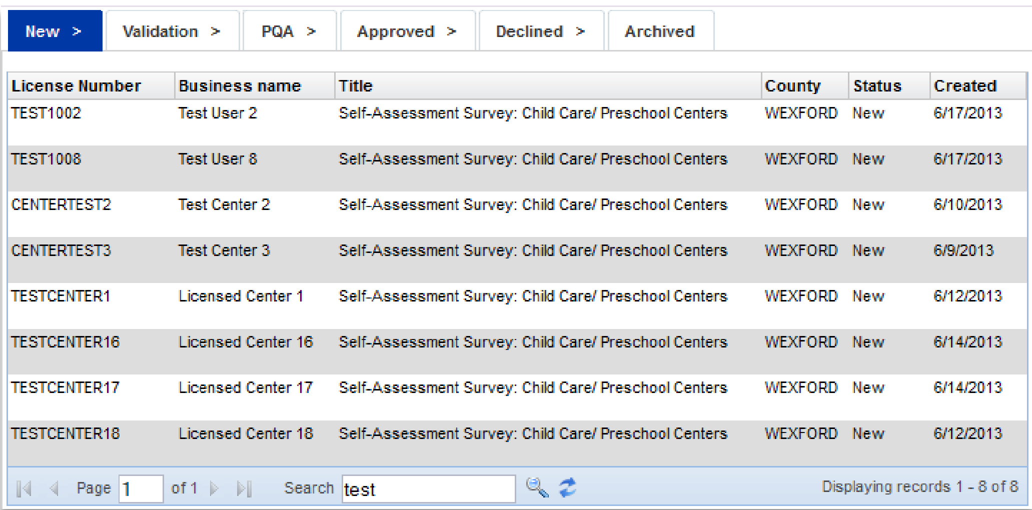
4 Review SAS

4.1 Overview of the Self-Assessment Survey (SAS) Module

The role of Great Start to Quality staff related to the Self-Assessment Survey includes:

- Access submitted Self-Assessment Surveys
- Validation of Self-Assessment Surveys for certain programs
- Final approval of submitted SAS

Note: Self-Assessment Surveys may be validated by Assessment Specialists (AS) and results are communicated to Program Providers by Quality Improvement Consultants (QIC).
The SAS Module provides you with access to Self- Assessment Surveys in various stages of completion. Click the Review SAS menu link to access the screen below.



License Number	Business name	Title	County	Status	Created
TEST1002	Test User 2	Self-Assessment Survey: Child Care/ Preschool Centers	WEXFORD	New	6/17/2013
TEST1008	Test User 8	Self-Assessment Survey: Child Care/ Preschool Centers	WEXFORD	New	6/17/2013
CENTERTEST2	Test Center 2	Self-Assessment Survey: Child Care/ Preschool Centers	WEXFORD	New	6/10/2013
CENTERTEST3	Test Center 3	Self-Assessment Survey: Child Care/ Preschool Centers	WEXFORD	New	6/9/2013
TESTCENTER1	Licensed Center 1	Self-Assessment Survey: Child Care/ Preschool Centers	WEXFORD	New	6/12/2013
TESTCENTER16	Licensed Center 16	Self-Assessment Survey: Child Care/ Preschool Centers	WEXFORD	New	6/14/2013
TESTCENTER17	Licensed Center 17	Self-Assessment Survey: Child Care/ Preschool Centers	WEXFORD	New	6/14/2013
TESTCENTER18	Licensed Center 18	Self-Assessment Survey: Child Care/ Preschool Centers	WEXFORD	New	6/12/2013

Figure 16.

4.2 Self-Assessment Survey Tab Definition

- New **-** All programs that have completed their Program Profile and have started entering data into their Self-Assessment Survey. These surveys are not yet complete and have yet to be submitted for approval

- Validation **-** All programs that have submitted their Self-Assessment Survey and are in one of the Validation stages

- PQA® **-** Programs that are in the PQA® process

- Approved **-** All programs whose SAS was officially approved by Great Start to Quality following AS verification, or were one of the 75% that were automatically approved.

- Declined **-** All programs listed here have indicated they are declining SAS Validation, PQA® Observation, or opting out of the Great Start to Quality process

- Archived **-** Archived records are copies of past SAS submissions for programs that have since decided to reassess and resubmit

4.3 Self-Assessment Survey Screen

Clicking on a program record will open a view of their Self-Assessment Survey.

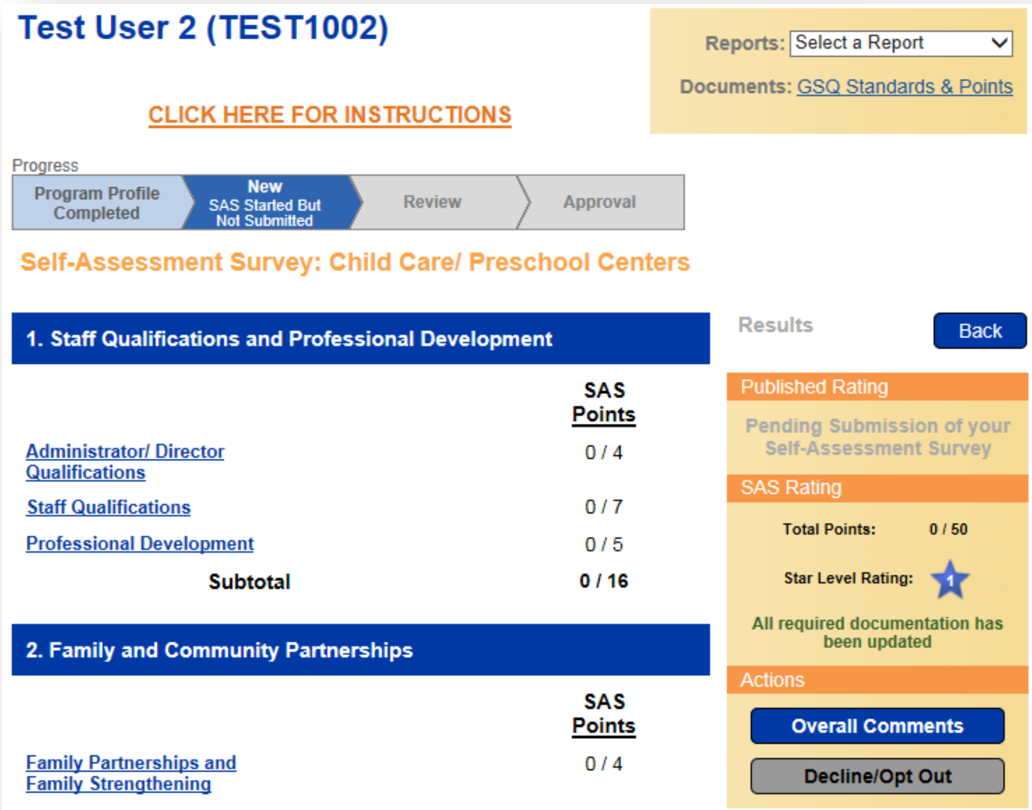


Figure 17.

There are nine main points of interest on the Self-Assessment Survey screen.

1. Business Name and License number, as well as program type, are always displayed on the top left of the SAS screen.

2. The Reports dropdown allows programs and administrative users to run select reports based on the progression of the program. Directly below is a link that opens the Standards and Points Document by which the SAS points and requirements are generated.

3. The Progress Bar shows programs and administrators the progress of the program in the lifecycle of the QRIS process. Completed actions are represented by light blue, current actions are shown in dark blue, and the future incomplete actions are shaded light grey.

Each stage will display a title. A secondary status with further details will also be displayed on the administrative side only.

4. The Self-Assessment Survey title is displayed directly under the Progress Bar to indicate which version of the Self-Assessment Survey is currently in use.

5. The Results Dashboard displays Published Rating, SAS Rating, Validation results and other pertinent information following the progression of the program.

6. Within the Results Dashboard are the administrative action buttons, such as **Validate SAS**, **Document Manager**, **Decline/Opt out** and more.

7. The **Document Manager** button located within Results provides administrative users access to the uploaded documents for that program.

8. The five core assessed SAS Categories (e.g. Staff Qualifications and Professional Development) make up the main body of the Self-Assessment Survey, with sub-category links shown beneath the titles.

9. The SAS Points column will remain at all times, showcasing earned points from indicator selections. The Validation Points column will appear if the program is selected for validation, and will show the variance between the program's self-reported SAS points and validated points.

There are four main buttons located in the Results Dashboard that will allow administrative actions, depending on the progress of the program.

1. **Validate SAS -** Opens the SAS to begin the validation process

2. **Document Manager -** Takes the administrator to the program's documents to view the uploaded evidence

3. **Overall Comments -** Opens a pop-up for administrative users to submit comments for view by the PM

4. **Decline Opt/Out -** Allows PMs to indicate whether this program has decided to decline validations or opt out of Great Start to Quality completely

Figure 18.

