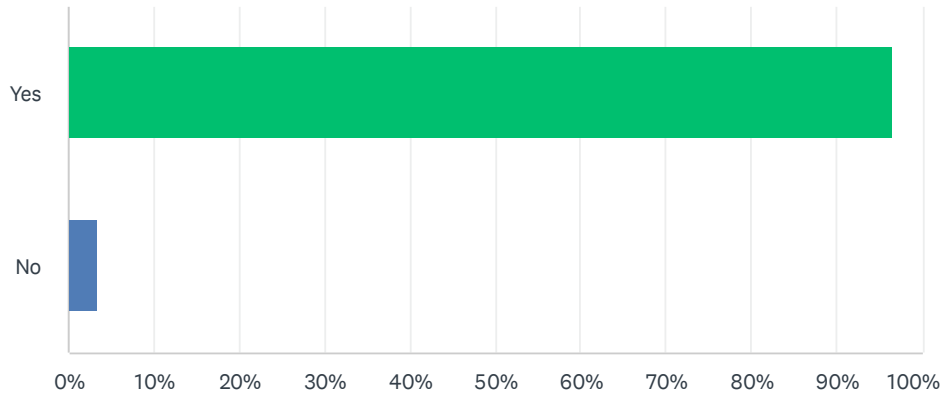


Q1 Are you currently employed in the child care field?

Answered: 1,344 Skipped: 0



ANSWER CHOICES		RESPONSES	
Yes		96.58%	1,298
No		3.42%	46
TOTAL			1,344

Q2 If you answered no to the previous question, when and why did you leave the child care field?

Answered: 70 Skipped: 1,274

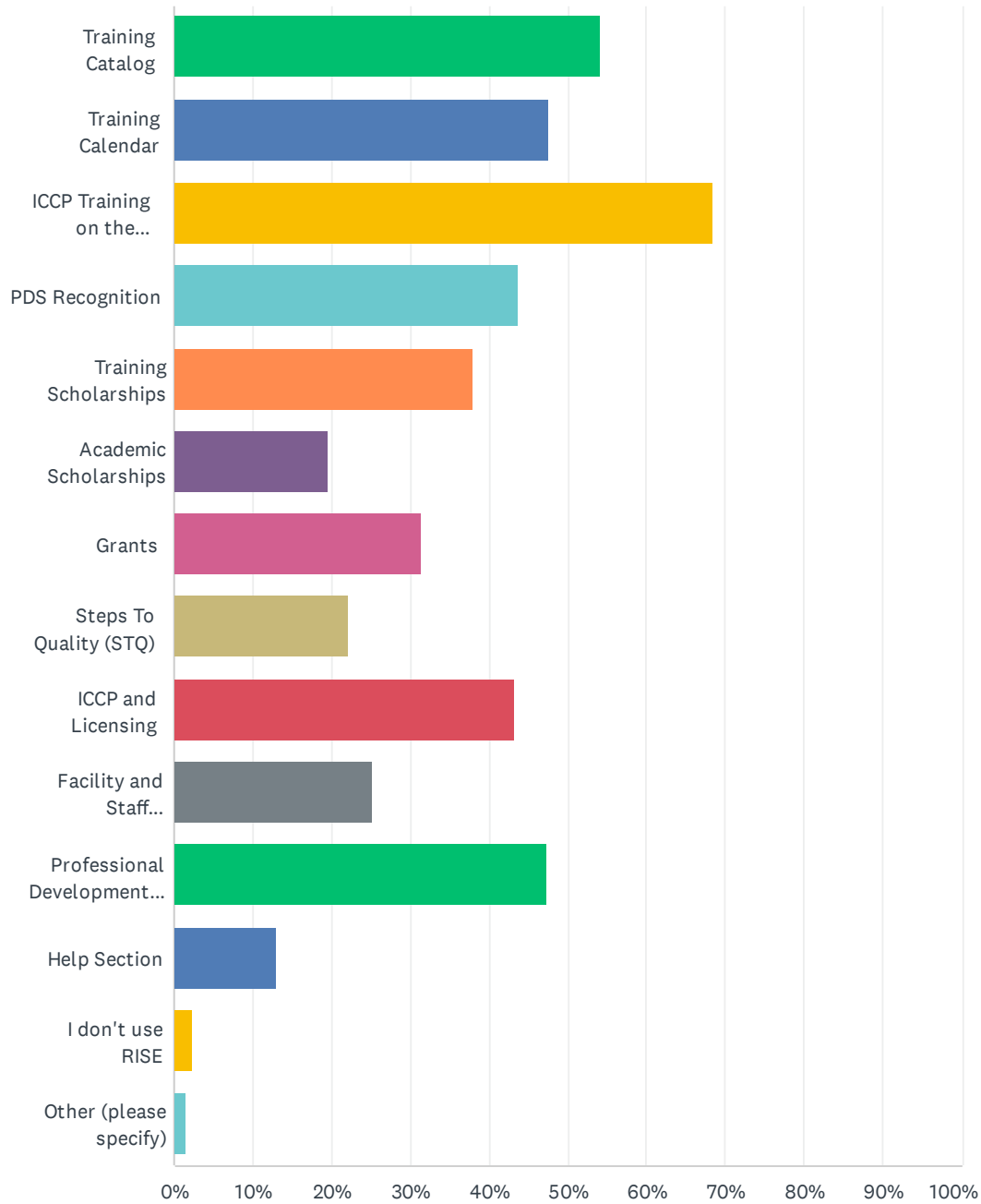
#	RESPONSES	DATE
1	I just started this my first year	10/27/2021 6:16 PM
2	I left the child care field in 2014 when I received a job in my school district. I am now working at an Early Childhood Special Education teacher.	10/26/2021 1:26 PM
3	N/A	10/26/2021 12:55 PM
4	N/a	10/25/2021 4:32 PM
5	N/A	10/25/2021 2:13 PM
6	Higher Education I left August of 2021 to go to college and pursue my studies in Early Childhood Education. As of right now I'm working in a preschool lab for my class.	10/24/2021 7:31 PM
7	I left in august of 2021	10/24/2021 9:51 AM
8	Work Environment This last summer, I left childcare and went to Preschool only cause I was burnt out from all the massive hours.	10/22/2021 12:42 AM
9	N/A	10/21/2021 9:27 PM
10	N/A	10/21/2021 6:59 PM
11	Not Applicable!	10/21/2021 12:13 AM
12	on-the-job	10/20/2021 8:53 PM
13	There is no	10/20/2021 8:39 PM
14	N/a	10/19/2021 7:11 PM
15	Work Environment Went to talk to the higher up to explain stuff then she started to yell and scream so the whole daycare could hear it.	10/18/2021 3:40 PM
16	Life changes I just quit my job because I'm in my first trimester of pregnancy and it is just too much on my body and too stressful right now.	10/18/2021 11:55 AM
17	Higher Education Started college Aug 2021. Will still continue to work at Christmas break and summer 2022.	10/18/2021 10:58 AM
18	I work for pre-school program that is affiliated with IdahoSTARS	10/18/2021 10:14 AM
19	Higher Education I have not yet entered the child care field. I am a college student hoping to enter it in the next 2 years.	10/18/2021 8:48 AM
20	Higher Education I'm a student	10/17/2021 11:53 AM
21	I answered yes to the previous question	10/16/2021 4:43 PM
22	I am in Childcare still but I moved over to working in Washington on 9/01/21	10/16/2021 3:37 PM
23	na	10/14/2021 8:42 PM
24	n/a	10/14/2021 1:39 PM
25	Wages I left my job in 2019, the wages were too low.	10/14/2021 1:02 PM
26	Wages Not high enough pay..	10/14/2021 1:06 AM
27	Higher Education I had to finish school so I had to quite my job	10/13/2021 8:33 AM

28	Wages I was not able to support my family on the pay.	10/13/2021 5:36 AM
29	Higher Education I'm still in college.	10/12/2021 7:56 PM
30	Por el covi	10/12/2021 7:48 PM
31	Higher Education I am going to school to be a child therapist	10/12/2021 6:52 PM
32	N/A	10/12/2021 6:39 PM
33	Higher Education I'm currently a college student working towards being in the child care field.	10/12/2021 6:20 PM
34	Life changes Retired 2020 after 22 years if childcare/teaching Currently on call sub for school	10/12/2021 6:20 PM
35	Life changes 2 months ago because I moved	10/12/2021 6:17 PM
36	Wages 1 month ago, it was too underpaid and there were no benefits even when working full time.	10/12/2021 6:04 PM
37	Wages Not enough pay or benefits. Work for a home visiting program now.	10/12/2021 6:00 PM
38	Life changes Received guardianship of my autistic grandson (9 years old). He keeps me busy!	10/12/2021 5:27 PM
39	Life changes It was in September and it was because of medical issues	10/12/2021 5:10 PM
40	Life changes I was in the child care field and whent on maternity leave and just haven't went back yet I wanted to have as much time with my baby as I could	10/12/2021 5:07 PM
41	Higher Education I left the child care field in pursuit of full-time higher education.	10/12/2021 5:06 PM
42	Work Environment September 1st New school polices that I was not comfortable with	10/12/2021 5:03 PM
43	I am looking for a job right now.	10/12/2021 5:01 PM
44	Higher Education I am currently going to school, majoring in Early Childhood Special Education. I am not employed but I am currently in 3 different Preschool/Kindergarten classes learning.	10/12/2021 4:58 PM
45	I wasn't in the field but I took a lot of classes to help me be a better parent.	10/12/2021 4:57 PM
46	Higher Education Had to dedicate more time to my education	10/12/2021 4:54 PM
47	Higher Education I went back to school and got my Masters in Educational Technology as I love to combine technology and creativity.	10/12/2021 4:52 PM
48	I am currently a student teacher	10/12/2021 4:49 PM
49	2weeks ago	10/9/2021 10:11 AM
50	Life changes I left September 9, because I moved across the country from Idaho to Maine and haven't been looking for work yet.	10/8/2021 10:04 PM
51	na	10/8/2021 2:14 PM
52	Life changes I left mid-September 2021 due to pregnancy.	10/8/2021 11:48 AM
53	Life changes Working on getting home ready for inspection	10/8/2021 11:25 AM
54	Work Environment January 15, 2021. I left the child care field because my job was seasonal.	10/7/2021 6:43 PM
55	Life changes 1 month ago. I had a baby	10/5/2021 7:17 PM
56	NA	10/4/2021 11:18 AM
57	na	10/4/2021 10:28 AM
58	N/A	10/3/2021 8:46 PM
59	Did not leave	10/2/2021 9:53 PM
60	I am in the the child care field.	10/2/2021 1:26 PM
61	Life changes I left child care because I got a job as a special education teacher through the school district.	10/2/2021 9:05 AM

62	N/A	10/1/2021 8:10 PM
63	N/P	10/1/2021 7:59 PM
64	Never done child care but I run a preschool	10/1/2021 6:17 PM
65	Work Environment I left the child care field in September because my last boss was a horrible one and made me hate the job I love most, I would go back to child care as soon as possible if I could	10/1/2021 5:55 PM
66	N/a	10/1/2021 5:48 PM
67	Wages I left at the end of last school year. I left for several reasons but it mostly came down to pay.	10/1/2021 5:31 PM
68	Life changes I was in an internship and finished.	10/1/2021 5:22 PM
69	NA	10/1/2021 4:59 PM
70	N/A	10/1/2021 1:24 PM

Q3 What part of the online management system RISE do you use? Please select all that apply.

Answered: 1,344 Skipped: 0



ANSWER CHOICES	RESPONSES	
Training Catalog	54.09%	727
Training Calendar	47.47%	638
ICCP Training on the dashboard	68.53%	921
PDS Recognition	43.75%	588
Training Scholarships	37.87%	509
Academic Scholarships	19.72%	265
Grants	31.40%	422
Steps To Quality (STQ)	22.25%	299
ICCP and Licensing	43.23%	581
Facility and Staff Management	25.15%	338
Professional Development Record (PDR)	47.40%	637
Help Section	13.02%	175
I don't use RISE	2.38%	32
Other (please specify)	1.41%	19
Total Respondents: 1,344		

Q4 Tell us about your experiences with RISE, please be as specific as possible.

Answered: 1,080 Skipped: 264

#	RESPONSES	DATE
1	Positive It was easy to use and I plan on starting training also.	10/31/2021 9:11 PM
2	Challenges Positive I started with trainings through Idaho Stars about 4years ago and it transitioned into Rise a couple of years ago. It has been a good place to go for trainings and help to get my CDA. I appreciated the incentives that were given but when I changed jobs and went to work for Early Head Start we were told we didn't qualify for the incentives anymore so that was a little disappointing to me.	10/31/2021 6:15 PM
3	I check out the training calendar for applicable classes. More often than not, I use more specific training classes to our school's philosophy	10/31/2021 4:53 PM
4	Positive Provides everything needed to stay up-to-date with trainings, scholarships, professional development, and licensing requirements	10/31/2021 2:56 PM
5	Positive I have had a very good experience, I have called several times and had all my questions answered.	10/30/2021 8:49 PM
6	Positive I have had a great time using RISE. I find it's easy to navigate Rise program to find trainings and other helpful tools.	10/30/2021 8:23 PM
7	Positive Love using RISE. Makes taking trainings easier.	10/30/2021 9:19 AM
8	Positive It's all going good.	10/30/2021 7:54 AM
9	Positive Training I have been involved with Idaho stars and trainings since 1997. You have come along way Idaho Stars ♥ I have thoroughly enjoyed each and every training, class and in the beginning, in person group classes. Thank you all. You are appreciated.	10/29/2021 5:47 PM
10	Challenges Training For the most part RISE works well and it is nice to have all my trainings and my staffs trainings in 1 location. We have had some trouble with some of the trainings not saving the spot when we exit the course especially when we are using our phones.	10/29/2021 4:30 PM
11	Challenges Reach out Training I feel like RISE is a little more difficult to navigate in comparison to some other platforms. RISE does not allow the user to go back without kicking them all the way back to the start. Also, there is no checkmarks next to the trainings that I have already completed. That would be extremely helpful.	10/29/2021 2:40 PM
12	Positive I love it	10/29/2021 2:19 PM
13	My boss handles this for the staff, we have access to our account and can see it anytime.	10/29/2021 1:23 PM
14	Positive I love using RISE to track my staff's credentials.	10/29/2021 11:02 AM
15	Positive I love RISE. I have taken a few classes outside of working and going to school full time. I also used it for training for my job.	10/28/2021 10:19 PM
16	I mostly use RISE for annual training and anniversary recognition. I've also used it to check grant status.	10/28/2021 9:47 PM
17	Positive Training I think it is a very helpful tool. I feel like it is easy to navigate and keep organized with my employees and their trainings. I love that these trainings are available for my staff. I feel that I would not be able to offer trainings on my own at this caliber.	10/28/2021 9:17 PM
18	Challenges Positive Training It is pretty easy to navigate. I do wish there were more on online classes available.	10/28/2021 8:04 PM
19	Positive Training The trainings are good. It helps you get to know the kids more and help	10/28/2021 12:03 PM

	you understand the kids better.	
20	Positive It is nice to have RISE and be able to stay on top of my facility in one place. I love having all the documents uploaded so I can easily find them when needed. The training catalog is easy to access and find classes to fill the training hours.	10/28/2021 11:46 AM
21	I am using RISE to get a preschool licensed	10/28/2021 4:40 AM
22	N/A	10/27/2021 10:12 PM
23	Doing the classes is a good refresher	10/27/2021 8:34 PM
24	Positive It's a great place I love the staff their as well.	10/27/2021 6:16 PM
25	In the past I have used a lot. Currently I don't need to use it as often as my current employer does lots of training and tracking for staff.	10/27/2021 3:53 PM
26	Positive It is easy to navigate and helpful	10/27/2021 2:34 PM
27	I don't feel like I've had much experience with RISE apart from completing required trainings when I began my current job.	10/27/2021 2:02 PM
28	Positive I'm always in trainings there. My favorite training on RISE is the staff one, the new staff training, about stress and helping staff with their stress. I like how it's online.	10/27/2021 1:54 PM
29	Challenges Reach out Earlier this year I brought up that some staff were marked in RISE correctly for our summer staffing but incorrectly for the way the Wage Enhancement Grant was reading information. This caused a handful of staff to read as ineligible for their training dollars due to PD training schedule. Updating in real time when reviewing for past or future eligibility is something that I still forsee as a glitch in the system.	10/27/2021 12:40 PM
30	Positive I appreciate that I can access information for several of my site and manage licensing processes.	10/27/2021 12:37 PM
31	Positive It has help me learn a lot more about child care and how every baby or child is different in there own way.	10/27/2021 12:08 PM
32	Positive This has been a useful tool all in one location. Training has been easier, keeping track with yearly recommendations and updating information.	10/27/2021 11:55 AM
33	Positive I have enjoyed it very much. I haven't had an issue. It is a very easy site to navigate. I have enjoyed all my trainings that I have completed.	10/27/2021 11:47 AM
34	Positive It has been a very rewarding experience	10/27/2021 9:20 AM
35	Positive It has been great.	10/27/2021 9:05 AM
36	Mobile responsiveness Easy to navigate but some of the trainings are hard to complete on my phone, they freeze.	10/27/2021 8:44 AM
37	Challenges Positive Training I love how easy it is to navigate through the Rise program. And I love that Training credit is automatically put in the system. Only thing that would be nice is if the page would automatically have 50 lines instead of 5. Also when going from "trainings" to "companies" and so on it would be nice if it could remember the language, items per page. Etc. But overall I love it!!!	10/27/2021 7:42 AM
38	Positive Rise is good and has good information.	10/26/2021 11:16 PM
39	N/A	10/26/2021 10:30 PM
40	Positive I really enjoy using RISE. If I've ever had any problems with anything I'm able to call and whoever I talk to helps me through it. Trainings are very informative.	10/26/2021 9:05 PM
41	Positive I think it is great easy to use and if I have questions that come up they are usually quick to respond via email	10/26/2021 8:40 PM
42	Positive Training The trainings that are available on RISE have been great in helping me perform better while working with children.	10/26/2021 8:29 PM
43	Positive I love the online part.... I can do the trainings when I have available time.	10/26/2021 8:02 PM
44	Positive Very easy to use and navigate	10/26/2021 7:48 PM

