

## Instrument 3. Child care provider survey

**Consent information for landing page of REDCap Survey (respondents will have seen all these details earlier in the outreach materials).**

We are inviting you to take part in our research on child care licensing. This one-time, voluntary online survey should take no more than 30 minutes to complete. The survey should be completed by the person who is primarily responsible for ensuring the child care program is meeting licensing regulations. If you are eligible for the survey, you will receive a \$20 gift card, which will be sent to you after completing the survey.

You can skip any question, and you can stop the survey at any time. There are no right or wrong answers to any of our questions. There is a chance that you may feel uncomfortable answering some questions. Although there are no direct benefits to you for completing this survey, we hope that the information you provide will benefit the licensing system and providers.

The information in this survey will be used only for research purposes and in ways that will not reveal who you are. You will not be identified in any publication from this study. We will share some of the data we collect with qualified individuals for research purposes.

Personally identifying information (PII), such as your name, can only be accessed for the study's research purposes by the project team and authorized personnel associated with the project, on a need-to-know basis. Your answers to the survey questions will be used only for research purposes.

If you would like a copy of this information or have questions, please email us at [licprov@childtrends.org](mailto:licprov@childtrends.org), or contact the IRB at [irbparticipant@childtrends.org](mailto:irbparticipant@childtrends.org) or by phone at 1-855-288-3506.

The Paperwork Reduction Act Statement: This collection of information is voluntary and will be used to better understand the child care and early education (CCEE) licensing system as well as CCEE providers' perceptions, challenges, and ideas for improving CCEE licensing systems. Public reporting burden for this collection of information is estimated to average 30 minutes per response, including the time for reviewing instructions, gathering and maintaining the data needed, and reviewing the collection of information. An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a currently valid OMB control number. The OMB number and expiration date for this collection are OMB #: 0970-XXXX, Exp: XX/XX/XXXX. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden to Child Trends, 1516 Franklin Street, Suite 205, Chapel Hill, NC 27514, Attention: Kelly Maxwell.

Do you agree to participate in the survey?

- Yes
- No

## Screener

S1. Is your program currently licensed?

- a. Yes, my program is licensed, which may include a provisional license
- b. No, my program used to have a license, but it is currently expired, revoked, or suspended
- c. No, my program used to have a license, but my program is no longer in business (temporarily or permanently)
- d. No, my program does not have a license and is not required to have one
- e. Unsure/I don't know

[if b, c, d, e Thank you for your willingness to complete this survey! However, our questions are best answered by providers who work in child care programs that are currently licensed. If you have any questions or concerns, please call us at XXXXXX.

Please confirm that your program is not currently licensed.

- a. Confirmed]

S2. Which of the following best describes your role:

- a. Owner/director of a home-based child care program (for example, family or group child care home)
- b. Owner of a child care center
- c. Director or assistant director of a child care center
- d. Manager of several child care centers
- e. Other role: \_\_\_\_\_

S3. If selected b, d, or e to S2, Are you involved in the day-to-day operations of your child care program (including child care licensing)?

- a. Yes
- b. No

[If selected b to S3, Thank you for your willingness to complete this survey! However, our questions are best answered by the individual who manages the child care program on a daily basis. Please enter the name and email address of the person who is responsible for the day-to-day operations of this program. If you have any questions or concerns, please call us at XXXXXX.

Name: \_\_\_\_\_

Email address: \_\_\_\_\_

Please confirm that the information you entered above is correct:

- a. Confirmed]

[To participate, respondents must answer a to S1 AND a or c to S2 or a to S3]

### Child Care Licensing

When we use the term licensing, we mean child care licensing. **Child care licensing** establishes regulations that must be met to legally operate a child care program. Child care licensing also monitors and enforces those regulations.