4.3.1 Results Dashboard

The Results Dashboard provides you with real-time status updates. Headings displayed in the Results section initially include the following:

- Published Rating - This top section displays the final score the program has earned once it has completed the quality rating process. This score is then published to www.greatstartCONNECT.org
- SAS Rating - This shows the programs self-assessed score and the preliminary quality rating appropriate to points earned
- Document Upload status - This section of text will update according to the documents required for submission. Until the appropriate evidence is updated, the program will be unable to submit
- Validation Rating - This section displays the validated score once provided by the AS
- PQA® Rating - This shows the PQA® score by classroom, if applicable

Additional segment messages will populate according to the progress of the program. It is important to note that, while the majority of status information is the same for both a Program Provider and an administrative user, there are instances where an administrative user has access to more information than a program provider. This additional information may not be shared with the program unless advised to do so by Great Start to Quality.

4.4 Completing SAS Validations

To enter SAS validation details, start by selecting **Validate SAS** in the Results table, SAS Validation section, as shown.

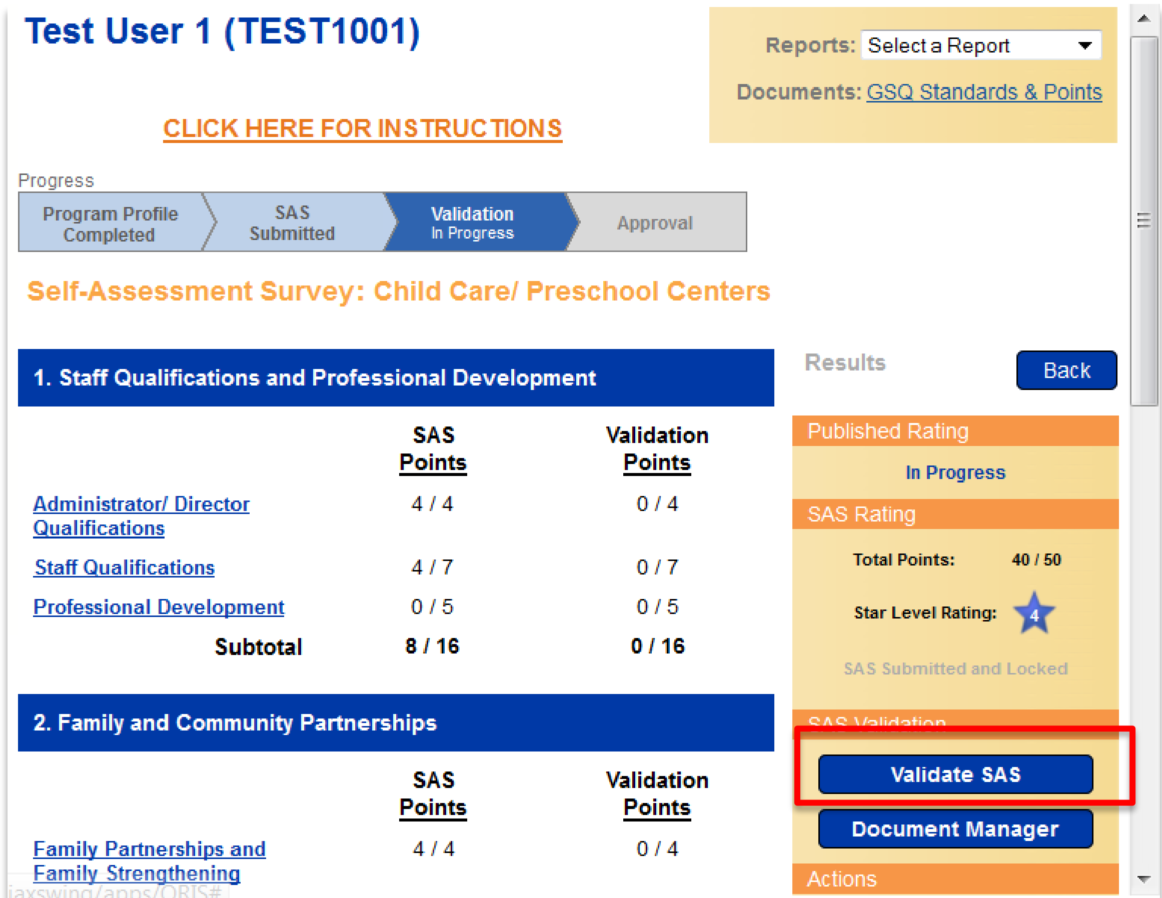


Figure 19.

Once in the survey, you may now begin entering validation details. Be sure to check any indicators achieved by the program that have been verified in the review process.
In the evidence box below each indicator, evidence comments should be entered to confirm an indicator being either met or unmet. Comments entered into the evidence boxes do not trigger the auto-calculating feature of this survey. If you enter a comment and do not check an indicator, no points will be added to the program's score. Evidence comments may be added to either checked or unchecked indicators.

The audit workflow will let you view the actions made by you and other users.
At any time you may select **Save and Continue** to save your information.

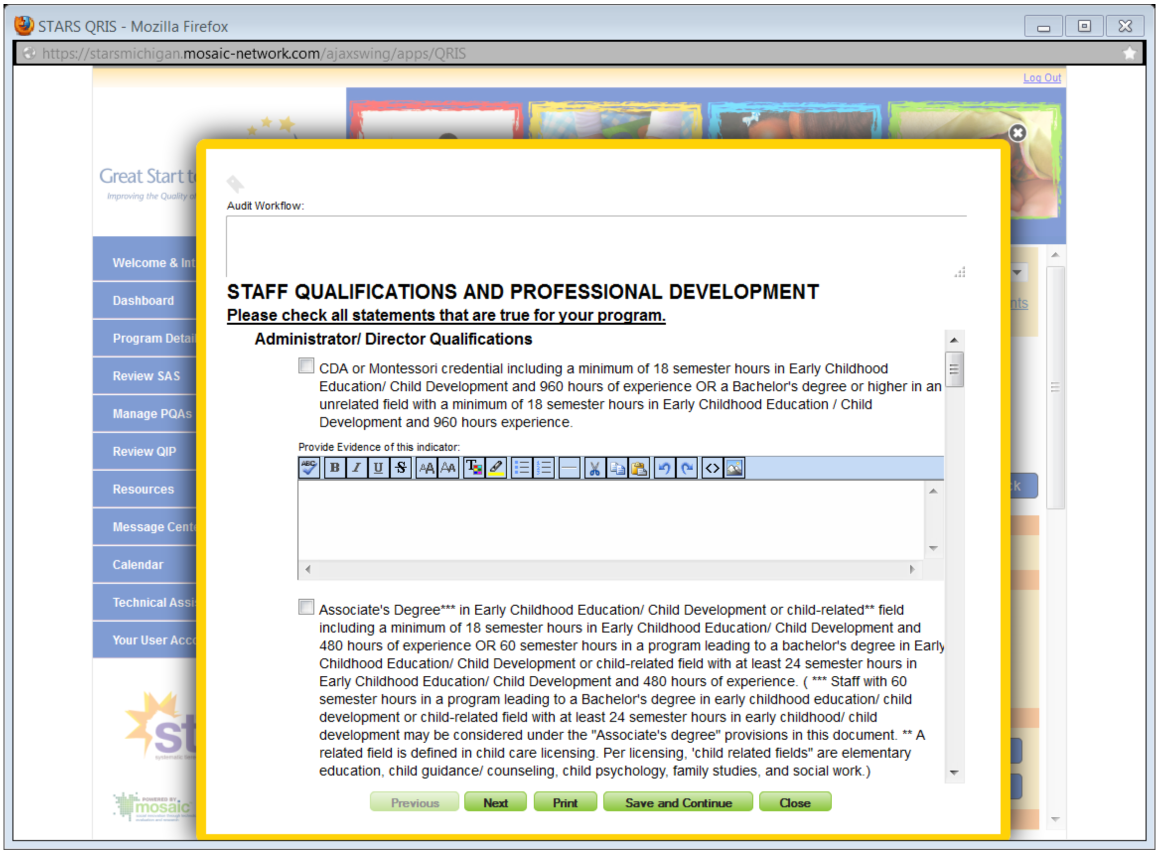


Figure 20.

Program evidence documentation is available through the SAS Dashboard by selecting the **Document Manager** button. Selecting this button generates a pop-up that contains the evidence documentation provided by the program prior to submitting their SAS.