45	Positive I really like it has helped me to do my job better and me be better as a person	10/26/2021 7:25 PM
46	Challenges My biggest gripe about Rise is that Directors and/or Owners are not allowed to help upload documents on behalf of staff. This is a really frustrating and holds the process up a lot of times. Otherwise Rise is a fairly good program.	10/26/2021 6:38 PM
47	Positive Easily to understand	10/26/2021 6:04 PM
48	Positive RISE has been great with training opportunities and recognizing my prior education in the field.	10/26/2021 4:27 PM
49	Positive I like the format for Rise. I can easily manage the site as well as accessing trainings when needed.	10/26/2021 3:04 PM
50	I am new and have very little experience thus far	10/26/2021 2:54 PM
51	Challenges Reach out Training Love how there is more reading material as I am deaf. There is few videos that isn't captioned that I have trouble following through.	10/26/2021 2:50 PM
52	Positive Its very nice to be able to see and schedule available trainings. I always enjoy what I learn at the trainings.	10/26/2021 2:47 PM
53	Challenges IdahoSTARS Staff Positive I enjoy navigating it, but have depended on Kiera in Post Falls to assist me with glitches.	10/26/2021 2:29 PM
54	I am new to RISE, I just recently created an account, so I've had little experience. I am looking forward to learning and using RISE as much as possible.	10/26/2021 1:26 PM
55	Challenges Positive experience, platform isn't the most user-friendly, but fairly easy to navigate.	10/26/2021 12:55 PM
56	Challenges Training I use RISE. I'm not happy with RISE. Sometimes, when taking a training, you get to the end of the section and it will ask you to complete content that you missed, but it is very difficult to find. This is frustrating.	10/26/2021 12:17 PM
57	Challenges Positive Enjoyable and easy to follow. It's simple to add or update to make changes for my business. At times the pop up blockers gave employees a hard time, but the learning videos are useful.	10/26/2021 12:15 PM
58	Positive I love it. Way easier having everything all in one place to be able to see my staff list and trainings	10/26/2021 10:48 AM
59	Positive I love rise and how it organizes its training and everything is so organized and easy to use. And i love how the dashboard tells you immediately how many hours you have left for trainings	10/26/2021 10:17 AM
60	Positive RISE is a very user friendly website. I never have trouble finding the trainings I need. If I do have trouble with anything, there is a video on the homepage to help me find my way around. It's very helpful. The information is wonderful and I love the new trainings every year.	10/26/2021 9:07 AM
61	Positive RISE is easy to navigate and has been very helpful.	10/26/2021 9:04 AM
62	Challenges Training Taking the survey after a training is always difficult to get to come up.	10/26/2021 8:59 AM
63	Positive all good	10/26/2021 8:45 AM
64	Challenges Reach out I do like the use of this program, however I feel it is very confusing when it comes to the licensing information. Particularly the training hours, it's hard to know if the system is actually calculating them correctly for me to know for sure the staff have completed it. As an administrator I would like to have access to see what courses my staff chose/completed. I would also like the opportunity to add staff documents to their profiles (for convenience) such as CPR certificates. Since we have to have those printed for licensing purposes, it would be much easier for me to upload them (which I already do for an e copy) and link to their profiles instead of having each one try to do it themselves. I end up having to have them come in to my office, log in, then we do it together. Most staff don't have access to a scanner and are confused with how to do the process. If I am able to do it, it would save so much time and energy on all of our parts.	10/26/2021 8:43 AM
65	Positive It makes it very easy to see what you have and what you need. Easy to use.	10/26/2021 8:19 AM

66	Positive It's easy to use	10/26/2021 7:02 AM
67	Positive It was quick easy and efficient	10/26/2021 6:56 AM
68	Positive At first, the change to the original stars to rise was challenging. The video was helpful in exposing how to navigate around the system. Now, it feels like second nature and I have little to no issues.	10/26/2021 5:57 AM
69	Positive So far I have only had good experiences with rise	10/26/2021 5:33 AM
70	Positive It's been good, it's an easy interface to use. I haven't had any issues with it and the trainings are useful.	10/25/2021 10:37 PM
71	I use rise to complete my training for iccp and other courses.	10/25/2021 10:31 PM
72	Positive Good experience. Easy to use and helpful.	10/25/2021 9:59 PM
73	Positive It was great	10/25/2021 9:35 PM
74	Positive They have been good. Easy to navigate.	10/25/2021 9:29 PM
75	Challenges Training Mostly good. Sometimes the trainings take a long time to load and then drop, so you have to try several times. Don't always know how to navigate through classes, clicking the information and taking the tests, matching information, and clicking to find all the information to go from section to section.	10/25/2021 9:23 PM
76	Positive Training I enjoy the training classes as well as looking at age appropriate in the classroom for set up and curriculum .	10/25/2021 9:17 PM
77	Positive Helpful, easy to use.	10/25/2021 9:11 PM
78	Challenges Training My experience on Rise is based on the training videos. Most have been easy to follow and complete. There was one in particular that was very frustrating(It taught about What things should look like on the playground)! I couldn't figure out what I had not completed and of course could not move forward. Something that needs improvement are training that are based in the food industry. Most of those trainings must be requested and I have yet to receive a notice letting me know I can be trained in those areas.	10/25/2021 8:28 PM
79	Challenges Training Once you know where everything is, very easy to use. Had a hard time locating the evaluations button. Lost credit for that class.	10/25/2021 7:57 PM
80	I do trainings for my work.	10/25/2021 7:52 PM
81	Positive I have appreciated access to online learning. I also appreciate being able to see training record.	10/25/2021 6:52 PM
82	Positive Training They are very helpful and I learn a lot from the courses that I take.	10/25/2021 6:48 PM
83	Positive I have enjoyed using RISE, it is easy to follow, leads me where I need to go and offers further guidance	10/25/2021 6:32 PM
84	Positive Easy to use now that it isn't constantly changing. User friendly	10/25/2021 6:31 PM
85	Positive i like the way i can find thing and get my class done	10/25/2021 6:19 PM
86	Positive RISE is so easy to use. Very easy to navigate	10/25/2021 6:03 PM
87	Positive Training I'm new to RISE, but have been using the training sessions. They have been very helpful and insightful. I've already incorporated some of the teaching techniques.	10/25/2021 5:58 PM
88	Positive It's been great. It is fairly easy to use to complete trainings.	10/25/2021 5:51 PM
89	Positive Super easy to use	10/25/2021 5:42 PM
90	I have used rise to help better myself for a better environment for the kids I work with.	10/25/2021 5:21 PM
91	Positive It's been helpful in keeping up with necessary information	10/25/2021 4:44 PM
92	Positive I use rise to make sure I'm up to date on all my trainings. I love how easy it is to use (know how much training I have/need) to find the training that are available in person/ online.	10/25/2021 4:33 PM
93	Challenges Training Still learning the way to use it. For visually impaired it is a bit of a	10/25/2021 4:32 PM

	cluster trying to filter and find trainings.	
94	Positive Effective and easy to use.	10/25/2021 4:26 PM
95	Challenges Easy to navigate overall, could be better labeled. love the "live" classes being offered as a webinar	10/25/2021 4:15 PM
96	Positive I had have a great time using rise and the trainings online are easy and nice to do! I also love the in person classes as well!	10/25/2021 3:57 PM
97	Positive It has worked fine.	10/25/2021 3:54 PM
98	Positive I just recently started RISE with my new job. So far it has clear expectations and directions to help new users get used to the website. It is very easy to upload any documents, which is great.	10/25/2021 3:35 PM
99	The information in the training videos is very interesting. Because it makes me think of thi gs through a different perspective	10/25/2021 3:16 PM
100	Positive I think rise is really helpful and it shows different trainings and how many trainings that I need to me the yearly requirement. There are lots of resources that are helpful.	10/25/2021 2:55 PM
101	I'm new to Rise and haven't explored it much than the initial training.	10/25/2021 2:55 PM
102	Positive Since the program moved to rise it has been much easier to complete required hours of training and submit documents.	10/25/2021 2:52 PM
103	Positive I enjoy using RISE for trainings and keeping track of my progress in education.	10/25/2021 2:46 PM
104	Positive Ever since it got change to rise its been super easy to navigate through	10/25/2021 2:39 PM
105	Positive The trainings are easy to get to and navigate through! They have indeed helped me!	10/25/2021 2:31 PM
106	Positive Rise is great, it's easy to navigate and the 211 number is helpful.	10/25/2021 2:25 PM
107	Positive I find it easy to access the online portal. I enjoy doing my training online.	10/25/2021 2:13 PM
108	Challenges I like it but some times it is hard to put information in.	10/25/2021 2:12 PM
109	I do the online training every year	10/25/2021 2:09 PM
110	Positive It is very organized and easy to get through the material. The videos are informative.	10/25/2021 2:06 PM
111	Positive Easy to use and has gotten easier as time has gone on. The classes in person are fun and always new information. Online classes have become easier to use and more informative.	10/25/2021 1:59 PM
112	Challenges Training All training has been interesting, but I would like to see more classes geared towards working with babies, 6 weeks to 18 months, as that is who I've been working with for the last 5 years.	10/25/2021 1:58 PM
113	Positive Training The training has help me with the children on way to help them with new and fun ways to teach every day.	10/25/2021 1:57 PM
114	Positive love them, love being able to see places i can improve in	10/25/2021 1:54 PM
115	Challenges A lot of it for me is a waste of time. I work for the school and most of the training is for preschoolers and safety setup at preschools.	10/25/2021 1:47 PM
116	I have done a lot of the tradings available.	10/25/2021 1:44 PM
117	I use it to upload documents, like training certificates to get credits towards my childcare worker license.	10/25/2021 1:41 PM
118	Positive Rise is great. Easy to use once you know where to located different things.	10/25/2021 1:40 PM
119	I love learning	10/25/2021 1:36 PM
120	Positive I appreciate the multitude of trainings I am able to take on RISE that aren't necessarily required by my employer. Taking extra trainings give me more confidence in providing safe, equitable, and effective childcare.	10/25/2021 1:35 PM

121	Positive I love how easy it is to explore and get to rise.	10/25/2021 1:35 PM
122	Positive I've had a great experience so far! Everything is so easy to navigate!	10/25/2021 1:34 PM
123	Positive It's a great tool to use to gain more knowledge	10/25/2021 1:33 PM
124	Challenges Would like more training on how to use rise. Maybe 15 min tips on a specific subject or tool that rise has to offer!	10/25/2021 1:31 PM
125	Positive I have received many trainings from rise and they are very helpful to my career and personal growth.	10/25/2021 1:29 PM
126	Positive Love it!! I really like the staff status section. It helps me to help keep the girls on track.	10/25/2021 1:23 PM
127	I've been using rise since about July 2020. I did my iccp trainings through rise.	10/25/2021 1:22 PM
128	I use it for training hours whenever I renew my childcare license.	10/25/2021 1:20 PM
129	Challenges Training Often, the system does not register a completed training, even if the end survey is done.	10/25/2021 1:19 PM
130	Challenges Training The training videos are nice but they need to highlight if you missed something. It won't let you continue until you have read and flipped every box. Sometimes it takes much time trying to find what you missed.	10/25/2021 1:18 PM
131	Positive It took awhile to adjust to it. But seems pretty easy and helpful	10/25/2021 1:09 PM
132	Positive RISE has been a very enjoyable experience. All of the lessons are straight forward, self-explanatory and very organized. Overall just incredibly impressive!	10/25/2021 1:06 PM
133	Positive They have been so amazing throughout my four years as a child care provider. I have learned many great things about myself and the children.	10/25/2021 1:03 PM
134	Challenges Training The training search for rise is confusing. I wish there were better options and advertisement for trainings	10/25/2021 12:58 PM
135	Positive I have found it very easy to navigate around in it.	10/25/2021 12:56 PM
136	Positive Very helpful	10/25/2021 12:53 PM
137	I use rise to do online trainings	10/25/2021 12:46 PM
138	I use rise to complete my trainings I need in order to be employed and work at my daycare	10/25/2021 12:42 PM
139	Positive I love it so helpful and helps me as the owner stay on top of my staff training	10/25/2021 12:40 PM
140	Challenges it is complicated trying to download documents where they need to go	10/25/2021 12:40 PM
141	Positive So far my experience has been great	10/25/2021 12:35 PM
142	Challenges In general RISE is fairly user friendly, having the training calendar and your training history available on the main page is nice. I like that most trainings are now made available through Skype so no travel is needed. Rise can also be frustrating, it seems that everyday there are changes made and information is lost or changed. When pulling staff information it is commonly incorrect as far as training hours and PDS. With the change to the availability of trainings older trainings are no longer available to reference and the CDA subjects are not assigned to all of the courses. Another frustrating thing is having to reach out to help to get our background clearances uploaded, it would be easier to be able to upload all documents on our own.	10/25/2021 12:27 PM
143	Positive So far I have had AMAZING experiences with RISE, will continue to use.	10/25/2021 12:27 PM
144	Positive I love rise because all the classes and training has made me the teacher I am today!	10/25/2021 12:23 PM
145	Challenges At times I have been very confused with the new set up but I do love the fact that I can do zoom meetings or watch the interactive videos. It gives me more time to get my hours and training but also be home with my family.	10/25/2021 12:22 PM
146	Positive It's been great! Easy to use and navigate	10/25/2021 12:22 PM

147	Training	They have quality trainings	10/25/2021 12:20 PM
148	Positive	I think it works well and it easy to navigate.	10/25/2021 12:19 PM
149	Positive	To they explain things good I have no problems with them	10/25/2021 12:18 PM
150	Positive	I think its great updated information. Information I can use with infants,children and adults.	10/25/2021 12:17 PM
151	Positive	It's been pretty smooth and easy.	10/25/2021 12:16 PM
152		I've only logged in a few times in the last year. I wanted to be sure I was categorized correctly. All my documents were accepted.	10/25/2021 12:16 PM
153	Positive	Great	10/25/2021 12:15 PM
154	Positive	It has been good and ready to understand	10/25/2021 12:12 PM
155	Challenges	It has great information and learning tools. It is just sometimes difficult to determine where to go to find certain things.	10/25/2021 12:10 PM
156	Challenges	I'm not real good with computers. I have a hard time navigating this website. For me, it's hard.	10/25/2021 12:09 PM
157	Challenges Training	Would like to see more video training	10/25/2021 12:06 PM
158	Positive	Rise has been very handy with keeping track of trainings and having access for refresher materials to stay up to date with childcare practices.	10/25/2021 12:06 PM
159	Positive	The website is great overall. It is easy to find trainings and register.	10/25/2021 12:05 PM
160	Positive	My experience with rise has been incredibly amazing. It's a very easy site to navigate. I'm very impressed.	10/25/2021 12:04 PM
161	Challenges	I have done all of my childcare licensing trainings through RISE. I often have difficulty with trainings staying open, or the website itself crashed and not letting me go back into it for awhile. But the technical issues aside, the trainings are informative, relevant, and helpful, and I have been able to complete all of my training requirements through RISE since I entered the professional childcare field in August of 2020.	10/25/2021 12:04 PM
162	Positive	Its great! It's very user friendly and easily accessible.	10/25/2021 11:59 AM
163	Positive	I love RISE and appreciate how it helps me as a childcare worker.	10/25/2021 11:59 AM
164	Positive	It's been easy to use.	10/25/2021 11:56 AM
165	Positive	I have had a very positive experience, the trainings are so helpful and easy to navigate. Even if I am knowledgeable on the topic there is always something new I can learn in them.	10/25/2021 11:55 AM
166	Positive	I like all the information I learn and the easy way I can navigate rise.	10/25/2021 11:55 AM
167	Positive	It is a great tool	10/25/2021 11:54 AM
168	Positive	My experience with rise has been great. Ever since all of the updates it has made it so much easier to navigate. I enjoy the interactive trainings rather than just sitting through a long video.	10/25/2021 11:53 AM
169	Positive	Easy navigation good experience	10/25/2021 11:52 AM
170	Challenges	At first not my favorite but after the kinks worked its better	10/25/2021 11:48 AM
171	Positive	Helped me with being more patient with children.	10/25/2021 11:45 AM
172	Positive	Very organized and helpful. Good quality trainings and info provided	10/25/2021 11:39 AM
173		I have watch ALL of the online training videos with my position at Head Start	10/25/2021 11:36 AM
174	Positive	It is a great tool to get the training hours.	10/25/2021 9:10 AM
175	Positive	It has been extremely beneficial to me, and easy to work through at my own pace.	10/25/2021 8:55 AM
176	Positive	My experience with RISE, has been great, there a lot of helpful trainings, they are	10/25/2021 7:49 AM

	very informative	
177	I used RISE to get my CDA and all my trainings for the year through Idaho stars. I also used idaho stars for two scholarships for college this year through a grant and scholarship.	10/24/2021 8:19 PM
178	Positive I learned a lot that I needed to know while being in childcare and it was easy to understand. I loved how interactive it was and how I had to get all the questions on the exams correct in order to move on. I am very comfortable with trusting RISE to make sure I understand and retain information I need to be in childcare	10/24/2021 8:03 PM
179	I used it more often in the previous job I had in Pocatello to do trainings online. I still sometimes use it to inform myself about things I still need a better understanding on.	10/24/2021 7:31 PM
180	I use RISE to update training and to take training required. I update ICCP licensing through RISE. I request training scholarships and apply for annual incentive.	10/24/2021 11:30 AM
181	Positive It is fairly easy to use. The staff with Idaho Stars has been great in helping with any questions I have had on the website.	10/24/2021 10:57 AM
182	Positive I find it very helpful and beneficial to all who take care of children or are in the childcare field	10/24/2021 10:40 AM
183	I used rise to work on trainings	10/24/2021 9:51 AM
184	Positive Rise is very helpful for having everything we need located in one place. We can see if our staff and ourselves are current on everything we need. It clearly shies how many more training hours we need and it is easy to get on their and do trainings of our choice. It's also nice to be able to see when things such as our background checks are close to expiring so we can get them renewed in time.	10/24/2021 9:50 AM
185	Positive Website is better than ever	10/24/2021 8:46 AM
186	Positive I am new to RISE so I have not had gained enough experience to provide a detailed comment however, I feel it is very easy to navigate and useful with providing access to training to maintain and keep my Child Care License up to date.	10/24/2021 8:13 AM
187	Positive Rise is a very helpful tool and keeps me on top of the things I need to do to keep my business running smoothly	10/24/2021 7:55 AM
188	Positive It is easy to use once you have used it a couple of times.	10/23/2021 1:58 PM
189	Challenges Training In an online training course, I do not like the hidden agenda to be able to move on.	10/23/2021 11:19 AM
190	Watching the videos and learning about different things of how what you should and shouldn't do in a day care.	10/22/2021 8:53 PM
191	Challenges I havent used rise before I found out that covid relief grants had been given out and I was out of luck. I hadn't heard of rise before even though I have been a member of idaho stars for 25 years,even before they had that name. I figured stars had just stopped communicating with me because I dont accept iccp or the nutrition program.	10/22/2021 3:35 PM
192	Challenges Mobile responsiveness I have to discipline myself to update it frequently. It would be great if there was an app :) I've had to call into ICCP to get clarification on things in rise that weren't checked.	10/22/2021 3:00 PM
193	Positive Training Training experiences as been great! The training that I need to do is always easy to find. There is always a nice step by step plan of the training.	10/22/2021 1:47 PM
194	Positive This is my first time using Rise. I am learning so much.	10/22/2021 12:07 PM
195	Positive I have never had an issue with any of the programs and I learn something every time	10/22/2021 11:31 AM
196	Positive I like the training opportunities for my professional development.	10/22/2021 10:55 AM
197	Challenges Mobile responsiveness Reach out Would be so much easier if I could do it on my phone !	10/22/2021 10:54 AM
198	Positive Quic, easy to use and a good addition to Idaho Stars>	10/22/2021 9:04 AM
199	Positive I mostly use RISE to sign up for trainings for licensing purposes and to renew ICCP	10/22/2021 7:06 AM