1. How strongly do you disagree or agree with the following statements?

	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
a. Child care licensing helps support children's health and safety					
b. Licensing helps me provide higher quality care					
c. Licensing feels more like a barrier than a support to providing quality services					
d. Licensing treats me fairly compared to other child care providers					

### Child Care Licensing Regulations

2. How strongly do you disagree or agree with the following statements?

	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
a. I think there are too many child care licensing regulations					
b. Most licensing regulations apply to my program					
c. Licensing regulations sometimes conflict with other standards (like quality rating and improvement system (QRIS) standards/criteria, fire safety requirements, Head Start Program Performance Standards)					
d. Licensing regulations are reasonable to meet					
e. I understand all licensing regulations that apply to my program					
f. Some licensing regulations focus on small things that are not important					
g. Licensing regulations change too often, making it difficult to keep up					
h. Licensing regulations are not changed often enough, making some regulations outdated					

### Information About Child Care Licensing

3. How strongly do you disagree or agree with the following statements?

	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
a. The child care licensing website is difficult to navigate					
b. I can easily find answers to my questions about licensing using online resources					
c. The licensing documents I have read have been useful					
d. If I have a question about licensing that can't be answered using online resources, I know who to contact					
e. When I have questions about licensing, it is hard to get them answered quickly					

**Burden of Child Care Licensing**

4. How strongly do you disagree or agree with the following statements?

	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
a. It is expensive to stay in compliance with child care licensing regulations					
b. It takes too much time to compile the documents required by licensing					
c. Licensing requires too much yearly training to have a basic license					
d. Trainings required by licensing are offered during times I can attend.					
e. Trainings required by licensing are accessible to me, for example close to my home or available online.					
f. Routine licensing inspections happen too often					
g. The amount of time a licensing inspection lasts is reasonable					
h. I feel stressed during licensing inspections					

### Feedback About Child Care Licensing

The following items ask whether you have had opportunities to provide feedback on the way child care licensing works. This can include things like renewal paperwork, regulations, or how often you have licensing inspections.

5. In the past 12 months, have you done any of the following to provide feedback on the way child care licensing works (such as renewal paperwork, regulations, frequency of licensing inspections)?

	Yes	No
a. Completed a survey that asked for general feedback about child care licensing		
b. Responded to a survey, email, or phone call from the licensing agency about a recent licensing visit		
c. Filled out a feedback form on the licensing website		
d. Called or emailed the licensing agency with a suggestion		
e. Participated in an event hosted by the licensing agency to ask for feedback (such as a webinar or meeting)		
f. Gave feedback during a licensing visit		
g. Other: _____		

6. If selected yes any of the options in Q5, How strongly do you disagree or agree with the following statement? I am confident that licensing staff use my feedback to improve the way child care licensing works.
- a. Strongly Disagree
  - b. Disagree
  - c. Neither Agree nor Disagree
  - d. Agree
  - e. Strongly Agree.

### Licensing Inspections

7. In the past 12 months, how many times has your program been inspected (excluding any follow-up visits or investigations)? Your best guess is fine.
- a. None
  - b. Once
  - c. Twice
  - d. Three times
  - e. Four times
  - f. Five or more times
  - g. Don't know

8. In the past two years, did the same person typically conduct all your routine licensing inspections?
- a. Yes, it's typically the same person (if it's a pair of inspectors, at least one is the same)
  - b. No, different people conduct my routine inspections
  - c. I don't know

9. About how long did your most recent routine licensing inspection last?
- a. Less than one hour
  - b. One hour
  - c. Two hours
  - d. Three hours
  - e. Four or more hours
  - f. Don't know

10. Thinking about your experiences with licensing over the last 2 years, how strongly do you disagree or agree with the following statements?