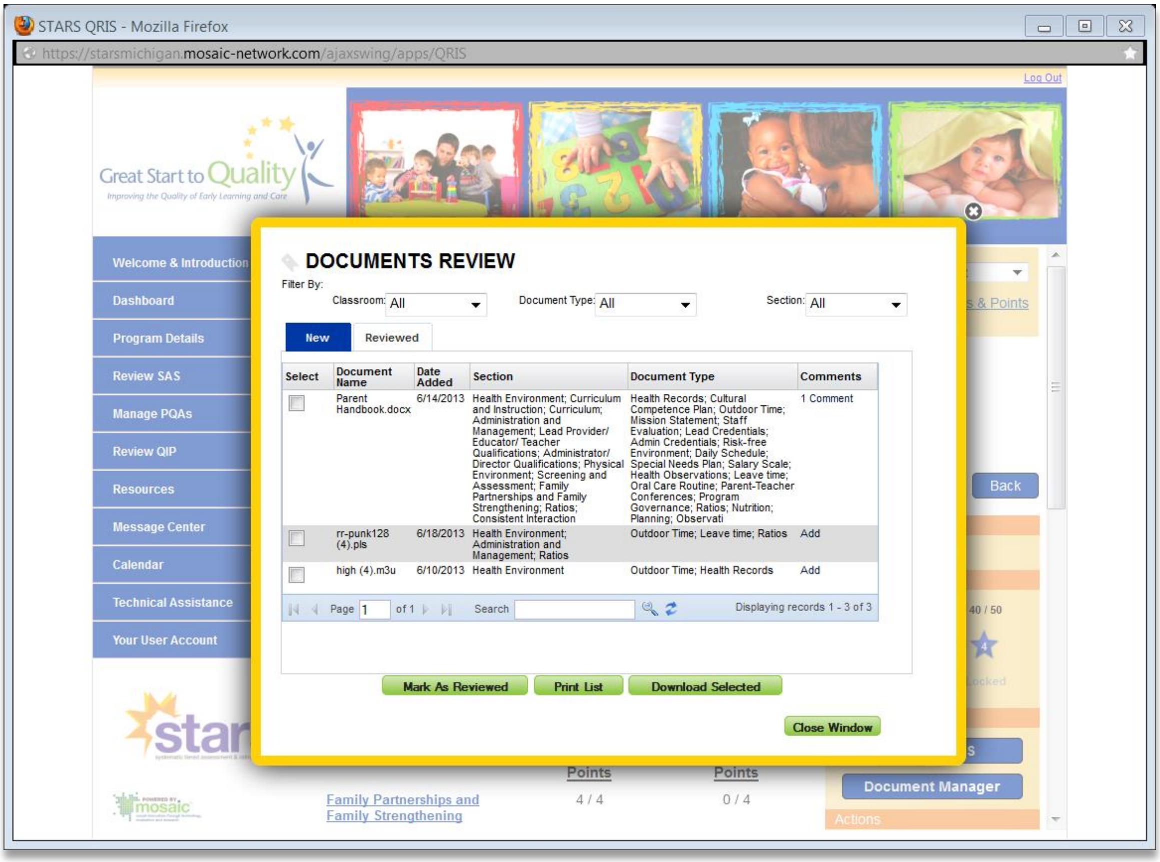


Figure 21.

Once the survey has been completed and reflects all the verified met indicators and evidence provided, click the **Submit to PM and Lock** button located in the Results tab in the SAS dashboard
Once submitted, the SAS validation is now locked preventing any additional edits by the AS. The completed validation is submitted for official approval by a PM who will either apply a status of **Approved** or **Revise** to the Validation Survey.

If approved, the validation is then considered completed. If the PM selects to Revise, the AS will be able to enter any required edits and resubmit the SAS validation when the edits are complete.

Figure 22.

While reviewing evidence documentation, you may choose to mark items as reviewed, print a comprehensive list of documents, add comments, or download selected documentation for further reference and review.
For further details regarding how to review documentation, please see the segment on Program Details.

4.5 Revising a Submitted Validation

In your Dashboard, clicking a report that has been sent back by a Program Manager for revision will direct you to the Review SAS module.

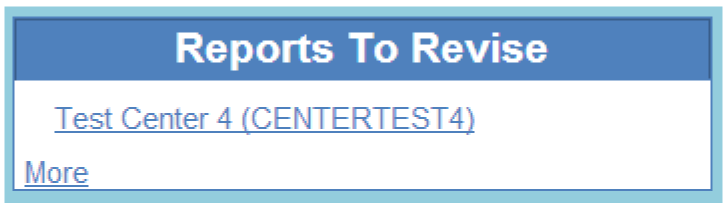


Figure 23.

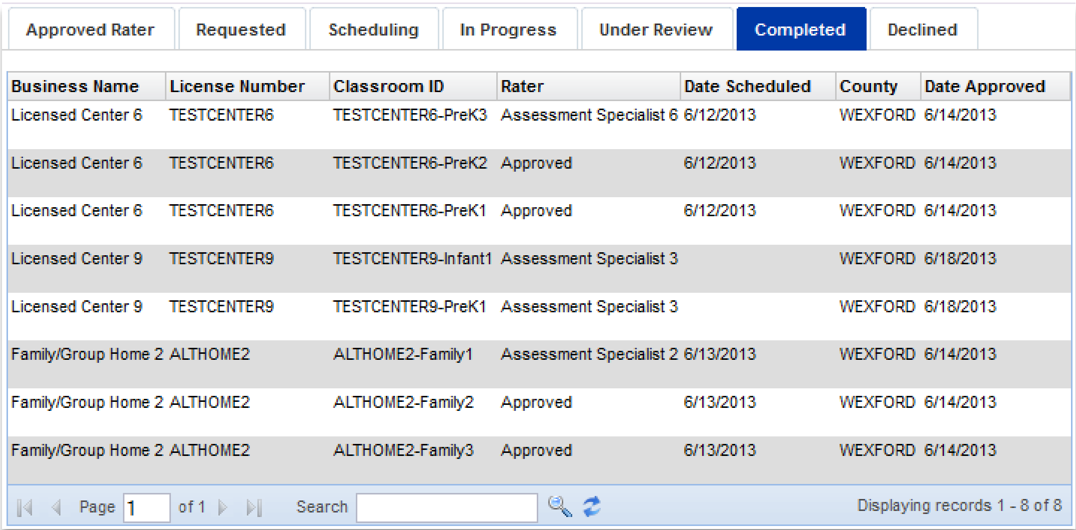
You can revise the report by clicking on the program in the "Validation" section, and clicking on the record you are revising.
Click **Validate SAS** as you have done before. Review the report that has been sent back for revision, and apply edits as noted by the Program Manager. When you have finished applying all updates, you can submit the revised report for review by the PM again.

5 Manage PQAs®

Programs that have an approved or validated Self-Assessment Survey (SAS) at a 4 or 5 star quality level will require a Program Quality Assessment® (PQA®) in addition to an SAS validation.

5.1 Navigating through the Manage PQA® Module

Click **Manage PQAs** in the Navigation menu to be directed to a screen with tabs, represented in the image below.



Business Name	License Number	Classroom ID	Rater	Date Scheduled	County	Date Approved
Licensed Center 6	TESTCENTER6	TESTCENTER6-PreK3	Assessment Specialist 6	6/12/2013	WEXFORD	6/14/2013
Licensed Center 6	TESTCENTER6	TESTCENTER6-PreK2	Approved	6/12/2013	WEXFORD	6/14/2013
Licensed Center 6	TESTCENTER6	TESTCENTER6-PreK1	Approved	6/12/2013	WEXFORD	6/14/2013
Licensed Center 9	TESTCENTER9	TESTCENTER9-Infant1	Assessment Specialist 3		WEXFORD	6/18/2013
Licensed Center 9	TESTCENTER9	TESTCENTER9-PreK1	Assessment Specialist 3		WEXFORD	6/18/2013
Family/Group Home 2	ALTHOME2	ALTHOME2-Family1	Assessment Specialist 2	6/13/2013	WEXFORD	6/14/2013
Family/Group Home 2	ALTHOME2	ALTHOME2-Family2	Approved	6/13/2013	WEXFORD	6/14/2013
Family/Group Home 2	ALTHOME2	ALTHOME2-Family3	Approved	6/13/2013	WEXFORD	6/14/2013

Page 1 of 1 Search Displaying records 1 - 8 of 8

Figure 24.

Tabs represent phases in the life cycle of the PQA®:

- Approved Rater - shows PQAs® by classroom that have requested to be completed by an Approved Rater. These will remain until the requested PQA® is imported into the Great Start to Quality STARS system from HighScope, at which point the classroom moves into the Completed tab
- Requested - shows classrooms that have requested a PQA® to be completed by a Great Start to Quality rater
- Scheduling - shows classrooms that are waiting to be assigned by the Program Manager (PM)
- In Progress - shows classrooms that have been scheduled but not submitted and are awaiting final actions to be complete
- Under Review - shows classroom that have been scheduled, submitted, and are awaiting PM approval, or have been sent back for further revision by the PM.
- Completed - shows classrooms that have completed all aspects of the PQA® and are now approved by the PM or were imported from HighScope.

- Declined - shows programs that have declined the PQA®

Within any tab, the AS may sort by column by clicking on the column header, such as Business Name, License Number, etc.

5.2 The Program Quality Assessment® (PQA®)

Select a Program from the PQA® list by clicking anywhere along their listed line item information.

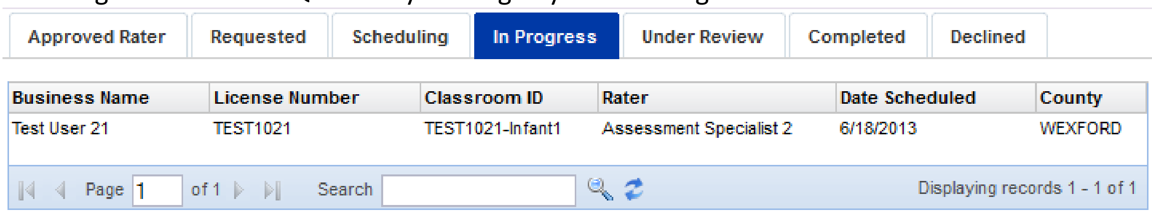


Figure 25.