	licensing. It's helpful to have it all in one place.	
200	Positive I use my RISE account every single day. Whether I'm checking my staff's training hours, looking for training courses, etc. I find it an invaluable resource.	10/22/2021 6:29 AM
201	Positive I was not thrilled about it at first, but it has really streamlined many of the business end procedures for me. It helps me track where my staff is at and keeps everything in one place.	10/22/2021 3:26 AM
202	Challenges I would find updates on my account that I never put down, like turning referrals on and off.	10/22/2021 12:42 AM
203	Challenges Training Mostly good; nice to have everything in one place, but have had issues navigating some trainings; sometimes won't let me take survey and so won't record my training and had one that I totally completed and showed no record that I had.	10/21/2021 9:27 PM
204	Positive My experience with RISE has been positive. The more I learn, the more I appreciate all the resources it provides	10/21/2021 7:49 PM
205	Positive I can always find what I am looking for and it is very user friendly.	10/21/2021 7:44 PM
206	Challenges It is very difficult to navigate. Things are always where you least expect them to be. For instance, I had to call to find where the scholarship application was locate, it was not easily accessible.	10/21/2021 6:59 PM
207	Positive RISE has been easy to use and maneuver from my experiences and works well.	10/21/2021 4:46 PM
208	Positive Training I really enjoy the new platform for taking courses online. I find it so much easier to get the training hours that I need and find education topics that I am interested in. I use RISE mainly for taking the online trainings to add to my PD record.	10/21/2021 3:42 PM
209	Positive It has been very helpful on helping staff keep up on their training.	10/21/2021 3:11 PM
210	Positive Training It helps me with training for childcare providers to upgrade their understanding on how to take care of children.	10/21/2021 1:55 PM
211	Challenges Positive Training I love that it helps to keep track of the trainings that I have taken. On occasion, it freezes, which is frustrating. Could have been that specific training. Not too often.	10/21/2021 1:15 PM
212	I don't use it very much and my daughter helps me with it.	10/21/2021 12:59 PM
213	Positive Training I have learn so much from the trainings.	10/21/2021 12:59 PM
214	Challenges Positive Reach out It could be a little more user friendly. But once you know how to use it it's pretty easy to understand. I do like the help tab and the fact you can call the office and they can walk you through it.	10/21/2021 12:22 PM
215	Challenges The new website is a bit hard to navigate. Most of the information that I need is all embedded in links that are hard to find.	10/21/2021 11:19 AM
216	Positive Very helpful and lots of information to help tochildren, families.	10/21/2021 10:10 AM
217	Positive Rise helps me keep all things straight. I use it weekly. I love it.	10/21/2021 9:44 AM
218	I utilize the Rise program for our Idaho Child Care Licensing.	10/21/2021 9:41 AM
219	Positive I have had a great experience the programs are very useful and easy to manage.	10/21/2021 8:36 AM
220	Positive Rise has been great. I am always able to call if I need help with working the web page. Everyone is helpful. I appreciate the updates as well!	10/21/2021 7:55 AM
221	Positive Training I really value the trainings available and how easy they are to access	10/21/2021 7:30 AM
222	Challenges Training There are some Beneficial Sessions Available to All and Everyone Each Year, but a lot of the Sessions are (Completed for the Workplace Only Because!) without any recognition as to what was learned from the Hours of Training, the advancement within Idaho dealing with Idaho Stars, what was learned or when the sessions were completed, or the Weekend Hours Spent on the Trainings, a Paper Copy of Interesting Trainings available to the Providers, or How you can be Better Educated and Prepared for the Child or yourself in order to learn about the age group and dealings with the children that you are in charge of. We have too many Childcare Providers with Very Little or NO knowledge about the ages and stages of	10/21/2021 12:13 AM

the Children that they are in charge of each day. They might have no interest in the Child, their childcare, the Future of the Child or the Daycare, and be simply hired with very little Interest in the long term or Experience in being with that age Group. The actual Provider might know very little about that age group, and may be in need of more Trainings with that age group. Depending upon the assigned age Group that the Provider is in Charge of, that Provider MUST Complete the Proper Trainings in Idaho Stars in order to Work with that age Group. If not, you have inexperienced Providers representing that Daycare and our State of Idaho in the areas of childcare. The Child and the Providers are doing a Job much more than just Babysitting, or Babysitting for a Church, weekly or monthly group, or a neighbor or friend. The Provider is Responsible for an Irreplaceable Human.

223	I use rise alot for my work watching videos go to big to classes.	10/20/2021 11:28 PM
224	Finding the trainings to watch on video is very helpful and so easy to find and very convenient to do for my schedule.	10/20/2021 10:34 PM
225	Watch a video demo.	10/20/2021 9:14 PM
226	There is no	10/20/2021 8:39 PM
227	Challenges It is a great system, I just wish the administrators could upload items for staff members, as well as see what trainings need to be completed (during initial trainings).	10/20/2021 8:11 PM
228	Positive I'm a new director and I love that I can see where all my employees are in their trainings. And access my own trainings.	10/20/2021 8:01 PM
229	Positive I have had a good experience with using RISE. It is easy to use, but I don't use it often.	10/20/2021 7:58 PM
230	Positive I have had really great experiences! The platform is super easy to use!	10/20/2021 6:15 PM
231	Positive There are several choices for training options, online and in person, the staff have been very helpful getting my center set up to host trainings and getting me connected with others who can teach trainings. When it has been time to renew our license, the staff has been helpful with documents to upload and walking me through what was left to check off.	10/20/2021 4:55 PM
232	Positive Rise has been amazing	10/20/2021 4:18 PM
233	Positive RISE has been a huge help for helping complete my coursework for finishing a Masters in Early and Special Ed. I have 4 credits left and I will be finished. Thanks to Idaho Stars my degree completion probably would have taken longer due to the financial stress.	10/20/2021 3:30 PM
234	Positive I like the help videos when there are updates. I like access to the class schedule, list and my own file info. I like the notes announcements that gives me updates. I like how everything is accessible all on one website	10/20/2021 3:27 PM
235	Challenges I only use it when I have to	10/20/2021 3:19 PM
236	Positive it is easy to use and fairly easy to navigate	10/20/2021 3:03 PM
237	Challenges It is a bit confusing to use the website but I am understanding it a little better.	10/20/2021 2:26 PM
238	Positive RISE is much more user friendly than the previous system. Easier to navigate and the staff are very responsive.	10/20/2021 2:16 PM
239	Positive I find RISE to be very helpful in showing me what we need to do to keep current with licensing. I appreciate all the training courses available.	10/20/2021 12:55 PM
240	Positive I feel rise is a great way to manage self, staff and for keeping track of my trainings and licensing and information	10/20/2021 12:08 PM
241	Positive Training I love the trainings on RISE. They are very relevant to my position	10/20/2021 12:02 PM
242	Challenges Reach out Pretty good, except it's always down and I can't get on.	10/20/2021 11:51 AM
243	Positive It's OK I have no trouble using the new system after I got used to it	10/20/2021 11:19 AM
244	Challenges Training I do enjoy how easy the courses are but the website can get confusing	10/20/2021 7:45 AM
245	Challenges Training I haven't had the best of luck with a couple of trainings, I've actually took one of them 4x (partially)because it wasn't saving my spot where I last left off...	10/19/2021 11:24 PM

246	Positive RISE is a great website and program, it is easy to use and find what I need.	10/19/2021 11:21 PM
247	Positive It was a good learning experience.	10/19/2021 9:17 PM
248	Positive I enjoy the trainings. Recently I have found the Autism Spectrum Disorder Trainings to be helpful in helping a child in my care.	10/19/2021 8:05 PM
249	Positive It is a good working tool for me.	10/19/2021 7:48 PM
250	Positive RISE is very easy to navigate! When I need to do annual trainings, it's easy to get to the training and find a new one to complete.	10/19/2021 7:15 PM
251	Challenges It's hard to find paperwork needed for steps to quality. It needs to be more user friendly and not in the help section.	10/19/2021 7:11 PM
252	Positive The training I've had has been relevant and useful! I have nothing negative to say.	10/19/2021 7:11 PM
253	Challenges Positive RISE has been alright to use a little difficult at first to learn to navigate through; however, the more it is used the easier it is to navigate. It is a lot more convenient to do and pass the required training, instead of having to print and email the tests then waiting to get results. It is also great to be able to access the facility's employees hours to see process in training.	10/19/2021 6:05 PM
254	Positive We have had wonderful experiences with RISE. If I do have issues I just call 211!	10/19/2021 5:25 PM
255	I have been a member for over 7 years.	10/19/2021 4:53 PM
256	Positive I enjoyed using RISE. As a director I appreciate being about to manage my staff. The online training has a lot of helpful videos. It helps give our new staff the knowledge that they need.	10/19/2021 4:01 PM
257	Positive RISE is an easy website to you and gives information that is valid for those working with children. There are informative trainings that are offered and very easy to follow along.	10/19/2021 3:29 PM
258	Challenges It was hard getting used to navigate the website and after a while of daily practice, I was able to get a hang of it.	10/19/2021 2:45 PM
259	Positive RISE makes it very easy for me to keep track of my professional record as well as finding the trainings I need to meet my professional goals.	10/19/2021 1:25 PM
260	Positive The grant I received saved my life and helped me not be stressed!	10/19/2021 1:06 PM
261	I have taken online trainings through RISE. I also help manage and keep track of employees trainings at my facility	10/19/2021 1:02 PM
262	IdahoSTARS Staff Even if it looks like I dont use it, when I get bored I play around with this platform - I actually really like RISE :) When I accidentally click something I shouldnt have, I just call on Ellen or Michelle and they expalin it and fix it. I am a hand on learner so this is my way of getting to know this platform :)	10/19/2021 12:18 PM
263	Positive Fairly easy to navigate	10/19/2021 12:15 PM
264	Challenges Rise is ok .But sometimes it's complicated especially if you don't use it to often.	10/19/2021 12:11 PM
265	Positive I think RISE is a very helpful website. It is easy to use and is easy to see when things need to be done.	10/19/2021 12:08 PM
266	Challenges Sometimes hard to find things.	10/19/2021 12:06 PM
267	Positive Great program to track staff trainings and program info with idaho stars	10/19/2021 11:31 AM
268	I use it with my employer	10/19/2021 10:59 AM
269	Positive RISE has been an absolute help through every phase of taking courses for my hours. Thank you!	10/19/2021 10:52 AM
270	Positive Good, simple, universal. I like how easy it is to use.	10/19/2021 10:19 AM
271	Positive My experiences with RISE have been thoroughly productive and efficient. I feel that the material I read and/or watch is credible and applicable to my field. I have learned so much by RISE and feel I am becoming a better child care provide because of it. Sometimes, the video footage is difficult to load due to personal internet issues, but that is one my part and not	10/19/2021 9:42 AM

	theirs. I do not use RISE daily, but I try to make sure I go on and do something of us periodically.	
272	Positive I find it easy to navigate. The trainings are helpful and easy to understand. It's helpful with reminders and updates for trainings and recertification.	10/19/2021 9:07 AM
273	Challenges We do not use Rise and would prefer not to.	10/19/2021 9:04 AM
274	I use it for Lux eating and to manage staff to ensure they have training hours, as well as to complete my own trainings.	10/19/2021 8:59 AM
275	Tpot trainings	10/18/2021 9:37 PM
276	Positive Training Good trainings, easy to maneuver.	10/18/2021 9:00 PM
277	Challenges Reach out I am actually disappointed in the system as I had gone to school moved up a level then I was not able to get the insensitive.	10/18/2021 8:26 PM
278	Positive It is really helpful with helping me learn more about child development so that I am able to be better at my job and learn new ways to help and enjoy the children that I work with	10/18/2021 8:12 PM
279	Positive It is easy to use and I learn a lot	10/18/2021 7:43 PM
280	Challenges Sometimes a little confusing to navigate but it has mostly been pleasant	10/18/2021 6:47 PM
281	Positive it has been good	10/18/2021 5:39 PM
282	Positive Training I like the trainings that you provide. The trainings are what I am struggling with and the trainings give me ideas and strategies to help the children I work with.	10/18/2021 4:36 PM
283	My staff use RISE, I don't have experience with it.	10/18/2021 4:09 PM
284	Positive Training It was very easy to do training	10/18/2021 3:40 PM
285	Positive Very good experience with RISE. Very easy to use.	10/18/2021 3:27 PM
286	Positive It has been a great tool for me to advice my work as a Preschool Teacher. It provides classes, info, etc. for me .	10/18/2021 3:13 PM
287	Positive I use rise Often for my work. I am it I feel like it is a fast and convenient way to keep track on where I am at with my training, as well as find any help and apply for any financial assistance I may need.	10/18/2021 3:05 PM
288	Positive Training I have been in and out of early childhood education since high school. Over 25 years. I love children and how they develop. I enjoy learning everything I can in early childhood education as it is important for the adults to understand how a child's brain develops. I use these amazing training videos to refresh my mind on things that are dear and near to my heart. I also have my staff watch these videos as I believe that it is important to learn to teach. Having this resource is essential to anyone in this field. I especially appreciate the online videos because as an educator we are always busy.	10/18/2021 2:55 PM
289	Positive Navigation is super easy, I like being able to find everything on the dashboard quickly. I appreciate that I'm able to complete trainings through RISE on my own time.	10/18/2021 2:55 PM
290	Positive Love the ease of the whole program itself. This is easy to get into and to search for what ever you need, when you need it.	10/18/2021 12:38 PM
291	Positive I came into the field without any training on what to do with rise. I am the person Responsible for doing everything with it, so when I've called and needed help everyone has been incredibly helpful. That said I still feel like there is a lot more I could be utilizing on this website and a deeper understanding I could gain. I plan to reach out again and see what else rise has to offer.	10/18/2021 12:37 PM
292	Positive It's been great! I had awesome trainings on the website:)	10/18/2021 11:55 AM
293	Positive Pretty user friendly	10/18/2021 10:58 AM
294	Positive I enjoy many of the trainings, as they always have excellent information. Specialist are available to come to our center to provide trainings as well.	10/18/2021 10:08 AM
295	Positive RISE has been very supportive in helping me through my academic career. They have answered my question about the field and encouraged me to continue in the field by	10/18/2021 8:48 AM

	offering grants. I am so thankful for this organization.	
296	Positive RISE HAS HELPED PUT EVERYTHING INTO ITS OWN TOPIC, WHICH MAKES IT VERY USER FRIENDLY.	10/18/2021 8:01 AM
297	I was told to only use rise to do my training.	10/18/2021 6:50 AM
298	Positive Rise is a great program and easy to maneuver online. The courses offered online as well as offline are very accessible and easy to complete.	10/17/2021 7:09 PM
299	Positive The trainings are very informative and helpful. I love my experiences with RISE.	10/17/2021 6:10 PM
300	Positive I actually love RISE, it's got easier over the years	10/17/2021 5:42 PM
301	Positive I enjoy logging in to see and complete trainings	10/17/2021 4:46 PM
302	Positive It is very educational all trainings are relevant to my position as a classroom teacher.	10/17/2021 4:22 PM
303	Challenges Training It has been much more effecient for accessing my training hours. The calendar is a bit difficult and would prefer to see the classes and trainings populated in the calendar without having to click on them for information	10/17/2021 4:14 PM
304	Positive I have found it helpful on the occasions I've used it.	10/17/2021 3:58 PM
305	Positive It has gotten more user friendly and understandable over the years.	10/17/2021 3:47 PM
306	Positive Website was very easy to navigate and extremely informational.	10/17/2021 2:59 PM
307	Positive Training I have learned a lot about kids and the way to care for them. Whether is behavioral or with food or anything else it has taught me a lot	10/17/2021 2:47 PM
308	Positive RISE is fairly easy to use and navigate. Even if you're not sure where to look for something you can usually find it if you search for a while. Love the online training option availability because after work I just don't want to head back out to a training, it's easier to take one in my home when I have the opportunity.	10/17/2021 1:23 PM
309	Positive Easy to use, variety of training options	10/17/2021 1:11 PM
310	Challenges It has been a mixed bag for me. There are some days that it goes really smooth for me. Other days it is more difficult and becomes frustrating	10/17/2021 1:01 PM
311	Positive Very easy to understand simple and helpful	10/17/2021 1:00 PM
312	Positive I received a grant for school and it has been so helpful! I'm grateful for this program!	10/17/2021 11:53 AM
313	Positive My experience with rise has been amazing. I feel that rise is supper easy to use and it has really great trainings	10/17/2021 11:28 AM
314	Positive It has been great.	10/16/2021 9:34 PM
315	Positive I've had very positive experiences using RISE. The trainings are great and easy to navigate.	10/16/2021 9:31 PM
316	Positive Rise is a main stay for us. It works well for our needs and is easy to use!	10/16/2021 9:28 PM
317	Mostly use rose to take online courses.	10/16/2021 8:05 PM
318	Positive RISE is easy to manage when doing my yearly training.	10/16/2021 7:35 PM
319	Positive Training I watched the trainings for my work at a daycare and the information has been able to let me get educated on situations where I wouldn't know what to do.	10/16/2021 7:02 PM
320	Challenges Positive Rise has been great but isn't really user friendly.	10/16/2021 5:34 PM
321	I upload proof of training when my employer tells me to, I only log in once every year or two.	10/16/2021 5:16 PM
322	Positive It has been great to learn so many new tips and ways to teach and help children grow in the classroom through Rise's classes. It has helped me with my work immensely.	10/16/2021 4:43 PM
323	Challenges Training Mostly positive, I sometimes have difficulty finding online classes I haven't already taken. I have been in childcare 20+ years.	10/16/2021 4:26 PM