	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
a. I know what to expect when a licensing inspector visits my program					
b. I know what to expect if I am not in compliance with one or more regulations					
c. I understand child care licensing deadlines.					
d. I know my rights in the licensing process.					
e. Different child care licensing inspectors interpret regulations the same way					
f. Some child care licensing inspectors cite more violations than others					
g. I feel comfortable raising any concerns to my child care licensing inspector/s					
h. Child care licensing					

inspectors show respect towards my culture					
i. Child care licensing inspectors show respect towards the culture/s of the families in my program					

11. How strongly do you disagree or agree with the following statements about your most recent licensing inspector? If two or more licensing inspectors conducted your most recent inspection, think about the inspector who you interacted with the most.

My most recent licensing inspector:

	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
a. Respected my skills in working with the children in my care					
b. Was polite					
c. Talked down to me					
d. Listened to me					
e. Did not understand the challenges I experience					
f. Was able to answer my questions in a way that was easy to understand					
g. Provided the support I needed to comply with child care licensing regulations					
h. Helped connect me to other resources					
i. Was responsive to my needs					
j. Was knowledgeable about child care licensing regulations					
k. Was comfortable to talk with					

l. Seemed to be trying to find even tiny violations					
m. Was disruptive to our daily operations (for example, we had trouble caring for the children during the inspection)					
n. Evaluated my program in a fair way					
o. Knows the community well					
p. Doesn't have enough knowledge about programs like mine (for example, family child care home, programs that serve school-age children)					
q. Showed interest in my work					
r. Acknowledged the work I do to be a licensed provider					
s. Was supportive					

**Child Care Licensing Violations**

12. During your most recent routine inspection, were any violations cited in your report?
- a. Yes
  - b. No

13. If selected yes to Q12, After your most recent routine inspection, did the child care licensing inspector do any of the following in response to a violation/s:

	Yes	No
a. Reviewed the violations with me		
b. Asked for my ideas on how to correct the violation/s		
c. Provided advice on how to correct violations or helped me correct violations during the visit		
d. Provided training		
e. Completed a corrective action plan		
f. Changed my child care license status to a probationary or conditional license		
g. Temporarily closed the program		
h. Temporarily reduced the number of children the program could serve		
i. Charged a fine		
j. Required court intervention		

**Appealing a Child Care Licensing Decision**

14. Does your state child care licensing agency have a process to appeal a licensing decision (for example, a violation, fine, program closure, or probationary/conditional license)?

- a. Yes
- b. No
- c. I don't know

15. If selected yes to Q14, In the past 12 months, have you appealed a child care licensing decision?

- a. Yes
- b. No

16. If selected yes to Q15, How strongly do you disagree or agree with the following statement? The process for appealing a child care licensing decision is fair. (Select Strongly Disagree, Disagree, Neither Agree nor Disagree, Agree, Strongly Agree for each option)

17. If selected yes to Q15 Was there someone in the child care licensing agency who helped you with the process for appealing a licensing decision (for example, explained the process or answered questions)?

- a. Yes
- b. No
- c. I did not need assistance

### Online Child Care Licensing Inspection Reports

To receive child care subsidy funds from the federal government, licensing agencies must post licensing inspection results online.

18. Did you know that your child care licensing inspection results are posted online?

- a. Yes
- b. No

[If selected no to Q18, respondent will not see the remaining questions in this section]

19. Have you ever reviewed your online child care licensing inspection results?

- a. Yes
- b. No

20. Are you given the chance to review your inspection results before they are posted online?

- a. Yes
- b. No
- c. Don't know

21. Do you have a chance to dispute any concerns before your inspection results are posted online?

- a. Yes
- b. No
- c. Don't know

22. How strongly do you disagree or agree with the following statements?

	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
a. I think it is a good idea for child care licensing agencies to post inspection results online					
b. [If selected yes to Q19] Online child care licensing inspection results are easy to understand					

### Support from the Child Care Licensing Agency

23. In the last 12 months, has a licensing inspector or another licensing staff member:

	Yes	No
a. Shared resources such as written documents or websites		

b. Shared strategies for maintaining compliance with regulations		
c. Helped me improve my developmentally appropriate practices		
d. Provided help or guidance with classroom management		
e. Provided help or guidance with health and safety practices		
f. Provided help or guidance with program administration (for example, paperwork or applying for grants)		
g. Other: _____		

24. If selected yes to any options in Q23, How strongly do you disagree or agree with the following statement?

The support I've received from licensing staff has met my needs.