The search field located at the bottom of the table allows for specific provider searches by entering unique program information. For example, to look up the program “Little Lambs Center”, you can enter “Little”, “Lambs”, “Center” or “DC000000010” into the search bar to filter for this specific program. This directs you to a new screen containing the chosen Business Name, Program Type and Region in the top portion of the screen. In this example, we have chosen a Test Account.

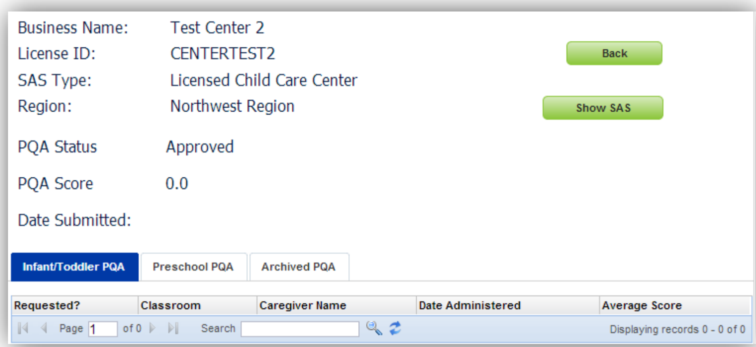


Figure 26.

For Child Care Centers, select either the Infant/Toddler PQA® tab or the Preschool PQA® tab, depending on the type of classroom being assessed.

For Family Child Care Homes or Group Child Care Homes, there is only one PQA® form to be completed, which is the FCC PQA®. Clicking the assigned classroom PQA® generates a new window containing the PQA® form that was selected.

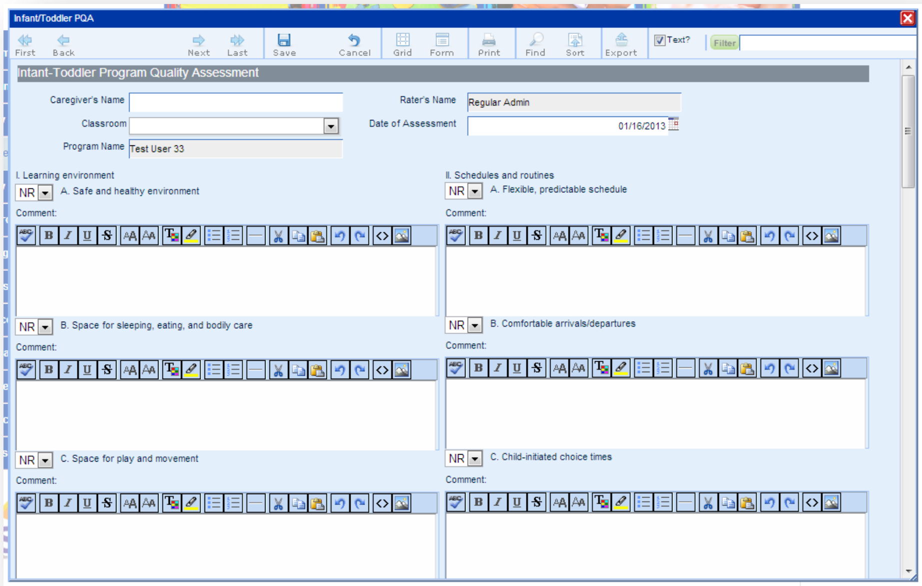


Figure 27.

To edit a record, click **Edit** located in the upper toolbar to open it for additional edits or formatting. You will not be able to edit a PQA® record submitted by an Approved Rater, but you will be able to view it.

5.2.1 Infant/ Toddler PQA®

For the Infant/Toddler PQA®, begin by entering the Caregiver's Name and Date of Assessment. On all three PQA® forms the Date of Assessment is an auto-filled field set with the current date. This is an editable field, so please be sure that this date reflects the day the assessment was completed. Once the top portion has been confirmed and completed, you may proceed to answer the PQA® sections.

Begin by selecting scores from the dropdown menus located next to each assessed item. All dropdowns are defaulted to NR meaning Not Rated. Further selections include a 1-5 rating (1 being "Low" and 5 being "High"). Be sure to fill in your observations and comments in the text boxes provided for each item as no score will be generated if the dropdowns are left displaying "NR."

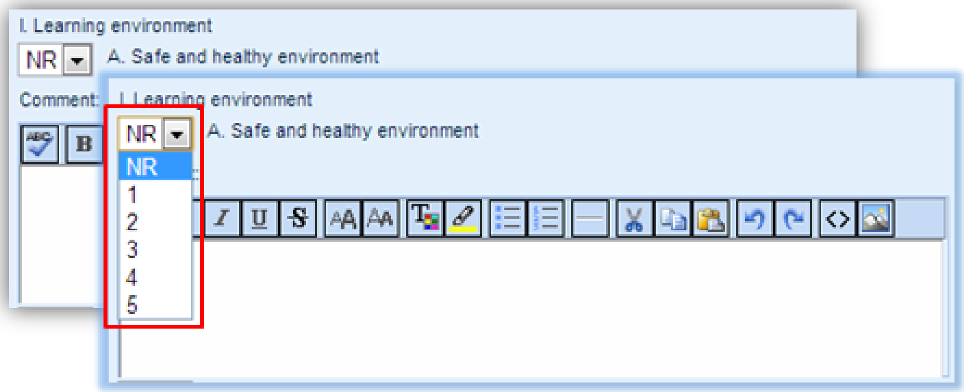


Figure 28.

Once you have rated all the items of the PQA® and added your observations, click the **Save** button and your answers will automatically be totaled and calculated on the bottom left side of the form. Alongside the total, you will also be able to see the audit workflow that records the actions made by others. Remember to save your work before exiting the PQA® form.

5.2.2 Preschool PQA®

Begin by entering the Teacher's Name and confirming or editing the Date of Assessment.
Once the top portion has been confirmed and completed, you may proceed to answer the PQA® sections.

Begin by selecting scores from the dropdown menus located next to each assessed item. All dropdowns are defaulted to NR meaning Not Rated. Further selections include a 1-5 rating (1 being "Low" and 5 being "High"). Be sure to fill in your observations and comments in the text boxes provided for each item as no score will be generated if the dropdowns are left displaying "NR".

Once you have rated all the items of the PQA® and added your observations, click the **Save** button and your answers will automatically be totaled and calculated on the bottom left side of the form. Alongside the total, you will also be able to see the audit workflow that records the actions made by you and others.

Remember to save your work before exiting the PQA® form.

5.2.3 Family Child Care (FCC) PQA®

Like the Preschool PQA® and the Infant PQA®, there are fields you must confirm and complete before moving on to adding information into the PQA®.

Once the top portion has been confirmed and completed, you may proceed to answer the PQA® sections.

For each segment, you may enter a numeric score with any decimal-level of detail ranging from 1-5. Some examples of this include; 1.5, 2.1, 3.7, 4.9 and so on. Entering or leaving a score as "0.0" will leave that segment out of the scoring total. This is the equivalent of the "NR" field. Be sure to enter all notes in the comment boxes provided. A format toolbar has been provided for all your formatting needs.

Make sure to always save your work before clicking the red X to exit this screen. Your answers will always be auto-calculated regardless of the state of completion of the document. As you complete the PQA® this auto-calculation will update accordingly.

Please note that PQA® forms can be completed over multiple login sessions as long as you do not submit the form.

5.2.4 Submitting the PQA®

Once you have completed entering PQA® data, you are now able to submit these forms for official approval. To submit, select **Submit PQA(s)**. The PQA®s will be locked at this point, preventing any further edits to the form(s).

Clicking the **Submit** button triggers a notification to the PM of all completed and saved PQA® forms in the system.

5.3 PQA® Summary Report

The PQA® Report is only accessible once it has been approved by a PM.
To access a PQA® summary report, click **Program Details** in the navigation menu and select the provider, or search using the business name, license number, etc. Click on the provider information and all applicable PQA® Summary Reports will be listed in the PQA® tab.