324	It is to use	10/16/2021 4:25 PM
325	Positive I first used Rise for Trainings and have since used it for PDS certification and Scholarship Applications. I have found it to be very easy to navigate and haven't had any problems.	10/16/2021 4:00 PM
326	Positive Training RISE has allowed me to take the tracings I need on my time and I am not rushed. I like the trainings that it offers.	10/16/2021 3:45 PM
327	Positive I loved everything about it, it is user friendly, has everything you need on their and the trainings were great.	10/16/2021 3:37 PM
328	Positive Website is easy to navigate	10/16/2021 2:45 PM
329	Positive RISE has been amazing and simple to use. I have enjoyed using it for my training at work.	10/16/2021 7:39 AM
330	I created a Rise Account.	10/15/2021 11:30 PM
331	Positive Rise has been good for training hours and uploading paper work and keeping track of my employees.	10/15/2021 6:38 PM
332	Positive Took a little bit of frustration in the beginning, but once you know how to navigate it, its very useful.	10/15/2021 3:59 PM
333	Positive Great software	10/15/2021 3:06 PM
334	Positive It is a great program. I like doing the trainings because you can do them on your own time and pace. It helps to keep up on your stats. Best program ever!	10/15/2021 2:25 PM
335	Positive Its great and easy to use. I can upload my records easily. When i take trainings they show up right away and when i have requested money for trainings its done fast.	10/15/2021 1:28 PM
336	Positive It has been good to track our facility	10/15/2021 1:06 PM
337	Positive Great experience	10/15/2021 12:53 PM
338	Positive It's been good	10/15/2021 12:53 PM
339	Positive I have had good experiences with it. They usually get back to me quickly whenever I have a question.	10/15/2021 9:20 AM
340	Rise has most of the information that I need for us to study and do our trainings	10/15/2021 9:20 AM
341	Positive Enjoy the videos.	10/15/2021 8:44 AM
342	Positive RISE has always been very user friendly!	10/14/2021 11:19 PM
343	Positive Rise helps me a lot in terms of trainings .	10/14/2021 10:40 PM
344	Positive RISE has been a great way to get informed, connected, and overall learn how to better serve the next generation. I'm thankful for the easy access, easy to understand ability, and the benefit that it brings me personally. From training to certification to learning, RISE has become a fundamental part of my child care work!	10/14/2021 9:54 PM
345	Positive It is easy to navigate and understand when doing trainings or adding documents, such as license and first aid.	10/14/2021 2:17 PM
346	Used for administration of two centers in Idaho. Staff management, state and city licensing, training etc.	10/14/2021 1:54 PM
347	Positive The more I use it I like how it performs.	10/14/2021 1:48 PM
348	Positive It took a couple times to get to know the ins and outs, but it seems pretty simple. I like the fact that it lists credited trainings both online and in-person	10/14/2021 1:39 PM
349	Positive Love all the information. Once you get used to the website, it is easy to navigate and find what you need.	10/14/2021 1:28 PM
350	I have not use it, but plan on doing it to get trainings done.	10/14/2021 1:02 PM
351	Positive Rise system is pretty good.	10/14/2021 1:01 PM

352	Positive Great, easy to use	10/14/2021 1:06 AM
353	Appropriate field trainings Refreshers, meaning I have access to take trainings as a refresher in the field of my career Options to do online	10/13/2021 11:13 PM
354	Positive I go on and look at what trainings are available and do a few a month. They are very helpful and clear. The website is easy to use and navigate.	10/13/2021 9:34 PM
355	Challenges Training It's honestly a great program, I think just the technical aspect of transitions from to slide to slide in the trainings could be smoother. Love it otherwise, truly.	10/13/2021 9:23 PM
356	Positive Training I use RISE for all of my trainings at work. I really like the fact that there are so many different trainings to choose from.	10/13/2021 8:56 PM
357	Positive My experience with Rise has been really good to improve my education I just received my CDA certification and rise helped me improve my knowledge on early children education.	10/13/2021 8:03 PM
358	Challenges Training My experience with rise has been pretty good so I do like seeing new online training course so I don't have to figure out witch ones to take or afraid to repeat some courses.	10/13/2021 4:51 PM
359	Challenges Training overall it has been positive, how ever sometimes finding the trainings is hard. The website also gets really snow after about 30 minutes.	10/13/2021 4:49 PM
360	Challenges Training I try to get on Rise as little as possible because it is a frustrating experience each time. Sometimes my password doesn't work or a training evaluation won't pop up when its supposed to. I had to do the ICCP training 6 times this year because the evaluation wouldn't pop up at the end.	10/13/2021 4:15 PM
361	Challenges Mobile responsiveness Always crashes when I use the site on my phone.	10/13/2021 4:08 PM
362	Positive RISE has helped me keep all of my information organized such as all of the documents that I submitted for ICCP	10/13/2021 3:11 PM
363	Positive Awesome scholarship help!	10/13/2021 2:55 PM
364	Positive My experience with rise was great everything is set up very well I love rise.♥	10/13/2021 2:34 PM
365	Training I feel like RISE is easy to use and access. I would like to see if there is a way I could receive credit for some training videos I require new hires to watch through their onboarding experience. Ally Balluff has been an incredible help through problems. We have applied for several grants through Rise for employees.	10/13/2021 2:12 PM
366	I use RISE to find care courses so I can do my ICCP annual training and my PDS recognition.	10/13/2021 2:07 PM
367	Positive I think RISE works very well, I haven't encountered any issues with it.	10/13/2021 2:01 PM
368	Challenges Mobile responsiveness Rise has been a good experience for the most part except i have had some issues with it while using my phone.	10/13/2021 1:42 PM
369	Positive My experience with RISE was good. I truly appreciated the knowledge it provide for us first time user into this program.	10/13/2021 1:23 PM
370	I only know of rise through the training I do for my job.	10/13/2021 1:15 PM
371	Positive I love RISE, I know it has helped me out in training and learning in different areas of my job.	10/13/2021 12:50 PM
372	Positive It's great! So much better then the old program!	10/13/2021 12:36 PM
373	Positive Rise has been great! Since they changed it much better for me to look at and do.	10/13/2021 12:31 PM
374	Positive Very simple to use, I love that their is so many options on what I can do.	10/13/2021 11:19 AM
375	Challenges It's great. They're some things that could be more user friendly for sure. But it has been great to have!!	10/13/2021 11:09 AM
376	Positive Very helpful in training videos and information on classes. Keeping track of my training hours and information I need.	10/13/2021 11:07 AM
377	Positive Very good and easy to manage	10/13/2021 10:44 AM

378	I've taken a couple online courses.	10/13/2021 9:31 AM
379	Challenges Training My first experience with RISE was not the best. I had a hard time with the trainings. When clicking on everything I possibly could, it still would not let me pass so I had to call the office for help. That happened a lot which made my trainings take longer then usual. But once those initial train find were done, I felt that the other ones went by smoothly. For the rest of the program I feel like it is organized and helpful!	10/13/2021 8:47 AM
380	Positive Rise is easy to use. I love that there is quick access to training.	10/13/2021 8:47 AM
381	I have to watch as many videos it was asked me to get to 20 hours. it's my work i need to do to help me better understand and know what to do in curtain situations when i am working with kids. It's also my license to continue to work with kids	10/13/2021 8:30 AM
382	Positive We are enjoying using the program. It is easy to use	10/13/2021 8:09 AM
383	Challenges REALLY LIKE THE TRAINING > HELPFUL IN JOB * HAVE PROBLEM DOING IT AT HOME THOUGH > POP UP DOES NOT GO AWAY SO CANT GET INTO IT * ABLE TO DO AT WORK USING SAME USER & PASSWORD * FRUSTRATING	10/13/2021 7:21 AM
384	Positive RISE has helped my center's directors keep up to date on staff training hours & cpr and has saved valuable time which enables them to focus on other areas such as working directly with staff and coaching	10/13/2021 6:43 AM
385	Positive It has helped me to become a better child care provider and has helped me grow as a person and prospective parent.	10/13/2021 5:36 AM
386	I keep track of trainings and look for opportunities for new trainings.	10/13/2021 12:55 AM
387	Positive Rise is so much better to learn.	10/12/2021 11:38 PM
388	Challenges Training Sometimes a little daunting with videos kick you out and you have to rewatch multiple times even after answering the test questions.	10/12/2021 10:36 PM
389	I like to talk to people more than using computers	10/12/2021 9:47 PM
390	Positive Rise is easy and convenient to use. I love how I can just upload everything to it and its all in one spot.	10/12/2021 9:26 PM
391	Positive I have had a great experience! I just became familiar with everything and so far I have no problems	10/12/2021 9:20 PM
392	Positive It's seriously so helpful when referring to things and learning from the trainings and taking from it a whole new meaning.	10/12/2021 9:03 PM
393	Challenges It is sometimes difficult to upload or find the information that is needed for professional development.	10/12/2021 8:47 PM
394	Training I have only had positive interactions with rise, it is user friendly. The trainings are helpful and on very relevant topics, however it would be nice if they were a little more in-depth with more practical in class application. They are good but could go deeper into content.	10/12/2021 8:39 PM
395	Positive East to navigate	10/12/2021 8:29 PM
396	Positive It has been so fantastic. It has been very beneficial to helping further my education!	10/12/2021 7:56 PM
397	Positive When I first started using it it seemed difficult to navigate but it's been a while so I can't really remember why. Now I have no problems and it seems like a good program.	10/12/2021 7:54 PM
398	Positive Training I love the training	10/12/2021 7:48 PM
399	Positive I think it's great for uploading docs n training	10/12/2021 7:46 PM
400	Positive Good so far easy to submit my forms	10/12/2021 7:41 PM
401	Positive The Child Care Center that I work at loves Idaho Stars/Rise, I helps keeps our busy running and everyone safe and up to date on training!	10/12/2021 7:38 PM
402	Challenges Training It's good. The only issue I have is I wish the training you took became marked off so you didn't have to reference your PD record when choosing classes to take.	10/12/2021 7:24 PM
403	Positive The RISE program made my training for job easy to manage. The website was easy	10/12/2021 7:15 PM

	to use. Additionally, none of the trainings had complicated navigation.	
404	Positive I have really enjoyed my experiences with Rise. It has been really resourceful when it comes to continuing my education in early childhood. They give opportunities to succeed.	10/12/2021 7:11 PM
405	Challenges Not really sure how to use it as a certified ECSE teacher. Would like to know more about it	10/12/2021 6:59 PM
406	Positive So far my experience in managing my grant through RISE has been very easy	10/12/2021 6:52 PM
407	Challenges Positive It takes a little bit of time to figure out but I just ask and I get answers thank you	10/12/2021 6:40 PM
408	Challenges ICCP Many struggles trying to renew my license and ICCP through the rise system this year.	10/12/2021 6:39 PM
409	Positive I use rise for annual trainings. It is an easy to use system and the trainings are knowledgeable.	10/12/2021 6:35 PM
410	I haven't looked at it as closely as I should.	10/12/2021 6:20 PM
411	Positive PDR training through RISE was easy to navigate while offering several options	10/12/2021 6:20 PM
412	Positive It is overall a good system interface.	10/12/2021 6:07 PM
413	Positive The website is fairly simple to use.	10/12/2021 6:04 PM
414	Positive Very helpful. Classes that are what we need everyday at work.	10/12/2021 6:04 PM
415	Doing training online.	10/12/2021 5:55 PM
416	Positive I like it, very easy to understand and use	10/12/2021 5:50 PM
417	Positive I have used RISE for yearly training, to set up my CPR/First Aid certification, and have also used it to receive my PDS recognition scholarship as well as the academic scholarship and grant for this year. My experience with RISE has been great!	10/12/2021 5:49 PM
418	Positive I love how RISE is easier to use than the old site. It's a lot more straightforward and clean. It's nice to look at and easy to navigate.	10/12/2021 5:46 PM
419	Positive I like the list of trainings Good way to manage staff Easy to use	10/12/2021 5:46 PM
420	Challenges Mobile responsiveness I have loved using rise to learn new skills, not only as a child care provider, but also as a parent. The interface is easy to use on the computer. I only wish it was better on the phone. I love doing training son my phone, but it would reset the entire thing and make me start over so often. I would love to see more trainings in different areas.	10/12/2021 5:46 PM
421	Positive It's pretty good	10/12/2021 5:28 PM
422	Positive I typically take classes to get my training hours through RISE and I have had to put all my CPR and First Aid stuff into the RISE database. It's nice to have it all in one place. It's pretty easy to use and there seems to always be help if you need it.	10/12/2021 5:23 PM
423	Challenges Reach out I have filled out any open slots I have and ages and I have never been contated through rise or referred from rise..	10/12/2021 5:18 PM
424	N/A	10/12/2021 5:10 PM
425	Challenges Training I find it hard to navigate sometimes. Some of the trainings glitch	10/12/2021 5:09 PM
426	Positive I love being able to do my trainings and know just where I'm at on training. Also I like knowing when it is time to renew different items. But to be honest I don't look at my computer much because I feel like my time is to be spent with the children not on line	10/12/2021 5:08 PM
427	Positive My experience with rise was great it help give me alot of the knowledge and skills I have today its help me with my work and being a better with child care	10/12/2021 5:07 PM
428	I am unaware of what RISE is, so I do not have experience with it.	10/12/2021 5:06 PM
429	Mostly just training and exploring the website, helpful tips and deciding classes	10/12/2021 5:04 PM
430	Positive User friendly	10/12/2021 5:03 PM

431	Challenges Positive It has been a good experience. It did take me a while to figure out the website and I am still figuring things out about it.	10/12/2021 5:01 PM
432	Positive Love it	10/12/2021 4:59 PM
433	Positive I enjoy RISE because it's educational & teaches me new things. It helps me be a better teacher, & give me more understanding as a mother. It's helped me have more patience and understanding with my son.	10/12/2021 4:59 PM
434	Positive With RISE I have had many opportunities for training. And have had great experience with that training scholarships. Uploading documents is easy and you get a response quickly.	10/12/2021 4:59 PM
435	Positive The program was good. I had no issues with it.	10/12/2021 4:58 PM
436	IdahoSTARS Staff PDS I applied for a scholarship this year and was SO impressed with the process. It was simple, I had someone reach out to me personally to ask if I had questions and the money was distributed to my schools at a timely manner.	10/12/2021 4:58 PM
437	Positive I'm sorry I don't know what that is unless it has to do with the certificates I got. If it is I enjoyed the platform and it was easy to use.	10/12/2021 4:57 PM
438	Positive I am new to RISE but have found the information helpful and interesting.	10/12/2021 4:57 PM
439	I like the training, it's always fun to learn new things about the children we are helping.	10/12/2021 4:57 PM
440	Positive Faintly easy to navigate.	10/12/2021 4:54 PM
441	Positive It's been easy to use	10/12/2021 4:54 PM
442	Positive It has made finding and partaking in continuing education possible and attainable.	10/12/2021 4:54 PM
443	Positive It's good	10/12/2021 4:53 PM
444	Positive Training The trainings I have taken in the past have been incredibly beneficial and educational. They line up very well with my Early Childhood Care and Education classes at Idaho State University.	10/12/2021 4:52 PM
445	I just use some of your information from the SMEs.	10/12/2021 4:52 PM
446	Challenges It was very easy to use, but I'd like it to be more direct	10/12/2021 4:51 PM
447	Positive RISE has been helpful in helping me succeed to become a great early childhood educator!	10/12/2021 4:50 PM
448	Challenges Training I really like using RISE, sometimes it can be difficult finding what I need, but that could just be me, I'm not to good with tech stuff. I enjoy all the trainings, however it would be nice if it showed you on the trading page that you took the course and not until you click on the course.	10/12/2021 2:16 PM
449	I'm new to use RISE, so far it's a good thing for me to use for training.	10/12/2021 2:11 PM
450	Positive It's easy to access and shows everything we need to view in one place. It's helpful to see our current trainings and to check on grants. We also appreciate the ability to view our current staff and the trainings they need or requirements they need to update such as CPR etc	10/12/2021 1:52 PM
451	I use the trainings, to help future my education and knowledge in the child care setting	10/12/2021 12:34 PM
452	Positive Very easy to navigate, extremely detailed information on classes etc.	10/11/2021 9:07 PM
453	Positive I feel very comfortable with rise now. With the help of the calendar lay out for trainings I can easily find what I am looking for. Rise also helps keep me up to date on any ICCPs. I am very thankful that Idaho stars offers grants and funding for early learning education because I couldn't do it without them. They are my saving Grace!	10/11/2021 8:08 PM
454	Rise offers more opportunities to educate myself on early childhood education.	10/11/2021 2:50 PM
455	I haven't had any issues with Rise.	10/11/2021 2:09 PM
456	Positive easy to use.	10/11/2021 2:01 PM
457	Challenges Training I enjoy the training. It would be helpful if they were in half an hour	10/11/2021 1:55 PM

chunks, then teachers could do them at slow times. An hour at a time is hard to get.

458	I learned many interesting facts about the development of child tree en.	10/11/2021 1:09 PM
459	Positive It is amazing and so easy to navigate.	10/11/2021 12:28 PM
460	Positive I am beginning to use RISE again after being away from IdahoSTARS for a few years. I have enjoyed seeing the progress that has been made with this program and useful tool.	10/11/2021 12:13 PM
461	Positive Rise has been great! Makes finding trainings easy.	10/11/2021 10:22 AM
462	Since Covid-19 O have used Rise a lot more for doing trainings (because there weren't any in person trainings). It was a good opportunity to get more familiar with the site which I hadn't really done up to that point.	10/11/2021 7:53 AM
463	Positive I love it, it is easy to understand and navigate	10/11/2021 6:05 AM
464	Challenges Training I wish there was a way if you took the training already it would tell you before taking it. Especially when you took that training 2 years ago and cant remember taking it	10/10/2021 3:37 PM
465	Positive It is really helpful for my training records.	10/10/2021 1:20 PM
466	Challenges Training Some of the modules would not allow to move on even after completed unless I logged out and back on. It would start the module over from the beginning regardless of previous progress.	10/10/2021 10:00 AM
467	Challenges Training When I am looking through the list of classes to take, I feel like there is sometimes not a good "BACK" option and that I have to reset my search criteria and scroll through the entire list again. I also wish there were a way to filter out trainings that I have already taken, when I am setting the search criteria. As it is, I have to go in to my training record and jot down all the trainings I have taken to compare against the list of classes offered.	10/9/2021 9:24 PM
468	Positive Rise has been very informative, easy to navigate and helpful concerning ideas, tools and techniques.	10/9/2021 8:52 PM
469	Positive I like that i learn alot of different things	10/9/2021 8:39 PM
470	Challenges I have had multiple problems with RISE freezing or logging me out.	10/9/2021 7:26 PM
471	Challenges Training Rise has really helped me better my knowledge and understanding in my childcare profession beyond my education. Because of RISE, I was able to be connected with the Positive Discipline network of educators and become an active parent and teacher educator within our facility's community creating more peaceful home and school environments for our students. RISE has also helped me understand how to better prepare my classroom environment and work with children who have special needs. There have been times when working with IdahoSTARS has been frustrating because trainings that were previously approved are no longer approved without communication, especially those trainings that are relative to us in the Montessori child care field. Consistent communication from IdahoSTARS at a state level on trainings could be helpful to us who seek perpetual continuing education so that we understand what works well with IdahoSTARS.	10/9/2021 7:14 PM
472	Positive I absolutely love how easy it is to work it and how it wasn't very hard to learn.	10/9/2021 7:03 PM
473	IdahoSTARS Staff It was difficult at first but I am becoming much more familiar with it through much help from Darla and Shellie. The trainings are great and the staff updates are helpful. Submitting documents is easy.	10/9/2021 7:03 PM
474	Positive It's easy to use and helps immensely with keeping staff status up to date!	10/9/2021 2:43 PM
475	N/a	10/9/2021 1:22 PM
476	My experience with RISE was becoming trained in the child care field.	10/9/2021 12:18 PM
477	Positive I've had a good experience and also learning new things	10/9/2021 12:07 PM
478	Positive I like how all trainings you have done are in one place. So much easier.	10/9/2021 11:44 AM
479	Challenges Mobile responsiveness This is a non friendly system and very difficult to use	10/9/2021 11:42 AM

especially when you are new. I would like to have a trainer available as it is very frustrating when you need answers on deadlines. I think an app for your phone as I watch my staff use their phone versus a computer. I have enjoyed the availability to go in and update my center and do shower trainings.