- a. Strongly Disagree
- b. Disagree
- c. Neither Agree nor Disagree
- d. Agree
- e. Strongly Agree

25. If selected yes to any options in Q23, How did you use the support provided by a child care licensing inspector or other licensing staff?

	Yes	No
It helped me understand child care licensing		
I changed a program procedure		
I changed something about the classroom environment		
I changed the way I/we interact with children and/or families		
Other: _____		

26. In the past 12 months, how many times have you called or emailed a child care licensing inspector or other licensing staff for any type of support?

- a. None
- b. 1 -2 times
- c. 3 - 5 times
- d. 6 + times

27. If selected a to Q26, I did not call or email a child care licensing inspector or other licensing staff for support because (Select all that apply):

- a. I did not need support
- b. I did not know who to call or email
- c. I was not confident that I would get the support I needed
- d. Other: \_\_\_\_\_

28. If selected b, c, or d to Q26, What types of topics did you call or email about?

	Yes	No
Documentation required for licensing		
Training		
Background checks		
Other licensing regulations		
COVID-19 guidance or requirements		
Request advice about my program		
An upcoming licensing inspection		
A licensing decision (for example, cited violation, enforcement action, or complaint investigation)		
Licensing renewal		
Fire inspection		
Building inspection		
Other local inspection		
Other: _____		

29. If selected b, c, or d to Q26, How strongly do you disagree or agree with the following statement?  
In the past 12 months, the support I received from a child care licensing inspector or other licensing staff via phone or email was useful.
- a. Strongly Disagree
  - b. Disagree
  - c. Neither Agree nor Disagree
  - d. Agree
  - e. Strongly Agree

**Referrals to Resources Outside of Child Care Licensing**

30. Has a child care licensing inspector or other licensing staff referred you to any of the following resources?

	Yes	No
Infant toddler specialist		
Early intervention specialist		
Behavior guidance support		
Toy lending		
Child and Adult Care Food Program (CACFP)		
Quality rating and improvement system (QRIS)		
Other quality initiatives/programs		
Funding opportunities		
Health consultation		
Mental health consultation		
Business administration supports		
Child care provider network/s		
Statewide afterschool networks		
Early childhood coaching and consultation		
Professional development opportunities		
Other: _____		

**Strengths of Child Care Licensing**

31. How strongly do you disagree or agree with the following statements?

	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
Others see me as a professional because my program is licensed					
I can market my program to parents because my program is licensed					
I am included on lists that the state or resource and referral agencies provide to families looking for child care because my program is licensed					
I can access support and resources because my program is licensed					
Having a license allows me to care for more children than if					

my program were not licensed					
I can access public funding (for example, quality improvement funds, subsidy funds, Early Head Start) because my program is licensed					
Child care licensing helps me explain necessary rules or practices to parents					
Child care licensing helps improve the quality of care in my program					
Child care licensing helps me learn about important practices that support children's well-being					
Other: _____					

**Challenges**

- 32. How long has your program been licensed?
  - a. \_\_\_\_\_ years
- 33. If selected less than or equal to 2 years in Q32, What was most challenging about becoming licensed?
- 34. If selected more than 2 years in Q32, What is most challenging about maintaining your child care license?

**Useful supports**

- 35. If selected less than or equal to 2 years in Q32, What support provided by licensing was most useful in helping you become licensed?
- 36. If selected more than 2 years in Q32, What support provided by licensing has been most useful in helping you maintain your license?

**Improvements**

- 37. How could child care licensing be improved to better support you and the quality of your program?