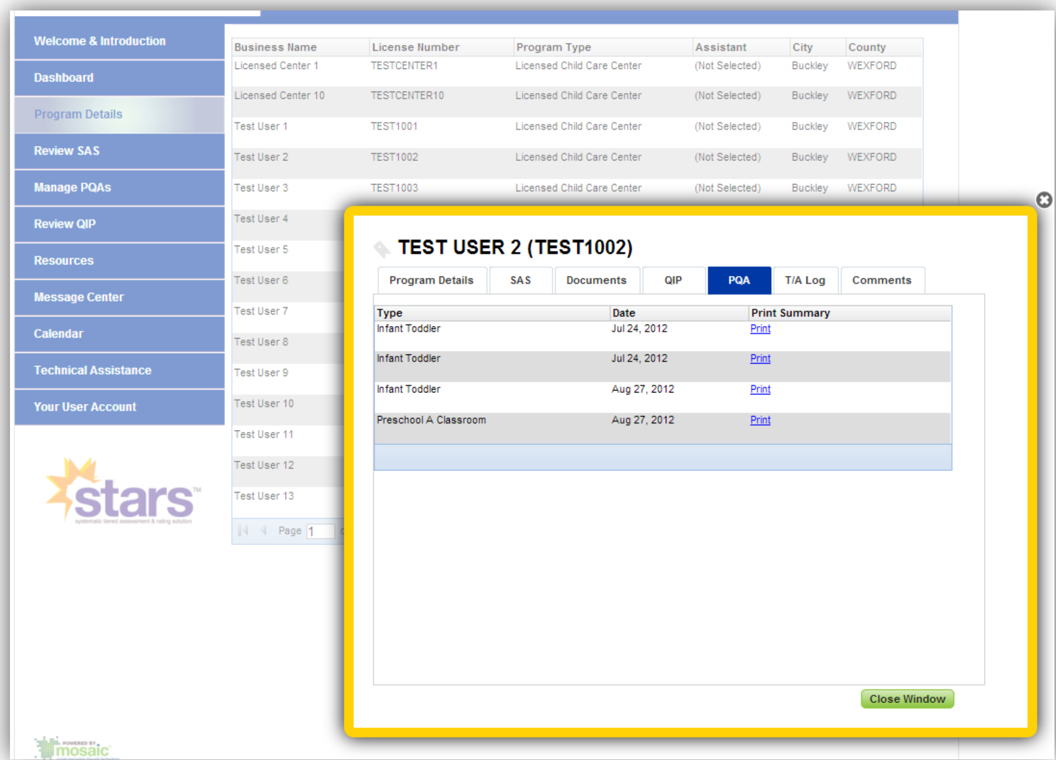


Figure 29.

Click **Print** to view the PQA® Form Summaries in a new browser window, and subsequently save or print the form.

5.4 Revising a Submitted PQA® Observation

In your Dashboard, clicking a report that needs revision will direct you to the Manage PQA® module. You can revise the report by clicking on the program in the “Under Review” section. Review the report that has been sent back for revision, and apply edits as noted by the Program Manager. When you have finished applying all updates, you can submit the revised report for review by the PM again.

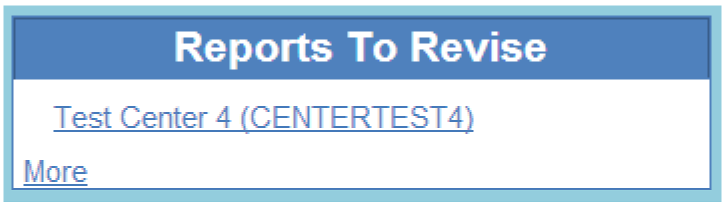


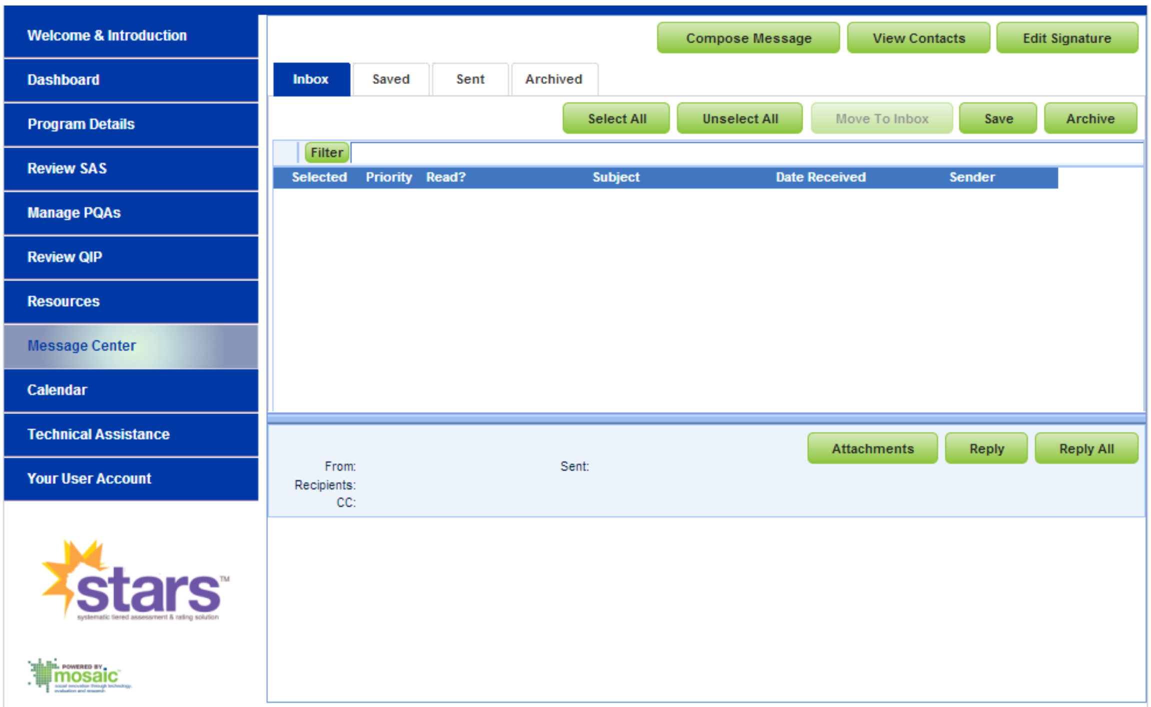
Figure 30.

Click **Print** to view the PQA® Form Summaries in a new browser window, and subsequently save or print the form.

6 Message Center

The Great Start to Quality STARS message center functions in a similar way to any basic email client. Here you are able to communicate messages to programs regarding their quality improvement activities.

When you click on the Message Center in the Navigation menu, an instructions page will appear. Click the **OK** button once you have read the instructions to access the Great Start to Quality STARS Message Center.



In the Message Center, you have the ability to:

- Compose messages
- View contacts
- Edit a signature
- View and add attachments to a message
- Manage your messages with Inbox, Saved, Sent, and Archived tabs

7 Calendar

7.1 Calendar Overview

The calendar function in STARS allows you to easily manage your day-to-day activities. You can access the calendar by selecting Calendar from the main navigation panel. The image below shows the basic view of the Calendar available across all users.

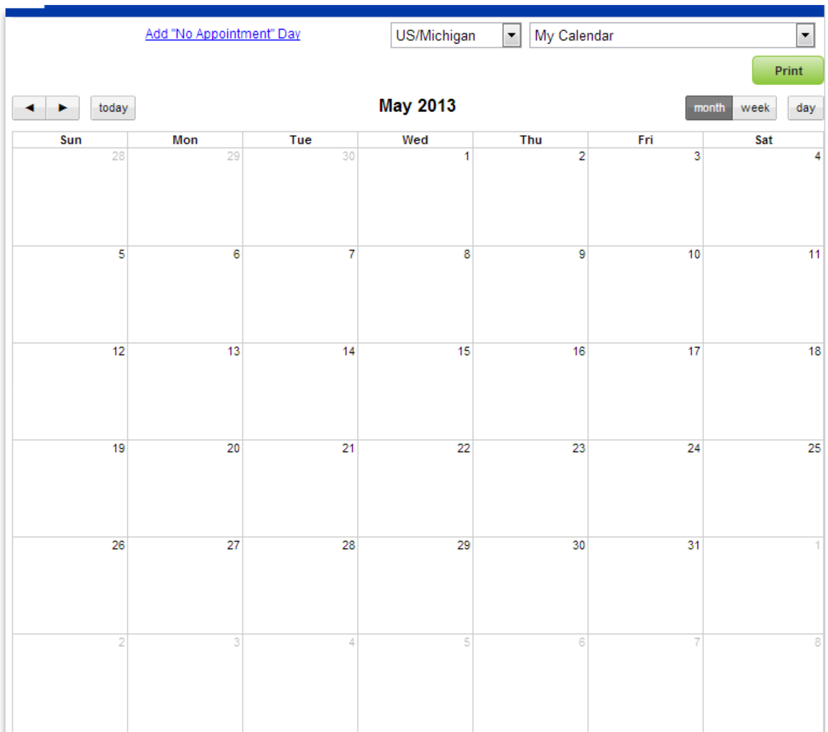


Figure 31. Please note that the 'Add "No Appointment Day" ' link shown may only be available for select users.

Calendar items can be viewed in a daily, weekly, or monthly format. To add a new event, click the day on the calendar for which you would like to schedule the event.
A pop-up box will appear where you are able to enter:

- A title for your event
- A description of your event
- Start and end dates and times, including recurring dates
- Location and URL
- Reminder notification options

You can delete, save, or cancel an event using the buttons at the bottom of the box as seen here.