480	Yearly trainings and uploading my education.	10/9/2021 11:33 AM
481	Positive Easy navigation	10/9/2021 11:04 AM
482	I like the trainings keeps me updated on new ways of teaching	10/9/2021 10:19 AM
483	Challenges Reach out It took me a few tries to navigate the rise web page. I like most of the format except you can't save the settings. For example finding a training series you click on English then series then choose where you want to start on the video line up. It would be nice to save those settings and have a spot for saved or docked for later videos.	10/9/2021 10:11 AM
484	Challenges Mobile responsiveness I don't have much experience. The website though is a little tedious when it forces you to turn your phone.	10/9/2021 9:51 AM
485	Positive I am new to RISE but I have been impressed so far. What an amazing platform and I learn so much from each training I do! I also like how the trainings are set up and how the progress bar is helpful.	10/9/2021 9:43 AM
486	Positive It is easy to use	10/9/2021 9:28 AM
487	Positive I noticed over the years the program you guys use to use have been modified and its been a lot better and easier to navigate. Also I like the setup for the videos and the training, it makes it easy to get your training hours without having to print off any worksheets to turn in. And I think the system is a lot less stressful to get our hours	10/9/2021 8:55 AM
488	Positive Rise is very easy to navigate. I am able to find exactly where to upload documents to my account which is great.	10/9/2021 8:31 AM
489	Very helpful videos when you can find the ones you need to take.	10/9/2021 8:23 AM
490	Challenges I'm still uncomfortable with this whole platform coming from California you actually had to have ece units to teach	10/9/2021 8:21 AM
491	Positive RISE helps me on how to perform better in my job through lots of training I do.	10/9/2021 7:54 AM
492	Positive It is way easier to navigate than the previous site setup. I like that quizzes are set up at the video end. The access to information is organized much better also.	10/9/2021 7:33 AM
493	ITS ok	10/9/2021 1:22 AM
494	Challenges Training I really have learned alot from the trainings, and as someone who was VERY green starting out in child care, it was nice to have that support and resource available. That being said, sometimes the training videos felt dated, and that made me wonder if the information being provided was current to today's standards. I also would get frustrated when I was looking for specific training (autism awareness for example) and I had to request the training, but then nothing showed up once it got "approved". I also had some frustration when applying for scholarships. I am studying early childhood education online, working full time, that is the best option for me, but I didn't qualify for any scholarships through RISE because, even though I am a resident of Idaho, employed through an Idaho child care facility, and am studying in Idaho, my school is based "out of state".	10/9/2021 12:47 AM
495	Positive I use it to complete my yearly training. It's pretty easy to use	10/8/2021 10:47 PM
496	None	10/8/2021 10:04 PM
497	Positive I love it. Great experience.	10/8/2021 9:59 PM
498	Challenges The website is often glitchy. The last two times I tried to login on a laptop the website didn't work at all. It worked on my phone now which was odd.	10/8/2021 9:58 PM
499	Challenges i've liked it for the most part, but they layout is kinda confusing.	10/8/2021 9:52 PM
500	Positive Its very nice and adequate to use. Precise and rise web is nice to look for training that will help.	10/8/2021 9:24 PM
501	Positive Very helpful for keeping track of everything and everyone	10/8/2021 7:37 PM

502	Positive I have loved it. It is very easy to use.	10/8/2021 7:12 PM
503	Positive This far it has been fairly easy. Theresa helped me a lot with all my questions and guided me through the process. Training was easy to access and the had a lot of really good information.	10/8/2021 7:04 PM
504	Positive I enjoy the program they are always help me out when I need it.	10/8/2021 6:57 PM
505	Positive My experience with Rise is positive. At first I wasn't sure how to navigate it, but now I feel like a pro. Whenever anyone at my work need help, they come ask me and I can usually help them or tell them what they need to do before I can help them more.	10/8/2021 6:54 PM
506	Positive The app was very simple to use.	10/8/2021 6:43 PM
507	Positive I've used RISE mostly for online trainings. I've also used it to keep track of my training hours which is very helpful. And keep track of which trainings I've already taken.	10/8/2021 6:41 PM
508	Positive RISE has been very useful and easy to keep track of my trainings so that I can become better in my field. It keeps track of what I need to fulfill my hour requirements and the trainings are just what I need to do a better job in connecting with my kids.	10/8/2021 6:25 PM
509	Challenges I like being able to take on line trainings and have the information posted immediately. It is difficult to print the training log.	10/8/2021 6:18 PM
510	Positive It's been great.	10/8/2021 6:15 PM
511	Positive Rise is a great help to get all my trainings.	10/8/2021 6:13 PM
512	New to RISE. Need to further explore what it offers. So far seems easy to navigate though.	10/8/2021 6:08 PM
513	Positive I was able to accomplish what was needed.	10/8/2021 6:00 PM
514	Challenges Training I have several problems with the rise program. I will say Im not very good with computers and the Rise program is no exception. With that being said I will tell you about some of the problems. I was just relicensed so I was on it alot. When you are doing a training and you have to get to the assessment it wasnt letting me get to it. I think the titles of the management system needs to be retitled. Some of the titles I thought a bit confusing what they stood for. Last To me it's just hard to maneuver art the sight. Trying to get to where you need to be.	10/8/2021 5:53 PM
515	Positive I have loved everything about the system. Everything is very clear and easy to find.	10/8/2021 5:13 PM
516	I use RISE most often for the PDR for work- for maintaining my ICCP hours and when I have to renew my license. I use it for the training hours to complete the needed continued education credits for my license renewal and for work.	10/8/2021 5:11 PM
517	Taken many courses and learned apt of information	10/8/2021 5:05 PM
518	Challenges Positive It was harder to navigate at first but when I learned it, it was quite simple. I like the dashboard that tells me what I need to do.	10/8/2021 4:47 PM
519	Positive Very easy to use and access. I have never had a problem with the software.	10/8/2021 4:39 PM
520	Positive In my experience, RISE is fairly user friendly. I had some difficulties updating my information using google chrome, it worked better for me in safari.	10/8/2021 4:09 PM
521	Challenges Training I want more training on line it's easier to do them T nap time or in the evening	10/8/2021 3:54 PM
522	Positive RISE is very easy to navigate and it's easy to get my online hours done.	10/8/2021 3:49 PM
523	Positive I find the website helpful and it helps keep us organized.	10/8/2021 3:38 PM
524	Challenges ICCP It's great but for things like signing up for direct deposit, it didn't work as expected. I don't know if that's a H&W or customer service issue but it should be easier to get direct deposits. Also telling providers when exactly they should be paid would be really helpful.	10/8/2021 3:22 PM
525	Positive Love it	10/8/2021 3:05 PM
526	Mobile responsiveness Positive Once I navigated it, it was user friendly. I do wish it was more user friendly on phones.	10/8/2021 3:00 PM

527	Positive Easy to use, helps keep track of trainings and employment.	10/8/2021 3:00 PM
528	Challenges Training Usually it's pretty easy to navigate but sometimes it's a pain! Especially the trainings	10/8/2021 2:59 PM
529	Positive Everything online has been helpful. If I ever have questions I'm only a click away from an answer. Great support and trainings.	10/8/2021 2:51 PM
530	Challenges Training It can be very difficult to manage the pop up window. Especially when using apple products. I've found ways to work around it, but I've even lost classes by accidentally clicking out of the window and not being able to pull it up again.	10/8/2021 2:51 PM
531	Challenges Positive It's been helpful but it would be nice to get alerts to our email as well when something is updated or needs our attention in RISE.	10/8/2021 2:50 PM
532	Positive Good so far	10/8/2021 2:49 PM
533	Positive Rise was very full of important information and user friendly, I learned tools to help children I work with every day.	10/8/2021 2:48 PM
534	Challenges Overall pretty good and easy to navigate, however the classes that were required this year for training that stated was on the dashboard, wasn't even in the whole list of classes to take.	10/8/2021 2:46 PM
535	I only use it when my boss tells me to update my training annually. To be honest I'm not sure what other options are available on it. Seeing that giant list in question #3 makes me want to check it out.	10/8/2021 2:44 PM
536	Challenges Not easy to navigate.	10/8/2021 2:44 PM
537	Positive Everything is easy to find and very helpful	10/8/2021 2:27 PM
538	Positive Website is easy to navigate.	10/8/2021 2:26 PM
539	Positive I find the system easy to use and have enjoyed all the training.	10/8/2021 2:26 PM
540	Challenges Training It's easy to use. I would love to see more training videos about caring for children. In particular, I think many would benefit from a training video focusing on the transition to solid foods for infants.	10/8/2021 2:23 PM
541	I don't understand the question.	10/8/2021 2:15 PM
542	Positive When I have had a problem with the site whoever I talk when I call, are friendly and helpful. I really have appreciated the trainings. I enjoy it also when we have Idaho Stars/Rise staff come to train us about facility. Love the interaction and encouragement they bring.	10/8/2021 2:14 PM
543	Positive It is a great website, very easy to use and keeps many documents i need all together and allows me to grow my knowledge with training opportunities and scholarships	10/8/2021 2:04 PM
544	Positive easy to use and navigate	10/8/2021 1:54 PM
545	Positive I really like how easy RISE is to navigate.	10/8/2021 1:52 PM
546	Positive It was easy to do and you learn more doing it online	10/8/2021 1:51 PM
547	Positive I have been using rise for a few years now. I have done many trainings for the child care facility that I work at. I absolutely love using rise to do my trainings. I definitely have learned a lot!	10/8/2021 1:41 PM
548	Utilize the training modules specifically the Pyramid Model and conscious discipline and it changed my son and my world.	10/8/2021 1:40 PM
549	Positive RISE has been extremely helpful and easy to use when it comes to trainings along with providing scholarships that I, personally, have been able to use this year. The scholarship information and requirements are quick, simple and to the point which I found easy and fast to fill out and follow.	10/8/2021 1:35 PM
550	Training class	10/8/2021 1:15 PM
551	Positive It's pretty easy to get around once you get used to it.	10/8/2021 1:14 PM
552	Challenges Training I watched a video at home on 0 to 100 days and it would not let me	10/8/2021 1:13 PM

take the test. every time I tried it would restart the video again. So I gave up and haven't log back on.

553	Positive I think RISE is a great program! It has the best trainings. I have learned allot through RISE!	10/8/2021 1:12 PM
554	Positive RISE is very user friendly and if I ever encounter any problems, I have received immediate help when I have reached out for support or I have found what I need in the help section.	10/8/2021 1:11 PM
555	Positive I find the system very easy to use and a handy way to continue education in my field. I love the integrated courses!	10/8/2021 1:04 PM
556	I have gained so much by being able to get assistance with single course during my graduate degree in early and special Ed.	10/8/2021 1:01 PM
557	Positive I find it pretty user friendly! I love being able to see what trainings I've done and then I can pick from the list the ones I haven't done yet.	10/8/2021 12:56 PM
558	Positive I like that Rise has all Childcare procedures and policies available. It is also easy to check trainings completed.	10/8/2021 12:55 PM
559	Challenges My experience has been great, uploading is okay needs to be more on the dashboard cause it's sometime confusing when I don't know where to upload something.	10/8/2021 12:53 PM
560	Positive I love RISE I especially love the monthly news Peter with the webinars for the month.	10/8/2021 12:48 PM
561	Positive Its been a very easy to use system to track a variety of child care related things.	10/8/2021 12:38 PM
562	I use rise for my trainings needed to be a childcare worker. .	10/8/2021 12:38 PM
563	Positive Training The training videos are very helpful and there are a lot of options to choose from.	10/8/2021 12:38 PM
564	Challenges Helpful to have all info together. Staff I use for training. No more papers everywhere! Few times had difficulty uploading docs. Still waiting for a Couple background clearance updated in Rise	10/8/2021 12:37 PM
565	Challenges It's always having problems always not working	10/8/2021 12:37 PM
566	Positive Super easy to use	10/8/2021 12:35 PM
567	Challenges PDS It has been a good one so far just wish they give you more notice on some incentives.	10/8/2021 12:34 PM
568	Positive Training I have learned many useful tools that helped my quality of childcare. With both online training and in person training!	10/8/2021 12:30 PM
569	Positive Love that everything is in one place	10/8/2021 12:24 PM
570	Positive I enjoy the online trainings and academic scholarship options. It's extremely helpful for finishing my degree without having all the financial burden for my family.	10/8/2021 12:23 PM
571	Challenges Some times can be a little complicated	10/8/2021 12:19 PM
572	Keeps me updated of what I need to renew.	10/8/2021 12:16 PM
573	Challenges It's been frustrating and hard to find what I need.	10/8/2021 12:16 PM
574	Positive I feel like it helps support and teach our the skills you need to be successful in your job.	10/8/2021 12:15 PM
575	Challenges Once i had help leaning how to navigate the system. it has been a helpful tool. but i needed help from our local resource and refer office. Also I have been working in early childhood for 20plus years and it seems like by the time I get really comfortable with the system it changes. But again I can call for help and Its always there for me.	10/8/2021 12:12 PM
576	Positive It's is amazing, that's my first resource I go to, for children, parents, staff and more.	10/8/2021 12:12 PM
577	Positive It was a simple process to do my on boarding. Ease of videos was great	10/8/2021 12:12 PM

578	Positive	It's been great. Easy to use.	10/8/2021 12:07 PM
579	Positive	It's user friendly	10/8/2021 12:03 PM
580	Positive	Site is easy to navigate	10/8/2021 12:02 PM
581	Positive	It's been amazing	10/8/2021 12:01 PM
582	Challenges	Sometimes hard to navigate and find the information I need.	10/8/2021 11:55 AM
583	Positive	Easy to navigate. Easy to find help with links provided. Love the stray of materials provided.	10/8/2021 11:51 AM
584	Positive	It is very good and helpful all of the training they provide it has helped me learn how to handle certain situations and has helped me of college.	10/8/2021 11:49 AM
585	Positive	It was easy to use!	10/8/2021 11:48 AM
586	Positive	I think the rise system is easy to use. I can explain exactly where my staff needs to go to find their training or to upload documents	10/8/2021 11:47 AM
587	Positive	I enjoy it. I find it easy to access. I find all my training and more.	10/8/2021 11:47 AM
588	Positive	Training I'm not really a computer person. So I dont use it very often. Only when I need to renew my liscenceing or to complete my required training hours. I like the online trainings that you can complete quickly in my own spare time.	10/8/2021 11:45 AM
589	Challenges	I have had a positive experience with Rise overall. However, since, as a center owner, I am responsible for tracking training hours, first aid and background compliance of my employees for my licensing, it would be extremely helpful to be able to view my employees' information through my account and upload documents on their behalf. I constantly have to call each person into my office to review their account, the classes they have already taken, to find classes to take, and upload documents for them.	10/8/2021 11:37 AM
590		Its hood once you get used to it	10/8/2021 11:37 AM
591		I used rose to train for childcare, I still use it to do research, the videos are very helpful.	10/8/2021 11:34 AM
592	Positive	Rise has helped me expand my knowledge in childcare immensely! It has been such an amazing tool for me.	10/8/2021 11:34 AM
593	Positive	It's very easy to use and has a lot to help learn more about working in a child care field	10/8/2021 11:29 AM
594	Positive	Rise is a great tool! It helps my staff so much! If we ever have any issues Rise staff are always there to fix issues quickly.	10/8/2021 11:26 AM
595	Positive	Everyone has been great	10/8/2021 11:25 AM
596	Positive	It has all been very positive and helpful for me.	10/8/2021 11:24 AM
597	Positive	Very easy to explore	10/8/2021 11:24 AM
598	Positive	Love getting information to better help the children with the training videos!	10/8/2021 11:23 AM
599	Positive	Mostly positive.	10/8/2021 11:22 AM
600	Positive	It is super easy to navigate and very informative	10/8/2021 11:22 AM
601	Positive	I have had a really good experience with Rise. It is very easy to navigate and sign up for so many different classes to choose from. I love the classes that they offer.	10/8/2021 11:21 AM
602	Positive	The new RISE website has been considerably easier to use and is much more consumer friendly. Good experience	10/8/2021 11:20 AM
603	Positive	nice to find things on that are needed	10/8/2021 11:20 AM
604	Positive	It's very useful. And everything is organized and easy to use! It's been a great program so far	10/8/2021 11:18 AM
605	Positive	Very clear and helpful!	10/8/2021 11:18 AM
606	Positive	It's been pretty good once I got use to how it all works. I'm not good with computer	10/8/2021 11:18 AM

	stuff.	
607	Positive I've always had a great experience with RISE. Easy to use and navigate!	10/8/2021 11:17 AM
608	Positive Such a great resource!	10/8/2021 11:17 AM
609	Challenges There are so many great resources! I feel like it could be a little more intuitive to use, lots of things are difficult to find.	10/8/2021 11:17 AM
610	Positive I've never had any problems!	10/8/2021 11:17 AM
611	Challenges PDS Used to have great experiences and used to love the incentives. Then you cut off head start from incentives	10/8/2021 11:16 AM
612	I have learned alot from the classes I have taken.it helps me with my class	10/8/2021 11:15 AM
613	Positive Rise is an amazing and simple to use program	10/8/2021 11:15 AM
614	Positive I love that so much is offered through the rise site. I can find trainings easily.	10/8/2021 11:14 AM
615	Positive We use rise for training and it makes it extremely easy and convenient.	10/8/2021 11:12 AM
616	Positive RISE staff has been really friendly and helpful as I have learned to navigate the website and set up my facility. I am incredibly grateful to have received a scholarship for higher education! What an amazing initiative.	10/8/2021 11:10 AM
617	Challenges Positive It is helpful. Learning curve, however once I learned it it has been good.	10/8/2021 10:27 AM
618	Positive All My experiences have been good.	10/8/2021 10:04 AM
619	Positive Love this program. Customer service and help desk is also very efficient and helpful.	10/8/2021 9:28 AM
620	Positive it is so amazing ti have an online site that you can get on and off at any given time as needed. I can check my hours of training and do trainings at my own convince. love using it	10/8/2021 9:14 AM
621	Challenges Sometimes hard to log in to Rise	10/7/2021 7:55 PM
622	Positive My experience with RISE has been incredible with the trainings and videos that the website has to offer. It has helped me become a better Assistant Teacher.	10/7/2021 6:43 PM
623	Positive I really like the opportunities that it provides and the courses being in depth of what your learning about.	10/7/2021 3:14 PM
624	Positive Once I learned to navigate through Rise I love it!! Locating new trainings is simple and easy to do.	10/7/2021 1:27 PM
625	I have been using rise for the last 5+ years. I've used it consistently for training, to upload certificates etc	10/7/2021 1:17 PM
626	Positive I really like that it has everything in one place. It took some getting used to and I'm still learning where everything is, but I think it's been a huge benefit to providers and Idaho Stars staff.	10/7/2021 12:54 PM
627	I use it monthly to check my trainings, check my messages and for new incentives that I might be eligible for.	10/7/2021 12:16 PM
628	I have little to know experience with RISE	10/7/2021 12:14 PM
629	Positive It is so easy to use. If you can't find something the program will help you find it	10/7/2021 10:59 AM
630	Positive It's easy to use and very helpful when it comes to video trainings!	10/7/2021 10:48 AM
631	Positive I haven't used it much but I think that it is set up well.	10/7/2021 9:52 AM
632	Positive RISE is a user friendly platform that everyone in our school utilizes from teacher, managers, directors and owners	10/7/2021 9:10 AM
633	Positive I have had a great experience with the RISE	10/7/2021 7:56 AM
634	Challenges The web site never fully loads for me and its super confusing	10/6/2021 11:23 PM