**Program Information**

38. What zip code is your program located in?

39. My program participates in the:

	Yes	No
a. State's quality improvement system (for example, quality rating and improvement system [QRIS], star rating system)		
b. Other quality improvement initiatives		
c. Child and Adult Care Food Program (CACFP)		
d. State pre-K		
e. Head Start or Early Head Start		
f. Subsidy program		
g. National Association for the Education of Young Children (NAEYC) accreditation		
h. National Association of Family Child Care (NAFCC) accreditation		
i. Other accreditation		

40. My program is

- a. For-profit
- b. Non-profit
- c. Don't know

41. Is your program independently owned and operated or part of a franchise/chain?

- a. Franchise or chain
- b. Independently owned and operated
- c. Don't know

42. Is your program affiliated with a religious organization, like a church, temple, or mosque?

- a. Yes
- b. No
- c. Don't know

43. Which of the following age groups does your program currently serve?

	Yes	No
Infants (younger than 12 months)		
Toddlers (13-35 months)		
Preschoolers (36-59 months or 3-5 years)		
School-age children (6 years or older)		

44. How many children does your program serve?

a. # \_\_\_\_\_

45. How many children in your program receive a child care subsidy?

a. None

b. # \_\_\_\_\_

### Demographics

46. Which of the following best describes your gender identity?

- a. Female
- b. Male
- c. Non-binary, Gender fluid, or Gender expansive
- d. A gender not listed here

47. Are you of Hispanic, Latino/a, or Spanish origin?

- a. No, not of Hispanic, Latino/a, or Spanish origin
- b. Yes, Cuban
- c. Yes, Mexican, Mexican American, or Chicano/a
- d. Yes, Puerto Rican
- e. Yes, Another Hispanic, Latino/a, or Spanish origin

48. What is your race? (Select all that apply)

- a. American Indian or Alaska Native
- b. Asian Indian
- c. Black or African American
- d. Chinese
- e. Filipino
- f. Guamanian or Chamorro
- g. Japanese
- h. Korean
- i. Native Hawaiian
- j. Samoan
- k. Vietnamese
- l. White

- m. Other Asian
- n. Other Pacific Islander
- o. Other: \_\_\_\_\_

49. Which is your preferred language?

- a. English
- b. Spanish
- c. Other: \_\_\_\_\_

50. Are child care licensing materials available in your preferred language?

- a. Yes
- b. No

51. Are there any child care licensing staff who speak your preferred language?

- a. Yes
- b. No

52. Which language/s do you speak at work? (Select all that apply)

- a. English
- b. Spanish
- c. Other: \_\_\_\_\_

53. How long have you worked in the field of early care and education or youth development? (Please only count years of employment since you were 18 years of age)

\_\_\_\_\_ years

54. What is the highest degree or level of education you have completed?

- a. No high school diploma or equivalent
- b. High school graduate or equivalent (e.g., GED)
- c. Some college credit but no degree
- d. Associate degree (AA, AS)
- e. Bachelor's degree (BA, BS, AB)
- f. Graduate or professional degree (e.g., MA, MS, Ph.D., Ed.D.)
- g. Other: \_\_\_\_\_

55. If selected c- f to Q52, What was your major for the highest degree you have or have studied for?

- a. Business
- b. Child development, psychology, or family studies
- c. Early childhood education or early or school-age care
- d. Elementary education
- e. Policy
- f. Public health

- g. Recreation
- h. Social work
- i. Sociology
- j. Special education
- k. Youth development
- l. Other: \_\_\_\_\_

56. If selected c- f to Q52, Have you completed any college coursework in early childhood education?

- a. Yes
- b. No

57. Do you have a Child Development Associate (CDA) Credential?

- a. Yes
- b. No

58. Do you have a School-Age or Youth Development Credential?

- a. Yes
- b. No

Thank you for completing this survey! Your responses will help us learn more about child care licensing.  
Please provide your email address in the field below if you would like to receive the \$20 gift card.

Email address: \_\_\_\_\_

[SUBMIT]