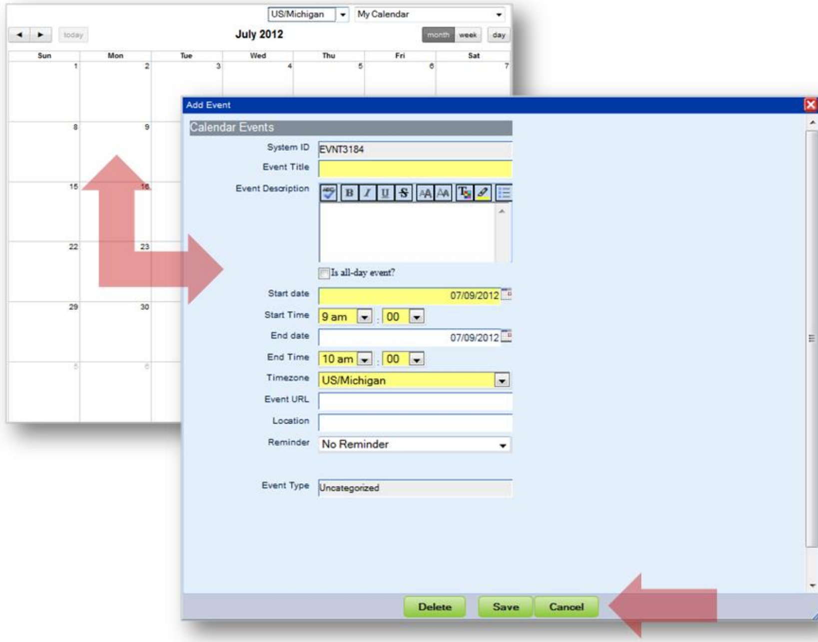


Figure 32.

To print your calendar, click the **Print** button located at the top right of your screen.

You can view the calendars of all administrative users: Resource Center Staff, Assessment Specialists, QI Consultants, and other individuals at Great Start to Quality, by selecting the 'My Calendar' dropdown list at the top of the screen. Please note that the calendar views available to you are a representation of your access level.

7.1.1 Color Coding of Calendar Events- By User Type

Great Start to Quality STARS allows various events to be color coded in order to easily track events of a similar nature.

7.1.1.1 Color Coding of AS Calendar Events

All events on Assessment Specialist calendars are color coded:

- PQA® Observations are colored pink
- Uncategorized (personal) events are colored blue
- SAS Site Validations are colored green
- No Appointment Day is colored purple
- Events & Meetings posted by the Investment Corporation are colored salmon

7.1.1.2 Color Coding of QIC Calendar Events

All events on Quality Improvement Consultant calendars are color coded:

- Uncategorized (personal) events are colored blue
- Communicating SAS Site Validation results are colored green

- Communicating PQA® results are colored pink
- T/A events are colored purple
- Events & Meetings posted by the Investment Corporation are colored salmon

7.1.1.3 Color Coding of RCD Calendar Events

Resource Center Directors have access to a calendar within Great Start to Quality STARS. This calendar is a personal calendar and as such does not contain any of the above event color coding options.

7.1.2 Making Recurring Events

To make an event recurring, begin by clicking on the date you wish to begin scheduling, which opens the event pop-up.
Select the checkbox for the question 'Is Recurring Event?'

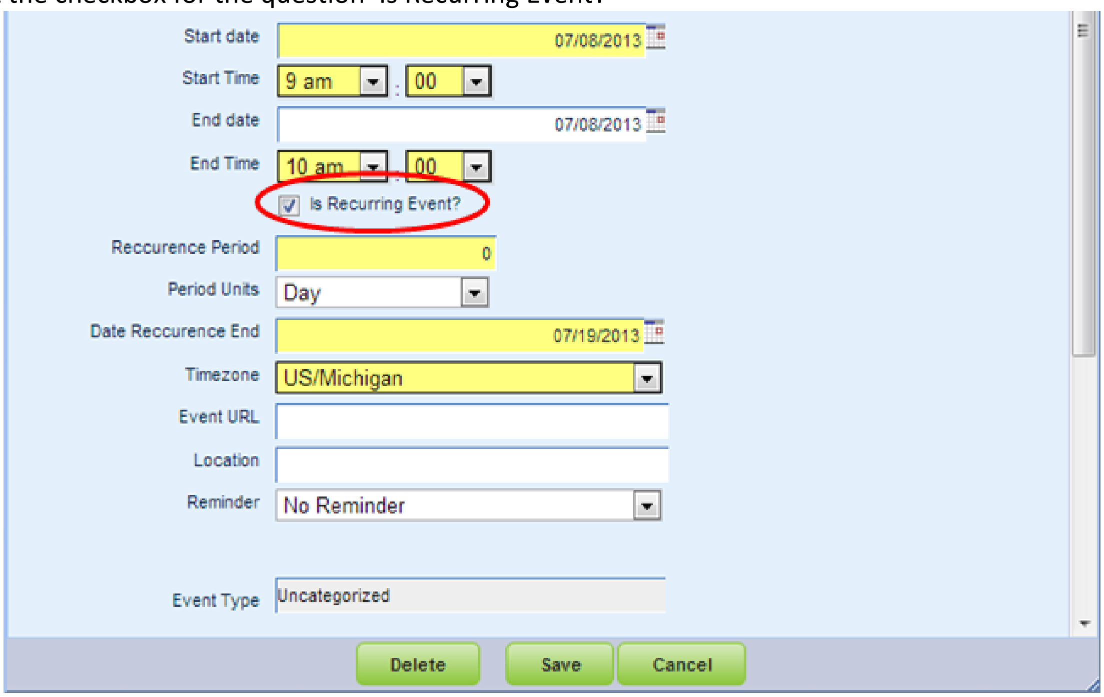


Figure 33.

The three fields you will need to edit will now generate in the window.

- Recurrence period: Enter a numerical number of units the event will generate by. (e.g. every 2 days, every 4 weeks, with the numerical number being the data you enter in this field.)
- Period Units: Select the unit of time the event is to generate by. (e.g. by days, by weeks, or by months)
- Date Recurrence End: Select the date the event is to stop recurring.

In the next image shown, our example recurring date is set to recur every five days until August 30th, at which point the event will cease to generate further on the calendar.

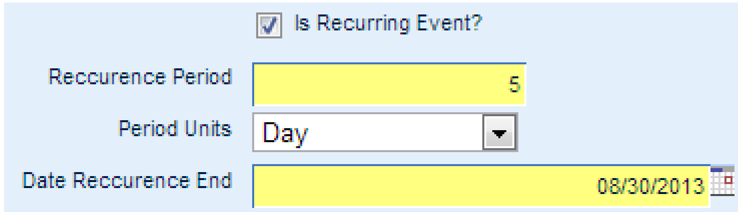


Figure 34.

Note that if your event is scheduled to occur on a timeline that exceeds the date it ends, it will not schedule past the last possible occurrence.

For example, if an event is scheduled to run from 7/01/13 through 8/01/13, and selected to recur every 3 months, you will only see one event scheduled on your calendar, as the timeline is too short to allow more occurrences.

When you are finished editing the event, click **Save** to save your work.

7.2 Declining SAS Validation and SAS Validation Results

There may come a time when a program may decline the validation visit or validation results. In this event, the AS or QIC should take the following actions:

- Open the event to schedule the program
- Click **Decline to Participate/Decline Results**. This generates the Decline/Opt out form
- Select the reasons of the declined validation, or enter your own in "Other"
- When finished, click **Save**. This generates a notice on the PM's dashboard for them to review

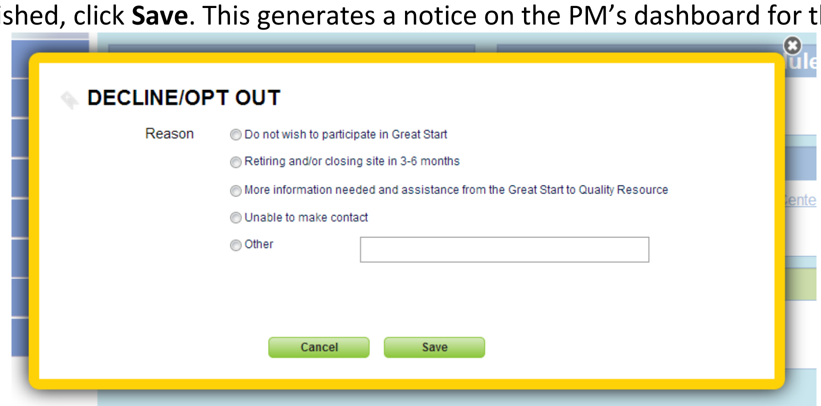


Figure 35. Decline Popup-AS

The program will remain on your dashboard until the PM reviews the Decline notification.