635	Challenges Training Sometimes it is hard to find what you are looking for. Wish there was a way to search for just webinars instead of all live trainings and then filter through to find which ones are webinars.	10/6/2021 9:01 PM
636	Challenges Training It is a much more user friendly system that helps me keep track of my staffs progress and trainings. The trainings that qualify for continued ICCP are not always easy to find or know what counts.	10/6/2021 6:54 PM
637	Challenges Positive At first i hated it, so confusing. Once i caught on it does seem to help alot. I do like the dashboard and the trainings online. I still struggle a little with Rise, but i do finally figure it out.lol	10/6/2021 6:04 PM
638	IdahoSTARS Staff Amanda Mills in the office helps me because I don't have a computer at home and she helps me with on-line trainings.	10/6/2021 3:49 PM
639	My employer uses it to track our trainings and such	10/6/2021 2:02 PM
640	Challenges Training I have mostly used RISE to keep track of training hours and opportunities. I hope to see the training calendar updated and the cancelled trainings removed from the schedule rather than marked in red.	10/6/2021 1:53 PM
641	Challenges Training I love how developed and user friendly this program has become. The area I struggle with is not having more detail as a director to look into staff training.	10/6/2021 1:02 PM
642	IdahoSTARS Staff Our local people-Darla and Shelly have been exceptional with helping our agency get into and use of RISE. Very appreciative of their help. Without it, my opinion of RISE would be different.	10/6/2021 11:59 AM
643	Challenges At first I did not enjoy using Rise at all. I am now used to it and like it fir most part. It makes most things very convenient however ut takes a lot if human/social networks away which i miss	10/6/2021 11:56 AM
644	Challenges Training The training is almost exclusively for early childhood. I currently work in our afterschool program where our youngest child is 5 years old and we remain onsite for the entire time. Therefore lessons on how to safely lay an infant down for a nap, stop toddlers from putting things in their mouth and safe and sanitary diapering have no relavance for what I do. It would be helpful if the training included more information on school age children.	10/6/2021 11:22 AM
645	Positive Rise has been very helpful to me and my employees to get the training we need.	10/6/2021 9:30 AM
646	Rise offers the classes need to fulfill my training hours. Rise provides a place for me to upload my training certificates and other required documents for my licenses renewal.	10/5/2021 10:14 PM
647	I rarely use rise. I have used it to look for trainings or for licensing.	10/5/2021 9:23 PM
648	Trainings	10/5/2021 9:10 PM
649	Training and pds	10/5/2021 7:22 PM
650	Positive RISE was a great tool to help me learn so much more about early childhood. All of the courses (both mandatory and voluntary) were such great informational pieces	10/5/2021 7:17 PM
651	Positive Very helpful and caring! You have some amazing staff	10/5/2021 4:41 PM
652	Positive RISE makes it easy to find your personal information like city lisencing, CPR and school diplomas. The trainings are easy to get into and it records every training you do.	10/5/2021 2:08 PM
653	Challenges The site felt difficult to navigate when it was first launched I, but has since improved. I'd still like to see the navigation flow a little better.	10/5/2021 1:43 PM
654	Positive Idaho Stars provide so many trainings that are helpful to understand children's needs.	10/5/2021 1:41 PM
655	Challenges Training The only thing that would help in rise is if it told you that you had taken a training before.	10/5/2021 1:36 PM
656	Positive I have been using it for awhile and I think its a really great program.	10/5/2021 1:20 PM
657	As a director if I have a challenging student or topic I have gone to Rise for advice or material support.	10/5/2021 1:15 PM
658	Positive Rise is easy to use.	10/5/2021 12:31 PM

659	Positive I have enjoyed being able to keep everything organized in one place. I also like that it lets me know when things are coming due.	10/5/2021 10:53 AM
660	Positive I am impressed with all of the features. Sometimes I have a difficult time navigating/separating the different requirements and time frames for licensing, iccp, steps to quality. Having all of the information in a central location like this is SUPER helpful.	10/5/2021 10:52 AM
661	Any questions I may have with child care I call rise. They helped me start my child care program.	10/5/2021 10:48 AM
662	Positive I like how easy it is to use	10/5/2021 10:38 AM
663	Positive Very easy to navigate	10/5/2021 10:30 AM
664	Positive Very informative and beneficial to what we do here at Head Start	10/5/2021 10:21 AM
665	Challenges To me it's been difficult due to me not knowing much about computers	10/5/2021 8:58 AM
666	Positive It was pretty simple called in once or twice for help.	10/5/2021 8:16 AM
667	Positive So far, it's been pretty user friendly.	10/5/2021 8:09 AM
668	Challenges Once I get logged in I think it is great. I Just have a hard time getting logged in on my computer	10/5/2021 7:41 AM
669	Challenges I just got an email from Aubrey Hunt on the wage enhancement grant that said to go to Rise and view the status of my statement. I can't find where that is. I think Rise should be clearer or have a place on it that says statement. I clicked on the grants and don't see where this is. I'll have to call the local office when they are open to review where to go. All so I got an alert that says I need to complete my annual training. All training's have been completed for months. You go to the home page and it states my training's are finished. I will have to call on that as well. A little confusing and upsetting.	10/5/2021 4:30 AM
670	Positive RISE has been super helpful for being connected with not only my work place but the community as well. It also has so many great resources for college students like me, which are greatly appreciated.	10/4/2021 8:47 PM
671	Challenges It's hard to navigate at times. Very frustrated with the pop ups since I could not remove them from my home computer even after trying the suggestions from Idaho Stars.	10/4/2021 8:15 PM
672	Positive I love being able to log into rise and receive my notifications	10/4/2021 7:23 PM
673	Positive I have had good experiences with RISE.	10/4/2021 5:52 PM
674	Challenges Mobile responsiveness Using on my phone I'd like to be able to view the page vertically rather than horizontal. I have had problems in the past when viewing the training catalog horizontal wize and typing in a number in the search field my keyboard gets locked and there is not much room to scroll.	10/4/2021 5:50 PM
675	Positive Rise has been very helpful with keeping all aspects of the licensing process in one specific area.	10/4/2021 5:20 PM
676	Positive I like that it keeps track of all our training so we no longer duplicate them	10/4/2021 4:22 PM
677	Positive I feel it is very accessible and easy to use. If you don't understand how to navigate somewhere or is easy enough to get help.	10/4/2021 4:14 PM
678	Challenges Super helpful, sometimes difficult to navigate	10/4/2021 4:06 PM
679	Positive it is user friendly I very much like the online training. and the alerts on updates.	10/4/2021 3:41 PM
680	Positive It is very easy to navigate.	10/4/2021 3:15 PM
681	Positive I like it I feel it is user friendly most of the time.	10/4/2021 2:27 PM
682	Challenges Appreciate everything in one place. Sometimes it doesn't work right and I have to call the regional office and have them update things.	10/4/2021 2:05 PM
683	Positive Its very good.i learn many things from rise	10/4/2021 2:04 PM
684	Positive It is very easy to navigate and I can appreciate everything in one place	10/4/2021 1:55 PM

685	Positive Rise is a very friendly user app. Everything I need is right there for me.	10/4/2021 1:54 PM
686	Challenges Training Sometimes hard to submit trainings as they get rejected. Have a few I need to re-try when I get a chance.	10/4/2021 1:27 PM
687	Positive Pretty easy to use. If I ever have a question I feel like there is always someone to walk me through what I need.	10/4/2021 1:22 PM
688	Positive So far it is good	10/4/2021 1:19 PM
689	Challenges Training It has been difficult to upload, cant get logged into some training.	10/4/2021 1:16 PM
690	Challenges Training I am new to the system. However, it seems pretty simple. Searching trainings is easy to use. I do wish that there was a way to save trainings you are interested in so that you can easily find them when you are able to take them. I also wish that if you are unable to finish a training in one day, it would save your progress. I also think that maybe having a mobile app would be good and more efficient for at least some people.	10/4/2021 1:13 PM
691	Positive So far, it has been awesome! Easy to navigate and always has everything ready and available.	10/4/2021 1:08 PM
692	Challenges I have had really good experiences with Rise, there have been some technical issues on and off, but I have always been able to get help quickly to resolve any of them. The most recent was trying to help an employee create a new profile, and it said the zip code for her address was invalid. I had a response and resolution within 24 hours of contacting the RISE help email.	10/4/2021 1:08 PM
693	Challenges Training The only problem I have is it doesn't work all the time. When I get done with a course I can't finish it because it doesn't recognize the page anymore. So I have to come back in it the next day and finish the survey so I can get my hours of training.	10/4/2021 11:58 AM
694	Positive I really like rise. It is easy for me to manage my facility page and track training hours. I wish the system would track background checks.	10/4/2021 11:39 AM
695	Positive Everyone is great! I am truly impressed with how well everything is run.	10/4/2021 11:30 AM
696	Through my employment, I must take trainings and tests to keep my job through ICCP	10/4/2021 11:27 AM
697	Positive Rise is really cool! The classes are easy to find and complete, the website is easy to navigate and I can get all my classes done in one place!	10/4/2021 11:18 AM
698	Challenges Mobile responsiveness Training I used the professional development program as well as state mandated trainings. It's pretty easy to use on my laptop, NOT my phone, I have to twist and turn and wiggle.	10/4/2021 10:58 AM
699	Challenges There are many things I like. But there are just as many things I do not like.	10/4/2021 10:34 AM
700	Positive been good and somewhat easy to navigate when you have the name or number of the training.	10/4/2021 10:28 AM
701	Positive Everything that I use it for works well. Easy to navigate.	10/4/2021 10:06 AM
702	Positive We have very good experiences with RISE.	10/4/2021 9:31 AM
703	Positive It's great to have everything in one place.	10/4/2021 9:27 AM
704	Positive Super easy to navigate	10/4/2021 8:56 AM
705	Positive Training I love the trainings it provides and am working on scholarships for college.	10/4/2021 8:44 AM
706	I attend training offered on line . I am able to keep a record of all training attended through rise through the Professional development record.	10/4/2021 8:43 AM
707	Challenges Not very user friendly, your profile shows differt information then facility tab (in home provider). not able to correct. Takes 30 days for information to update if it can be updated. we should have more control over the basic information the is on rise	10/4/2021 8:38 AM
708	Positive There has been some helpful and interesting trainings	10/4/2021 8:36 AM
709	Challenges Training I have done many of the trainings. Some of them are difficult to navigate. If one section is missed, then I have to go through everything to find our what	10/4/2021 8:32 AM

	section is still missing.	
710	I have completed required classes there. Submitted documents etc. just the normal things to qualify for being a child care provider.	10/4/2021 8:30 AM
711	When I have extra time at work, I like to watch the training videos. There is a lot of helpful information and tips.	10/4/2021 8:07 AM
712	Positive Rise has been very beneficial to me since I started using it.	10/4/2021 7:53 AM
713	Positive the trainings have been very beneficial for my job. They are easy to navigate.	10/4/2021 7:48 AM
714	Challenges Training I find the trainings to have good content, However some are hard to navigate.	10/4/2021 7:36 AM
715	Positive Once I got use to navigating it, its been easy to use.	10/4/2021 7:32 AM
716	Challenges Love everything in one place, however, there are many resources that many, including myself, aren't aware of or know how to navigate through the site to find. I call the STARS office to ask how to find some things.	10/4/2021 7:21 AM
717	Positive Training I have had my center for nearly 25 years so I have experience with and without the RISE system. It has been a very valuable training tool for training for both myself and my staff. It also is very beneficial to keep track of employee training, center certifications and licensing, and much more. Before the system was in place the responsibility fell on the Owners/Directors.	10/4/2021 7:12 AM
718	Positive Rise is easy to use and I can access all of my documents if needed. If I have any questions, the response is quick.	10/4/2021 6:47 AM
719	Positive Love it, it's very effective and user friendly	10/4/2021 6:30 AM
720	Challenges Positive Although confusing at first, many have helped me get things organized and understand the system.	10/4/2021 6:16 AM
721	Challenges Mobile responsiveness Training For the most part I have found RISE to be easy to navigate, The biggest problem is with the trainings especially doing the training on my phone. It often wont save my progress when using my phone. I have had staff complain about the same problem. I also wish that more of the trainings were online and not as webinars or in person. I would also like to see more training for my cook.	10/4/2021 6:03 AM
722	Positive The trainings on child development, challenging behaviors, sids, and so many other have been so helpful. I love watching the trainings, not only as refreshers but for new knowledge and approaches to adapt into my classroom and interactions with children, staff, and families. Idahostars has provided me with the opportunity to continue my education and training.	10/3/2021 11:37 PM
723	Positive I really appreciate the quality of training. I love that I can watch and listen and take notes. I am just getti g back into Stars so still learning what I access to. I have done many of the trainings focusing on development, behavior, social and emotional health to name a few.	10/3/2021 11:06 PM
724	Positive It is incredible to have this resource for my professional development needs!	10/3/2021 9:06 PM
725	Positive Good, everything works effectively	10/3/2021 8:46 PM
726	Challenges Training It's good to keep things organized but there are a lot of classes I have already taken or it's the same class just renamed.	10/3/2021 7:21 PM
727	Positive Very easy to navigate through.	10/3/2021 5:14 PM
728	Positive Rise is very great for me to manage my facility because it helps me to know what training and certifications my staff has and when their background checks need renewed.	10/3/2021 4:32 PM
729	Positive RISE offers all inclusive training in one place ! Easy to find . I really like the training record piece . It has helped to obtain my daycare license.	10/3/2021 4:18 PM
730	Positive I love knowing how many hours of classes I have left, I love that I can access the online classes in one place, and I love that I can change my availability at any time.	10/3/2021 4:18 PM
731	Positive I can manage my facility page easily, addin or deleting staff as needed, and updating information in our profile. I often look at trainings so that I can recommend them to	10/3/2021 4:12 PM

my staff. I enjoy taking trainings on RISE, they are convenient and always good. If I have an issue, RISE help always helps.

732	Positive It's very helpful and informative.	10/3/2021 4:08 PM
733	Positive I have found it to be user friendly, and beneficial.	10/3/2021 2:55 PM
734	Positive It's a great record keeper	10/3/2021 2:28 PM
735	Challenges It has improved over time which is great but still can be a bit awkward. I still struggle to manage my staff and what I need to know to ensure licensing and ICCP certification.	10/3/2021 2:03 PM
736	Positive Very easy to use. Print professional development hours for PPD childcare license.	10/3/2021 1:42 PM
737	Challenges I use it because it is a requirement for my job and our profession. I do not find it easy or helpful.	10/3/2021 12:50 PM
738	Challenges I love Rise, although at times i feel a pain because I'm not technical savvy, really you don't have to be pretty sure it's just me. Love i have trainings at my fingertips to do on my time. Also love receiving notifications from them for special events.	10/3/2021 11:41 AM
739	Positive very easy to navigate and helps me when certification of my license every 2 years happens.	10/3/2021 10:41 AM
740	Challenges Sometimes it is hard to figure out. Finding things and maneuvering around the site.	10/3/2021 10:16 AM
741	Positive Training I completed 28 training hours for a requirement for my job. I learned about classroom management, social and emotional child development, emotion coaching, assessments in the classroom, and several other applicable subjects. I have been able to use my knowledge at work and as school, as I am currently completing a BA in Marriage and Family Studies with a certificate in Parent and Family Education. I completed it all online. It was easy to navigate and understand. I appreciated the variety of teaching and learning methods throughout the courses.	10/3/2021 9:51 AM
742	Challenges Training I like being able to upload documents to RISE to keep records up to date. Wish there was a like a "top 5" of trainings I could recommend for new teachers to start with. There are so many good trainings, but a good starting base of classes I feel would be helpful.	10/3/2021 9:27 AM
743	Positive As a director, I absolutely love RISE. The best thing you ever changed was allowing the director to see the staffs credits and classes.	10/3/2021 9:11 AM
744	Challenges Training At times it is hard. I wish there was a way to see what you offer for training yet what I took could be marked so I can easily see what I can take for classes. I am done getting my degrees and rely on your trainings for hours.	10/3/2021 9:06 AM
745	Challenges Training I like it, but it could be much better and user friendly. Sounds weird but use more colors, like different colors for each section. Make it possible to sync the calendar with personal calendars. Make a section on the dashboard for a personalized task list that you can put stuff from the catalog in or anything else you need. I would love to do that with the training we get from Corey from RISE who comes out every other week. I would love to type all that on the task list. The catalog would be so much better if it could save its spot for you. If you started but were unable to finish, you have to, later, try to find the video, try to make sure it is the right video, and they never say if you've already completely this one or not. So...maybe a checklist on the wide of the training videos in the catalog to let you know if you have already completed that one?	10/3/2021 7:36 AM
746	Challenges Training I am using RISE to obtain my CDA. One thing that I'd appreciate is a place to find trainings that are "in progress." Such as when I start a training one day, then come back to it another day,	10/3/2021 7:15 AM
747	Positive Love the trainings and data base	10/3/2021 7:07 AM
748	I have 4years of experience in Carehandler	10/3/2021 4:39 AM
749	Positive It's a great tool to help your self and move things along faster	10/3/2021 1:00 AM
750	Positive Training Very educational in terms of each training topic and not only i can apply it	10/2/2021 11:06 PM

at work I can also apply it to my son. I learned so many things, Ideas and lessons from each training i always go to..

