# Program Observation Visit Scheduling

| Moving to a New STAR Level  
(STAR 3 and STAR 4 - All Provider Types) | Maintaining Current STAR Level  
(STAR 3 and STAR 4 – All Provider Types) |
<table>
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<td>1. The Regional Key alerts the Program Quality Assessment Team once it is determined that your facility is prepared to move to the next STAR Level.</td>
<td>1. The Program Quality Assessment team is alerted that your program’s current observation scores are due to expire in the next six months.</td>
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<td>2. A Program Quality Assessor will contact your site via phone or email to initiate the observation window scheduling process.</td>
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| 3. The Program Quality Assessor will review:  
- site name and physical address  
- primary and secondary contact person and phone number and email  
- participation in PA Keys to Quality programs (e.g. Pre-K Counts, Head Start, etc.)  
- Current STAR level and STAR level goal  
- Program Observation Instrument choice (ERS or CLASS)  
- total # of groups in each age group served by your program (infants, toddlers, preschool, school-age, mixed age)  
- hours of operation  
- other information that will inform the scheduling process | 3. The Program Quality Assessor will review:  
- site name and physical address  
- primary and secondary contact person and phone number and email  
- participation in PA Keys to Quality programs (e.g. Pre-K Counts, Head Start, etc.)  
- Current STAR level, etc.  
- Program Observation Instrument choice (ERS or CLASS)  
- total # of groups in each age group served by your program (infants, toddlers, preschool, school-age, mixed age)  
- hours of operation  
- other information that will inform the scheduling process |
| 4. The Program Quality Assessor will offer the first available observation window. You will be able to take up to four black-out dates during your observation window; these should be days that will not be a typical program day. | 4. The Program Quality Assessor will offer the first available observation window. You will be able to take up to four black-out dates during your observation window; these should be days that will not be a typical program day. Your renewal observation window may be scheduled up to six months prior to the expiration of your current observation scores. |
| 5. The Program Quality Assessor will email you confirmation of the scheduled observation window and black-out dates. | 5. The Program Quality Assessor will email you confirmation of the scheduled observation window and black-out dates. |