7.3 Declining the PQA® Observation or PQA® Observation Results

There may come a time when a program may decline their PQA® Observation or PQA® Observation results. In this event, the QIC should take the following actions:

- Open the event to schedule the program
- Click **Decline to Participate/Decline Results**. This generates the Decline/Opt out form
- Select the reasons of the declined results, or enter your own in "Other"
- When finished, click **Save**. This generates a notice on the PM's dashboard for them to review

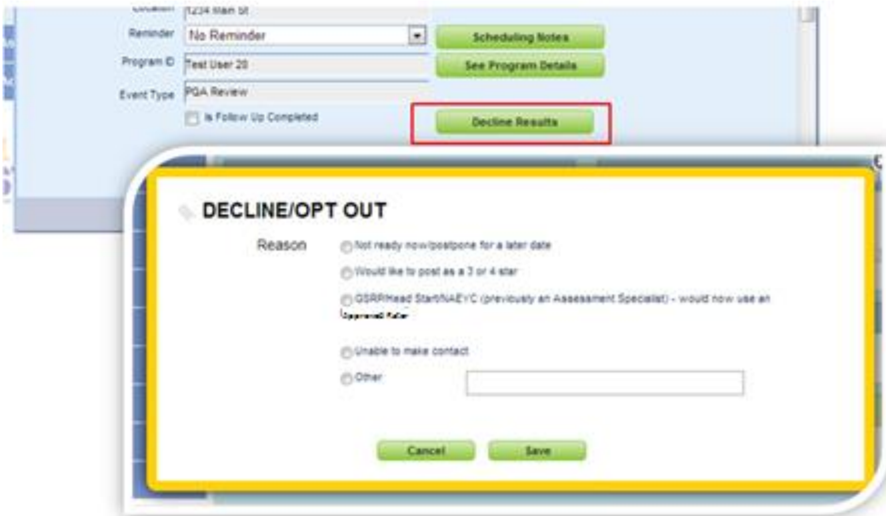


Figure 36. Decline Pop-up QIC

7.4 Add "No Appointment" Day

This link is provided for applicable users to apply a "No Appointment" day on their calendar to ensure events are not scheduled on that day.
Click "Add "No Appointment" Day" to begin this process.
You have the same fields as a normal event started on your calendar.

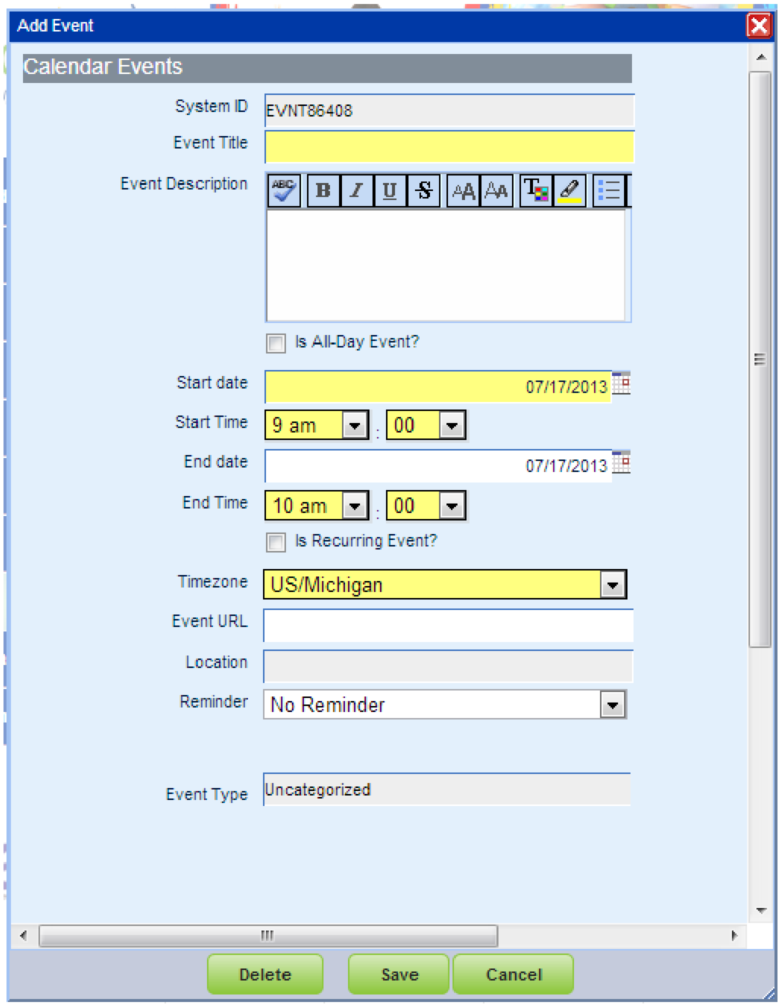


Figure 37.

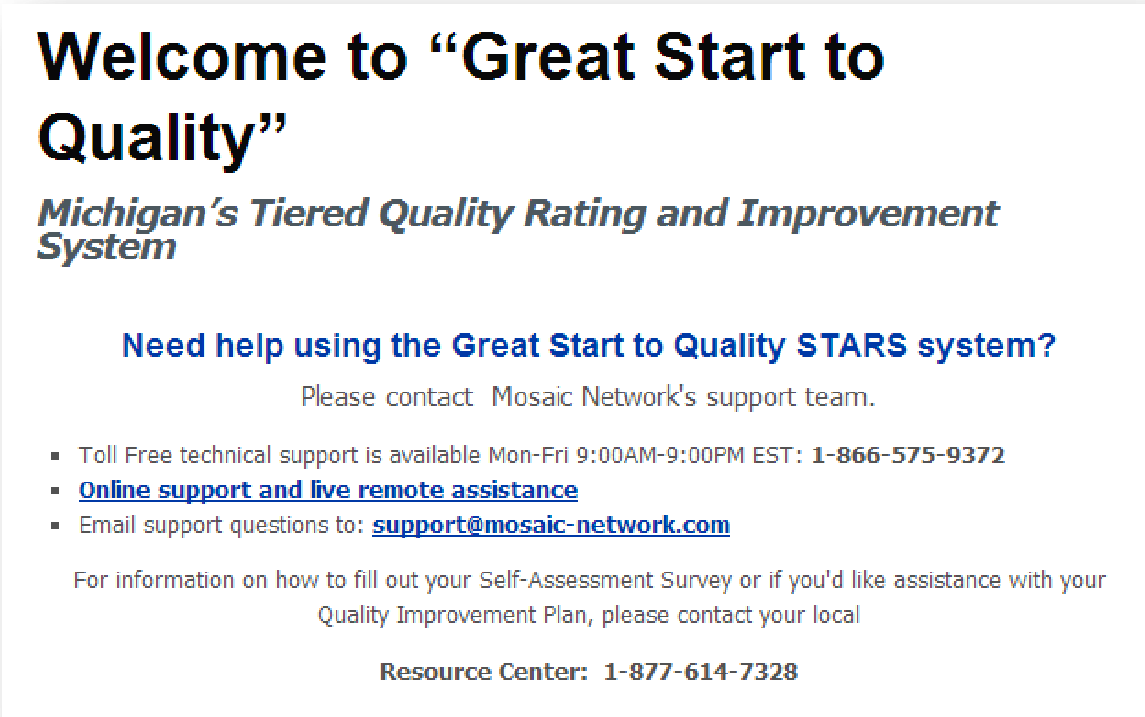
Fields are:

- Event Title
- Event Description
- Start and End Date
- Start and End time
- Timezone
- Reminder
- And the option to make the event an All-Day event, and/or Recurring event

When you have filled out all the required fields, click **Save** to save the event, **Cancel** to cancel the new event, or **Delete** if this is an existing event you are deleting.

8 Technical Assistance

Getting the help you need is simple. Click Technical Assistance in the Navigation menu. You will be directed to contact Mosaic Network for any technical assistance questions you may have. Resource Center contact information is also available on this page.



Mosaic Network Technical Support is available Monday through Friday, 9:00 EST through 9:00PM EST. You are able to utilize various support methods including:

- Telephone Support
- Online Support and Live Remote Assistance
- Email Support

9 Resources

There are a variety of resources available for you in the resources module in Great Start to Quality STARS.
Click the Resources module in the Navigation menu. You will arrive at a page containing links to resources such as:

- Welcome Packet including a fact sheet and talking points
- QIP Template
- Early Learning Standards Resources
- Diversity and Inclusion Guidance

Mosaic Network and Great Start to Quality training materials are also available in the Resources module. By clicking on **Training Materials**, administrative users have access to: Training Videos, FAQ's, System Manuals and Quick Help Guides.
Open the sections by clicking the arrow boxes as displayed below.

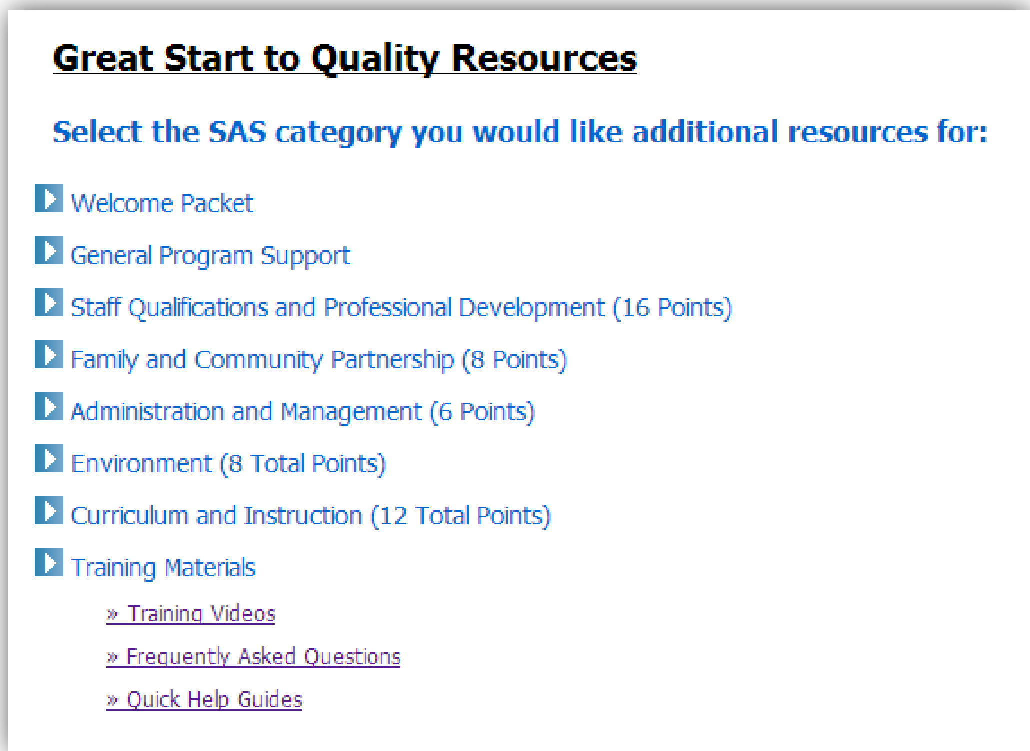


Figure 38.