751	Positive It's a huge help to be able to stay up to date	10/2/2021 10:31 PM
752	Have not used very much	10/2/2021 9:54 PM
753	Positive Easy to use and navigate.	10/2/2021 9:53 PM
754	It's interesting learning different techniques in taking care of children. I have been learned more than I thought I would.	10/2/2021 8:46 PM
755	Positive Training Very pleasant, I enjoy taking the trainings as they are very informational.	10/2/2021 8:45 PM
756	Positive They are very helpful and informative	10/2/2021 8:32 PM
757	Positive It's been very easy to use	10/2/2021 8:03 PM
758	Positive My experience on RISE has all been positive. It is easy to navigate. The responses are fast and helpful	10/2/2021 7:31 PM
759	Positive I love it, it's so easy to navigate!	10/2/2021 7:04 PM
760	Positive RISE has been very helpful by providing my coworkers and I with tools and education to become better childcare providers	10/2/2021 6:16 PM
761	Positive Be good so far	10/2/2021 6:11 PM
762	Challenges It's nice but I have a hard time sending documents. I'm not great on computers.	10/2/2021 5:58 PM
763	Positive I have been a teacher for 10 years and have been enrolled in stars from the beginning! It has definitely changed drastically over the last ten years, I'm starting my new adventure as director and look forward to branching out on Rise to learn new things.	10/2/2021 5:29 PM
764	Positive Easy to use	10/2/2021 5:15 PM
765	Positive It's been great to learn so many new things and brush up on some old things	10/2/2021 4:55 PM
766	Positive Always nice for scholarship training and annual money. I earned my cda with your help	10/2/2021 4:20 PM
767	I gain my classes yearly from idahostars.	10/2/2021 3:47 PM
768	Positive I used the dashboard and the trainings. I really enjoyed the trainings I did and have found them useful. The process of submitting paperwork is simple enough. Coming back to trainings was also simple enough, even though my computer kept crashing I found my way back easily.	10/2/2021 3:28 PM
769	experiences have been fine.	10/2/2021 3:28 PM
770	Challenges Training RISE has gotten easier to navigate with each passing year. I also appreciate the fact that you are open to counting our Waldorf early childhood trainings towards the Idaho Stars training requirements. Also we are very grateful for the monthly grants that we have received. It can be hard to change a staff's email address in RISE and I had to call to get assistance with that.	10/2/2021 3:17 PM
771	It's fairly easy to use.	10/2/2021 3:09 PM
772	Positive I like how easy it is to maneuver	10/2/2021 3:01 PM
773	Training I had to complete some RISE courses for training at work and my childcare license. The courses are easy to follow and understand. It's also easy to tell how many credits/hours you need. I like the PDR record feature. This makes it easy to keep track of courses I've taken and prove that I have taken them. It also helps to transfer my college credits along with other documents over.	10/2/2021 2:30 PM
774	Positive Is more easier for me,I receive my alert notifications and it guides me step by step to do my trainings,I can see my hours that I have to do and let me know how many left I have yo do, and provides me trainings on line for free Im thankful for that.	10/2/2021 2:18 PM
775	I've used RISE for trainings and to further my education in the child care field	10/2/2021 2:16 PM

776	I like the variety of classes that you offer and the rewards you give for continued education	10/2/2021 2:15 PM
777	Positive It's been amazingly helpful for my child career.	10/2/2021 2:12 PM
778	Positive I've never had a problem with RISE	10/2/2021 2:02 PM
779	Positive I've had great experience with RISE. I really like the improved system for submitting forms online. Save paper and money. I also like I can select specific trainings, ie; language, online or live , New, etc.	10/2/2021 1:52 PM
780	Challenges Mobile responsiveness It's easy to navigate and has great information. I only wish I was able to do trainings on my phone.	10/2/2021 1:44 PM
781	I only use it when i have to. I really don't have a comment	10/2/2021 1:32 PM
782	Challenges It can be a little difficult at times to find what you are looking for but you can usually always find it. Other than that it is easy to maneuver around and do whatever you need to get done.	10/2/2021 1:29 PM
783	I did mama trainings ,like quality educations,caring babies,how to child in sleeping....	10/2/2021 1:26 PM
784	I use rise for all of my trainings so I can continue to work in the daycare industry	10/2/2021 1:22 PM
785	I keep info updated and I use rise for my training	10/2/2021 1:22 PM
786	Positive Huge improvement from previous website!	10/2/2021 1:20 PM
787	Positive My experience with Rise has been overall very positive. When unsure of something, I have always reached out for help and a Rise specialist has always aided in finding a solution. It is very easy to navigate our account and add or delete members. I would rate it a 9/10.	10/2/2021 1:11 PM
788	Challenges Positive Once I figured it all out, I have no problems with RISE. I feel like it takes some time to get used to to understand all there is.	10/2/2021 12:59 PM
789	I use it to see what staff are missing training. To track grant payments for staff. To track my own training hours. Renewing iccp	10/2/2021 12:43 PM
790	Positive I've enjoyed the new RISE. I enjoy the classes online I can do.	10/2/2021 12:09 PM
791	Positive It's been good so far I can complain on much in the website	10/2/2021 12:06 PM
792	Positive Easy to use and love all the different training I can do	10/2/2021 11:55 AM
793	Positive much better than previous version	10/2/2021 11:51 AM
794	Training I like to take trainings that I can implement in my work are with the kids And help them in their needs. I learn a lot of ideas and techniques	10/2/2021 11:46 AM
795	Positive RISE has been a great system to use to continued training hours.	10/2/2021 11:06 AM
796	Positive With using Rise we are able to look and see where individuals are in their training hours. We are able to take classes right there and are able to apply for scholarships, reimbursements, and our yearly incentive. it has been really nice to have it all in one place.	10/2/2021 11:02 AM
797	Learning new development for children all ages.	10/2/2021 10:56 AM
798	I do not have smart phone and am not on computer much. I spend my time with children.	10/2/2021 10:22 AM
799	Positive The more I use it , the easier it becomes. If I ever have a question I can reach someone at 211 for immediate help	10/2/2021 10:02 AM
800	Positive it's an excellent way for my to learn more and better myself for the children in childcare. it's super easy and quick but still has a lot of information	10/2/2021 10:00 AM
801	Positive It is helpful and you learn more	10/2/2021 9:48 AM
802	Challenges There have been a few times where I couldn't figure out where/how to do something in RISE, but staff have quickly responded to my questions with directions and resolutions.	10/2/2021 9:34 AM
803	Positive Hide a great experience in easy going classes.	10/2/2021 9:25 AM
804	Positive Training I have appreciated all the different types of training available. I am	10/2/2021 9:22 AM

thankful for the online courses that you can access freely - this is definitely beneficial for my busy, unpredictable schedule. The content in the trainings is applicable and developmentally appropriate.

805	Challenges Training The website is a little confusing. I feel like there are a lot of educational opportunities I miss out out or don't know how to utilize.	10/2/2021 9:19 AM
806	I don't use it much	10/2/2021 9:18 AM
807	Challenges Training It's a very touchy Program one thing I don't like is when doing trainings if you don't click on every single thing it doesn't let you move on so even if there's a picture or description on the back if you don't click on it it won't let me move on.	10/2/2021 9:05 AM
808	Challenges Training I always like the classes but seem to always have a problem with the program kicking me out then I have to restart and stat all over. It has happened the past two years.	10/2/2021 8:44 AM
809	Challenges Sometimes difficult to locate specific items.	10/2/2021 8:37 AM
810	Positive I love it. It's very easy to navigate and easy to use.	10/2/2021 8:37 AM
811	Positive It is easy to maneuver the Rise site.	10/2/2021 8:32 AM
812	Positive It has been extremely helpful to be able to access my PDS records and print what I need. Also to know when I am eligible to apply for anniversary incentives. The ICCP checklist and forms are simple too,	10/2/2021 8:30 AM
813	Positive I enjou the rise system and is pretty easy to navigate	10/2/2021 8:29 AM
814	We mostly use Rise for keeping track of employees licensing and trainings.	10/2/2021 8:16 AM
815	Positive Easy to use once you learn how to navigate.	10/2/2021 8:14 AM
816	Positive It's an awesome learning material. I also get opportunity to earn cash to help in the classroom and to learn more	10/2/2021 8:12 AM
817	Positive Training I love all the continuing education that is provided.. I was exceptionally excited to see the new trainings added this year.	10/2/2021 8:11 AM
818	Challenges It's a little confusing. I got a notification after submitting some documents, and the instructions from the notification Didn't make sense. It told me I could find a document in the basic tab, but it was not there.	10/2/2021 8:04 AM
819	Positive It getters more and more user friendly	10/2/2021 7:59 AM
820	Positive Rise has been super efficient compared to how idahostars used to be. It's nice to have everything in one place and see how many hours you need for both ICCP and anniversary. It's also super nice to have the calendar there so that you can easily see what's available for the month.	10/2/2021 7:55 AM
821	Positive Have always enjoyed RISE	10/2/2021 7:51 AM
822	Challenges Training The trainings are quick and easy to complete, the calender is a little confusingas well as trying to find other classes to complete.	10/2/2021 7:50 AM
823	Steps to Quality and keeping current for ICCP requirements. Also staff management is important.	10/2/2021 7:49 AM
824	I use rise in most every aspect of licensing with the state, iccp and working with Idaho stars	10/2/2021 7:45 AM
825	I use it because my job requires twenty hours of trainings. I don't really know what to say about Rise	10/2/2021 7:40 AM
826	Positive I really like it it does help a lot more on my self since this was the first time I will work with kids	10/2/2021 7:32 AM
827	Positive Used it for the past few months to do trainings. Very easy to navigate.	10/2/2021 7:32 AM
828	Positive easy to use and great resource for accessing training and keeping things organized	10/2/2021 7:31 AM
829	Challenges I feel that I will run out of trainings that I can take that are interesting to me	10/2/2021 7:21 AM

830	Positive Rise is very easy to use and layout is good, also if you don't know your way around rise has a video showing you what to do and where to go	10/2/2021 7:18 AM
831	Positive I like the main page of RISE where you can see your training hours and how much you have left.	10/2/2021 6:54 AM
832	IdahoSTARS Staff Positive The staff is very helpful and respond right away when I have questions. I have been on the academic scholarship for a couple years now and I couldn't have completed my education without this help.	10/2/2021 6:26 AM
833	Challenges I've never really understood how to use rise.	10/2/2021 4:43 AM
834	Challenges It was a pain to get logged in the first couple of times but after I was able to get it every thing was easy to use	10/2/2021 3:47 AM
835	Challenges At first it was difficult for me to get use to using but with the help of the Idaho Stars Specialist I have been able to navigate my Rise account so much better. I know have a better understanding of how and where things are and feel fairly confident using it on my own now.	10/2/2021 2:14 AM
836	I have been doing continued education. It helps refresh and keep good information in my mind.	10/2/2021 12:52 AM
837	Challenges I sometimes find it hard to use and find my way around.	10/2/2021 12:03 AM
838	I use it to find needed trainings.	10/1/2021 11:57 PM
839	Challenges At first it was a little confusing but now that I have used it quite a bit I am starting to get it.	10/1/2021 11:34 PM
840	Training I have started my on line training and find the video training to be interesting and helpful information	10/1/2021 10:49 PM
841	Training I've used it for online training hours for years now.	10/1/2021 10:24 PM
842	Challenges It is not always been user friendly, but has improved over time with the addition of many features that can be done online.	10/1/2021 10:22 PM
843	Challenges Training I tend to get lost navigating the site and trying to find trainings specific to my area. Also I had two different trainings that had incorrect dates in the calendar this past august.	10/1/2021 10:06 PM
844	Challenges Mobile responsiveness I like it but I wish there was a mobile version or even an app	10/1/2021 10:04 PM
845	Positive Log in and follow step by step instructions. I like the videos that pertain to specific circumstances at the time.	10/1/2021 10:00 PM
846	I really only use it if I am looking for something specific, such as a training or when my licenses expire.	10/1/2021 9:59 PM
847	Training It a great training and learning program	10/1/2021 9:58 PM
848	Positive It is an informative tool to use. Helps to keep track of my trainings easily and employees. Trainings are easy to access. Normally pretty to navigate as well. Only have trouble with it sometimes like it wants me to be very specific in searches. 3	10/1/2021 9:57 PM
849	Positive It's very informative in learning or re-learning what I already know. It gives me confidence to be a great teacher. 😊	10/1/2021 9:53 PM
850	Challenges It is a pretty good system, but can be hard to navigate when searching for certain things.	10/1/2021 9:52 PM
851	Challenges Hard to talk to anyone when you have questions. Has gotten better over the years. Appreciate the PDS portion. Help with on boarding of new staff It would be nice to have more of a connection with Boise City licensing and cpr training options. Higher level trainings Approval of webinars from good sources Maybe parent trainings of some kind to share with families Health consultants that would come work with preschool and school age kids	10/1/2021 9:51 PM
852	Positive So far I've had a great experience with RISE they have helped me earn my needed ICCP hours.	10/1/2021 9:50 PM
853	Positive Rise has made it easy, and really reliable to be used.	10/1/2021 9:49 PM

854	Positive The website is very easy to navigate after the first use.	10/1/2021 9:48 PM
855	Positive I think it's a very good resource to learn new things and the trainings are very helpful	10/1/2021 9:45 PM
856	Positive RISE has helped expand my knowledge on childcare and help me improve my performance.	10/1/2021 9:41 PM
857	Challenges Positive Reach out Now that I have gotten the hang of it, it's easier to navigate but I did have a hard time at first	10/1/2021 9:39 PM
858	Positive Good .	10/1/2021 9:33 PM
859	Positive I love how all the resources are right there- some of it I just didn't know about it and would have been nicer to know about sooner. But it really does have everything right there! The improvements this year alone have been amazing!	10/1/2021 9:30 PM
860	Positive I think the platform is really well organized and its easy to navigate. I also like the training hours tracker so I don't have to do that manually which is a big help.	10/1/2021 9:28 PM
861	Positive It's pretty easy to navigate, I haven't specifically had any issues with it.	10/1/2021 9:08 PM
862	Positive I have done courses. They are helpful and informational	10/1/2021 9:08 PM
863	Positive i use rise to keep updated on my training and whenever i need extra help with challenges i'm facing in the classroom. rise is easy to use and navigate	10/1/2021 9:06 PM
864	Positive I've used RISE for several years now, and the trainings have always been easy to access, the PDR is a great resource for training hours submitting to licensing. I recently started being the admin for a facility and the staff tracking features are great and easy to use too.	10/1/2021 9:04 PM
865	Challenges A little hard to use, could not get my training hours. Did finally get them.	10/1/2021 9:04 PM
866	Newer to this again.. use to use Idaho stars all the time but moved, now moved back	10/1/2021 9:00 PM
867	Challenges It's confusing to navigate in at times	10/1/2021 8:51 PM
868	Challenges Has always been super easy as long as I know what I'm looking for. Navigating is much harder when browsing or not knowing exactly what you need.	10/1/2021 8:47 PM
869	I'm the center coordinator and will be maintaining staffing assigned atvteh facilities and utilizing to get information for licensing renewal.	10/1/2021 8:34 PM
870	Positive I have been taking trainings through rise and have learned alot about children and how to deal with changing behaviors.	10/1/2021 8:34 PM
871	Positive Easy access , good learning material.	10/1/2021 8:33 PM
872	Training It is very easy to manage classes, but as someone who has taken formal education their so far hasn't been anything new for me to learn. It's all been stuff I learned in the classroom. But I can see how these classes would be helpful	10/1/2021 8:31 PM
873	Positive Seems to work well & makes it easy to access trainings.	10/1/2021 8:27 PM
874	Positive I've had a positive experience with the website. It's organized and functional.	10/1/2021 8:25 PM
875	Positive It's convent to get the notices on the top to let me know when things have been submitted and when they've been approved.	10/1/2021 8:23 PM
876	I usually look on here every now and then and do all my trainings there	10/1/2021 8:23 PM
877	Challenges Training Good. But some are not free. If more free lessons that would be great.	10/1/2021 8:22 PM
878	Positive I like the ease of access to quality professional development.	10/1/2021 8:17 PM
879	Challenges Positive Reach out When I first began using it, I struggled, but its better now. I have no problems with it currently.	10/1/2021 8:14 PM
880	Challenges I do not do well with computers. It all is very confusing and stressful so my daughter helps me.	10/1/2021 8:14 PM