10 Your User Account

10.1 Changing your password

To change your password or update your contact details, navigate to the module titled 'Your User Account' located in the Navigation menu.

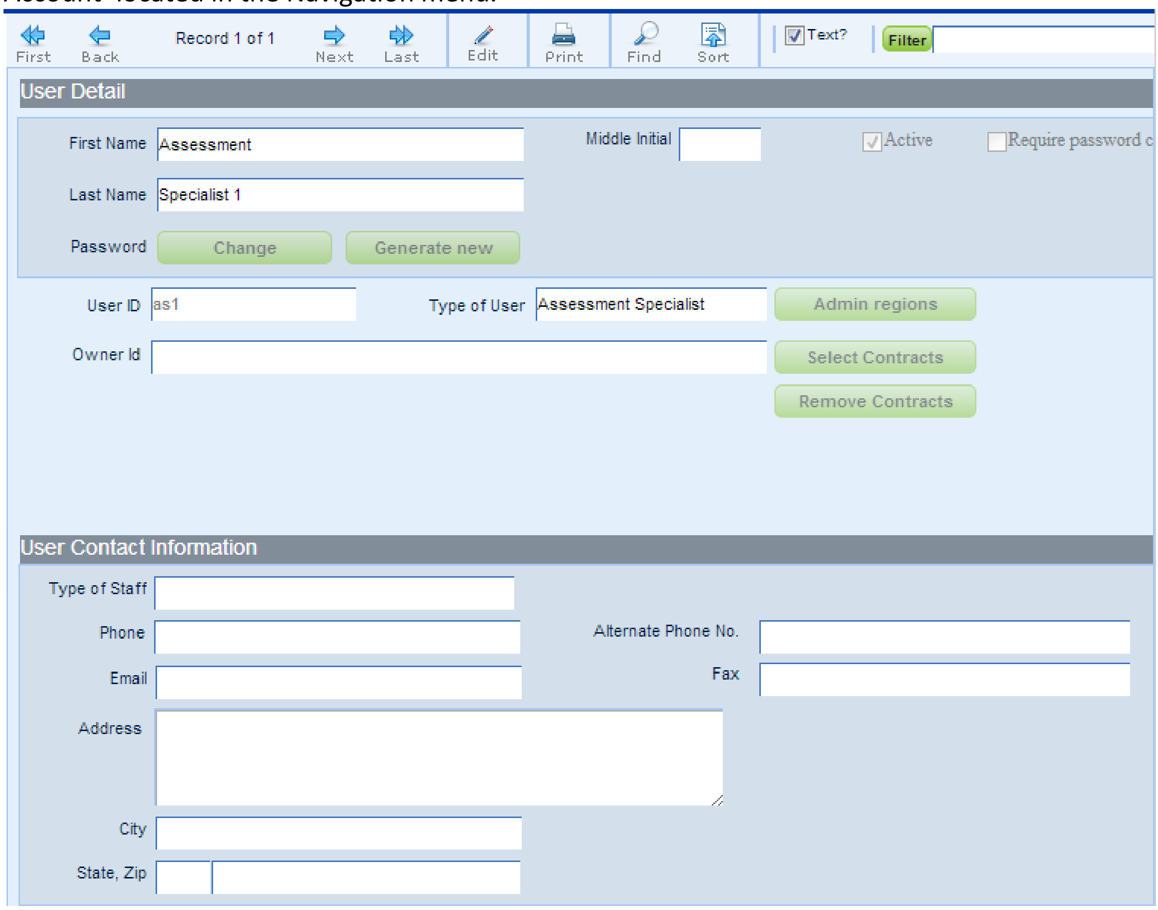


Figure 39.

Click **Edit** to open the form for editing.

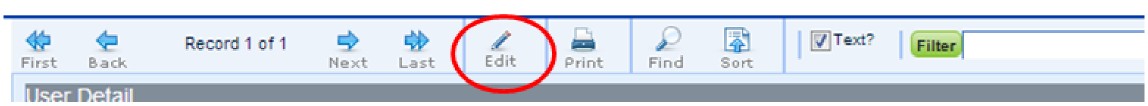


Figure 40.

While in this mode, you may change your password by completing the following steps:

1. Click **Change** to generate the password change pop-up.

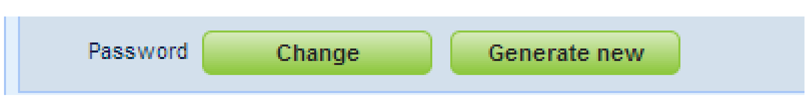


Figure 41.

2. Enter your preferred password twice to confirm the match, then click **Ok** to save the change, or **Cancel** to keep the current password.

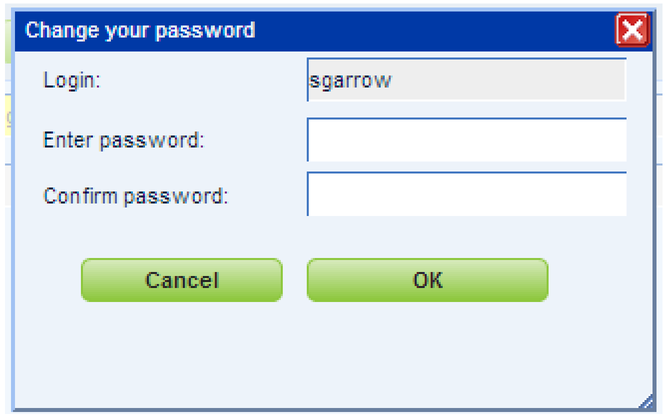


Figure 42.

Your password must be 5-20 numbers and must contain a number. Symbols will not be allowed. (e.g. @, * or spaces.)

10.2 Editing your contact information

Click **Edit** to open the form for editing. While in this mode, you may enter or change the information located in the following fields:

- Type of Staff- You may select a title from a dropdown menu
- Phone
- Address
- City
- State, and Zip
- Alternate Phone Number
- Fax

The fields listed below will require you to contact your Program Manager, or Technical Support to adjust them.

- First and Last Name
- User ID
- Type of User
- Owner Id
- Admin Regions
- Selecting/Removing Contracts

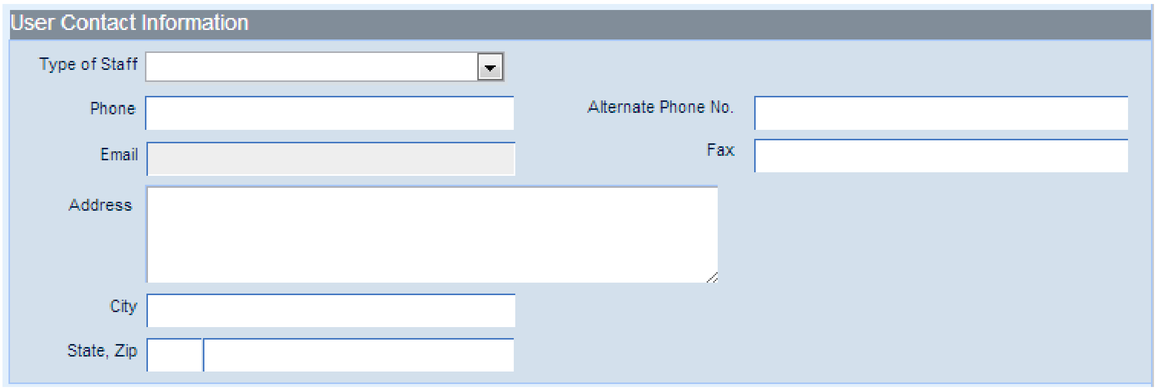


Figure 43.

When you are finished editing your information, click **Save** to save and lock your changes, or **Cancel** to erase all changes.

Figure 44.

Early Childhood Investment Corporation

Assuring solid results from solid investments in early childhood development

The Early Childhood Investment Corporation is an independent publically owned nonprofit created to coordinate all of Michigan's efforts to build an efficient and effective early childhood development system. The Early Childhood Investment Corporation is directly responsible for the implementation of Great Start to Quality, improving the quality of early learning and care in Michigan. Funding from the Michigan Department of Education, Office of Great Start supports the implementation of Great Start to Quality.