881	Positive Good	10/1/2021 8:10 PM
882	Haven't had a lot of experiences with RISE	10/1/2021 8:09 PM
883	Challenges IdahoSTARS Staff Positive Training Good videos if something goes wrong with hours logging staff very helpful	10/1/2021 8:07 PM
884	Challenges Training Get a little lost on the website and sometimes difficult filtering and finding classes	10/1/2021 8:07 PM
885	I got an academic scholarship from RISE to continue my education which has been very helpful.	10/1/2021 8:06 PM
886	Challenges Mobile responsiveness It could work better with phone usage.	10/1/2021 8:04 PM
887	Positive My experience with RISE has been beneficial for my profession and education. I use RISE for child development trainings, professional training and scholarship reimbursements. The program is user friendly and many times I share what I have learned with my colleagues. I also repeat some of the training as a refresher for my profession.	10/1/2021 8:01 PM
888	Challenges Training Sometimes after the videos it glitches so I have to do it again but other than that it's good	10/1/2021 8:00 PM
889	Use it to share training with staff I supervise, for licensing and STQ.	10/1/2021 8:00 PM
890	Challenges Training I think it is easy to navigate through and to find what you are looking for. It's easy to look up your information and to update and upload files. I don't know if it was just one of the trainings I did or if anyone else had same problem but in the pyramid trainings it would lag a lot and freeze and then I would have to refresh but every time I did that I would have to restart the whole training from the beginning. And these were 6 hour long videos! Like I said I don't know if it was just me and my connection or what. But it would be great if when doing the online video trainings if you could stop and save and go back where you left off. Because it's a lot of screen time sitting looking at a computer screen for 6 hours! But other than that I think rise has been easy to use.	10/1/2021 7:59 PM
891	Challenges It's been easy to find classes that I need to take. The only downside I have found is at times it's hard to find information on RISE.	10/1/2021 7:58 PM
892	Mobile responsiveness Positive It's easy to use on a webpage, I do wish it was easier to access on phones though.	10/1/2021 7:56 PM
893	I use RISE to keep track of trainings, STQ goals and verification, actual trainings, and getting forms for ICCP.	10/1/2021 7:55 PM
894	Challenges It's really glitchy. Alot of it is common knowledge.	10/1/2021 7:53 PM
895	Challenges For new people it is a little confusing.	10/1/2021 7:51 PM
896	Challenges Training Much better now that I can take online trainings on my phone. However I took 7 EXTRA training hours just before my due date of Sept 30. They only applied to my anniversary date. Had I known I could've waited till Oct 1 and it'd applied to my annual hours. Very unhappy with that.	10/1/2021 7:47 PM
897	Positive I like the upgrades and the added training options that have happened in the last couple of years.	10/1/2021 7:45 PM
898	Challenges Training So many classes are unavailable. I really like in person classes. My last choice are webinars.	10/1/2021 7:39 PM
899	Positive I feel that rise is very easy to navigate. I use it mostly for trainings but have also used it for research purposes.	10/1/2021 7:37 PM
900	Positive Training Good training.	10/1/2021 7:30 PM
901	Challenges Rise is fairly simple to use but could be a little more intuitive. Lots of times I find myself having to go through all the drop down menus to find what I am looking for.	10/1/2021 7:29 PM
902	Positive Training I enjoy using the rise program to do trainings. They are very informative and I feel like they help me be a better teacher.	10/1/2021 7:25 PM
903	Positive Easy to use and great full for this program	10/1/2021 7:24 PM

904	Challenges For the most part it is pretty easy to use. It took me a long time to find things I need. I feel that there are a lot of steps to go through to get to different pages, from the dashboard to the general page where you access trainings, then to try to go back and forth is frustrating because you have to start at the beginning each time.	10/1/2021 7:21 PM
905	RISE is used to receive the necessary trainings we need at my workplace. A certain amount of hours need to be done yearly.	10/1/2021 7:15 PM
906	Challenges Training RISE makes it easy to find the classes that I need and telling me how many hours I need/how many hours are left. The one thing I struggle finding is the survey at the end of a class. Some classes have the survey show up immediately, other times I have to leave the program then log back in and poke around to find it. The help videos weren't very helpful.	10/1/2021 7:15 PM
907	Positive It's been great It's very helpful and informational.	10/1/2021 7:15 PM
908	Positive It's been great.	10/1/2021 7:13 PM
909	Positive Very easy to navigate and always teaches me many things!	10/1/2021 7:13 PM
910	Positive RISE has many helpful aspects from trainings to take or what a person has already taken to trainings to take by looking at the training calendar for face to face.	10/1/2021 7:09 PM
911	Positive It took a while to get used to, but I use all aspects of it (almost) on a almost daily basis. I love how easy it is to track what staff need as far as training, CPR/1st aide, etc	10/1/2021 7:05 PM
912	Positive I like rise. It has helped stream line my personal use and my use as a director.	10/1/2021 7:05 PM
913	Challenges I used RISE a lot while working at home but haven't used it a lot since then unless needed. We just use it for training and PDS things mostly. I thought it was ok. I feel like a lot of the trainings were kind of repetitive and the website was kind of difficult to navigate if you've never used it before. Things just weren't labeled well or in obvious places.	10/1/2021 7:04 PM
914	Positive Rise is very helpful when taking my on line training classes.	10/1/2021 7:03 PM
915	Challenges Training Manageable site. Classes could be more stream lined, organized by area of development or which classes meet ICCP requirements. Would be great if Grants/scholarships/moneies could be used towards licensing	10/1/2021 6:59 PM
916	Positive Its good! The website is very easy to navigate and the trainings are informative.	10/1/2021 6:55 PM
917	Positive It is very user-friendly, the step-by-step instructions are easy to follow. The instructional videos are very useful, refreshing, and useful in my every day job.	10/1/2021 6:55 PM
918	I live in have not issues	10/1/2021 6:55 PM
919	Positive Training The trainings are varied and there are enough of them to complete the necessary hours. It is easy to find what I need.	10/1/2021 6:54 PM
920	Positive I love how easy it is to use and how how to find all the videos you need	10/1/2021 6:54 PM
921	Don't use it to often	10/1/2021 6:53 PM
922	Positive Training I enjoyed the training, it was clear and easy to follow and complete.	10/1/2021 6:49 PM
923	Positive I honestly love rise because I can watch trainings from home sand to learn so many thing about child development.	10/1/2021 6:48 PM
924	Positive Rise has been easy to use in uploading documents, finding pds records and applying for scholarships.	10/1/2021 6:47 PM
925	Positive It's easy to use and pretty intuitive. It does take some time to keep up with it, but it's worth the effort	10/1/2021 6:46 PM
926	Challenges Training Couldnt get the training to work.	10/1/2021 6:44 PM
927	Training and managing Faculty	10/1/2021 6:43 PM
928	Positive Very easy and convenient to use.	10/1/2021 6:42 PM
929	Challenges I feel my experience with Rise started rocky but with the updates and a few changes it has gotten easier to use.	10/1/2021 6:41 PM

930	Challenges At first very confusing but it has become much better to use As a manager it's nice to open it up look under staff and see how we are all doing	10/1/2021 6:40 PM
931	Positive I love the ability we have as directors to see the progression of each of our staff members. This allows us to help keep everyone on track. Love access to the calendar, grants and everything. Thanks!	10/1/2021 6:38 PM
932	Positive Training I enjoy all of the trainings and have learned a lot from them. I recently just received my PDS recognition for completing my associates degree in Early Childhood Education	10/1/2021 6:36 PM
933	Positive Very helpful and appreciate all the RISE employees that has helped me with numerous items in order to follow my daycare business.	10/1/2021 6:31 PM
934	Positive Rise keep me on track for training, hiring and scheduling.	10/1/2021 6:31 PM
935	I am actively using the facility section to keep staff updated for wage enhancement grant payments, etc.	10/1/2021 6:30 PM
936	Positive Training It is easy to follow and the training are helpful. I like the online trainings.	10/1/2021 6:29 PM
937	Positive Great, pretty simple and easy to understand!	10/1/2021 6:29 PM
938	I have done multiple trainings through my last employer. I recently started at a new center and they don't seem to be as into the trainings, but they are also newer.	10/1/2021 6:25 PM
939	Positive RISE has been helpful managing staff, classrooms, and our facility profile. RISE is also a great resource for training opportunities.	10/1/2021 6:24 PM
940	Challenges Glitchy and complicated	10/1/2021 6:23 PM
941	Challenges I would like push notifications to my cell phone on the facility owner aspect of things	10/1/2021 6:19 PM
942	Challenges Mobile responsiveness Training Rise seems to work great on a computer but is not very mobile or iPad/tablet friendly. It's useable but not easily. I do love how the dashboard is set up and overall RISE is easy to use. I do wish you could filter the classes you've already taken out of the search. I've been taking these classes for 7 years so nothing sucks more than doing a class I did 6 years ago again because of a name change and then not getting credit for it.	10/1/2021 6:18 PM
943	Positive I enjoy using it,it us very helpful.	10/1/2021 6:18 PM
944	Positive Since RISE has launched, it has made many processes more user friendly.	10/1/2021 6:18 PM
945	Challenges Training It is a bit difficult to use when signing up for classes. Not as intuitive as I would like it to be.	10/1/2021 6:17 PM
946	uploading trainings and credentials	10/1/2021 6:15 PM
947	Challenges Training At times it is hard to know where to go and find the recorded trainings.	10/1/2021 6:06 PM
948	Challenges Training It's pretty easy to use. Sometimes I do have to call to find something I am looking for. I do wish that when we do training that It would have the training highlighted or marked when they have been completed.	10/1/2021 6:05 PM
949	Challenges IdahoSTARS Staff It's very handy and quick for scholarship applying, so much better than the old days!! and the like. Sometimes the dashboard and pdr log don't match but callie at moscow is quick to fix!	10/1/2021 6:05 PM
950	Positive I love rise! It makes managing idaho stars way easier	10/1/2021 6:04 PM
951	Positive Training It's easy to operate and has fun interactive trainings	10/1/2021 6:03 PM
952	Positive This website has helped me learn how to help the kids a lot more and how to be a better teacher	10/1/2021 6:02 PM
953	Challenges It could be organized in a more user friendly way. For example, some of the tabs are hard to find. There also needs to be easier instruction on scholarships and grants and who can apply for them. There should be more guidance on where to go and what specifically is there for me personally to take advantage of. For example, I would not have known to add my	10/1/2021 6:02 PM

CPR certification before doing PDS trainings or that I could receive a payment for doing trainings if my director hadn't have walked me through it. I just think it needs to be more plainly put.

954	Challenges sometime it takes me a while to figure out where everything is	10/1/2021 6:02 PM
955	Positive I like using Rise. It has alot of good trainings.	10/1/2021 6:00 PM
956	Positive I like it.	10/1/2021 5:57 PM
957	Positive I really like how easy it is to navigate and find information	10/1/2021 5:56 PM
958	I watch trainings	10/1/2021 5:56 PM
959	Use it to manage staff information for grant opportunities	10/1/2021 5:56 PM
960	Challenges My internet blocks and when I've called and emailed for help I never get a response	10/1/2021 5:56 PM
961	Positive The Dashboard is easy to access and I am able to use my phone and/or my home computer to look up hours I've obtained through the trainings listed.	10/1/2021 5:55 PM
962	Challenges Positive It was difficult at times, especially at first trying to understand but after a year I learned my way around it and found it very helpful	10/1/2021 5:55 PM
963	We use it for trainings and entering mandatory info for licensing.	10/1/2021 5:54 PM
964	Positive It is super easy to use and navigate.	10/1/2021 5:54 PM
965	Positive Great. I appreciate the central location of all information.	10/1/2021 5:52 PM
966	Positive Very easy to navigate and straight forward the materials are age specific and make staring in the childcare field one step easier	10/1/2021 5:52 PM
967	Positive My experience with RISE has been really great. It is a great tool to use for a daycare. All of the my co-workers and I have their ICCP training hours done. It is a great way to get training especially when it comes to the health, safety, and environment of children. Dealing with infants, toddlers, and all other ages, it is important to be informed in all aspects, as much as possible. RISE is also a great way to keep up to date with new information children's development.	10/1/2021 5:51 PM
968	Challenges I've worked at 2 preschools in Idaho and they don't tell us a lot about RISE nor do they require us to really explore or use it. It can be confusing to navigate.	10/1/2021 5:49 PM
969	I did not have any big issues with rise.	10/1/2021 5:48 PM
970	I've only used it a handful of times. Mostly when I need to do training for my center.	10/1/2021 5:46 PM
971	Positive It's really nice that you get to go in your own pace and know that if Troy need help or anything it's just a click away	10/1/2021 5:45 PM
972	Positive Training Keeping track of employees. Very helpful, I'm able to pull it up and know who needs more classes.	10/1/2021 5:45 PM
973	Positive It's easy to use and navigate.	10/1/2021 5:44 PM
974	Training I use rise to do my yearly trainings. I feel it's been easier to use than previous years. It is a great tool for child care teachers to help them learn and grow	10/1/2021 5:43 PM
975	Training Very easy to use the online trainings.	10/1/2021 5:42 PM
976	Na	10/1/2021 5:41 PM
977	Positive I find that rise site is easy. I haven't done any zoom or web classes yet, because I'm not sure exactly how all that works. I find what I need on the training calendar, and all my finished classes are kept in site.	10/1/2021 5:41 PM
978	Positive Rise is failry some to use once you get the hang of it	10/1/2021 5:40 PM
979	Challenges Training Super helpful in maintaining awareness of staff qualifications. Glitch trainings are incredibly frustrating. Definitely a more efficient way to submit licensing documents and to manage the licensing process.	10/1/2021 5:39 PM

980	Positive At first it was hard but now I navigate it to do everything needed for my facilities and employees. It keeps us all on track.	10/1/2021 5:39 PM
981	Training The learning modules are very informative	10/1/2021 5:38 PM
982	Positive It has been a great experience. Very easy to use and I feel as though I have learned a lot from the trainings.	10/1/2021 5:38 PM
983	Challenges It's very helpful as long as the staff doesn't change their password. Maybe there should be an administrative option to manage this.	10/1/2021 5:37 PM
984	Positive Rise is a great tool to manage my facility, staff, and trainings. I like that I can also update my enrollment openings and get referrals when I have openings. Online classes are easy to get to and the classes I've taken are truly educational and great information even if I already know some of the material or use the tools, it's great to hear I'm on the right track or have a refresher.	10/1/2021 5:37 PM
985	Challenges Things have definitely improved since the transition to RISE. I was not a fan in the beginning trying to run multiple childcare facilities and having to keep everything in RISE up to date and make sure things that were transferred were correct.	10/1/2021 5:34 PM
986	Training I have learned so much from the trainings and been able to use the information in my classroom.	10/1/2021 5:32 PM
987	I use it for training purposes mostly.	10/1/2021 5:31 PM
988	Training I use it to do the trainings that are required by my work. I find it extremely helpful and filled with great knowledge to get me to be a better teacher.	10/1/2021 5:30 PM
989	Positive It is a lot better now that the site had updated. It was very confusing before but now it is very simple.	10/1/2021 5:30 PM
990	Positive Rise was difficult and not user friendly at first but once I got used to it, it was a great program!	10/1/2021 5:30 PM
991	Positive It was a good experience	10/1/2021 5:30 PM
992	Challenges Training It was confusing at first. But I think I'm getting the hang of it. It would be a ton easier if there was a way to let us know which trainings we've done. So we don't waste time trying to do it again.	10/1/2021 5:29 PM
993	Positive Works good if we can't figure out something we call and someone is always willing to help	10/1/2021 5:29 PM
994	Positive It is a great resource for trainings	10/1/2021 5:28 PM
995	Positive I love using Rise and how much easier it is to use than mailing stuff in.	10/1/2021 5:27 PM
996	Positive i love all info	10/1/2021 5:27 PM
997	I have not had any problems with rise as of yet.	10/1/2021 5:26 PM
998	Challenges I think it's really confusing	10/1/2021 5:26 PM
999	I've used it ever since I joined Idaho stars!	10/1/2021 5:25 PM
1000	Positive Training The trainings are helpful and our school completed some social/emotional modules last year that were great. Excited to see which trainings we will use this year!	10/1/2021 5:25 PM
1001	I love to work with kids because it make me happy and learning more and more new skill in here.	10/1/2021 5:25 PM
1002	Challenges Sometimes RISE is kind of confusing when uploading certain documents, trying to find the right category to put the document can be tricky.	10/1/2021 5:24 PM
1003	Positive I like rise it's nice to be able to see what I need quickly.	10/1/2021 5:23 PM
1004	Positive Once I learned how to use it, it's very easy	10/1/2021 5:23 PM
1005	Positive I haven't personally used it for very long but I do enjoy the program, it's very organized and useful when and if I need to go back and look at something	10/1/2021 5:22 PM

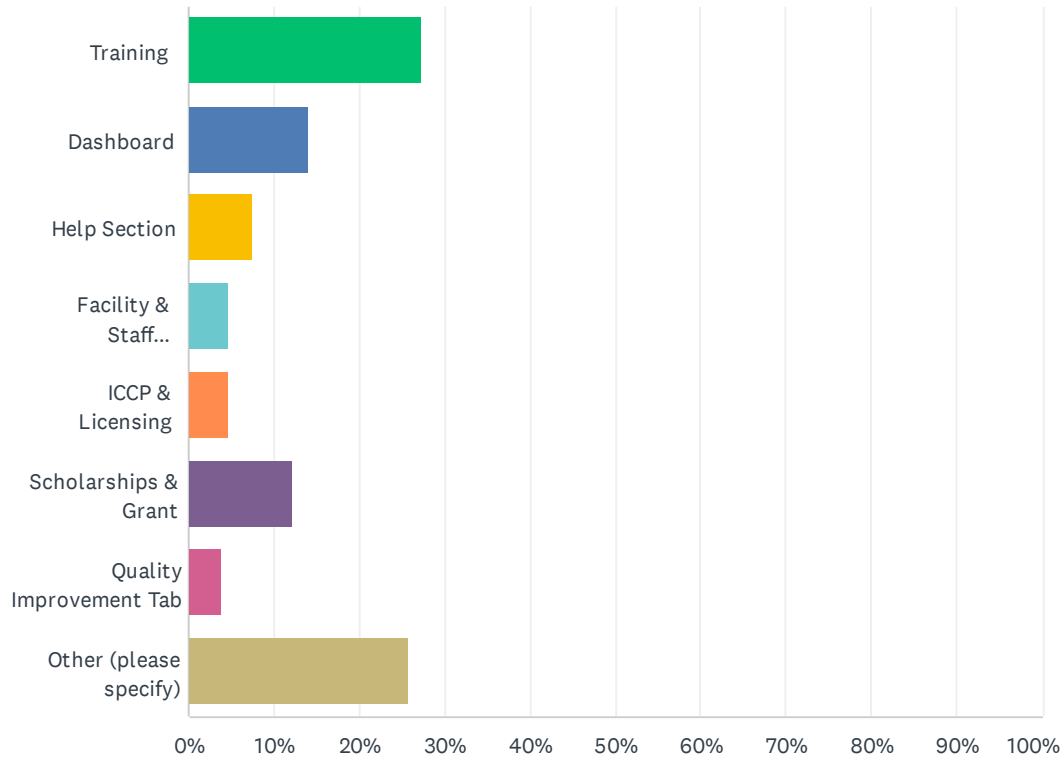
1006	Positive Training I really enjoyed how detailed all of the courses were. They were also pretty simple which was nice.	10/1/2021 5:22 PM
1007	Challenges Positive It's fairly user friendly, would love more access to staff info from the employer side to help manage where staff is on trainings. Have a list of all staff and a check list for each staff available for the employer to see.	10/1/2021 5:21 PM
1008	Positive The website is easy to navigate	10/1/2021 5:20 PM
1009	IdahoSTARS Staff I don't use it often so my hesitancy is from lack of confidence. Teresa has always been willing to help guide me through	10/1/2021 5:20 PM
1010	Positive I like it, it's easy to navigate, Very User friendly, I'm able to find any and all information I'm looking for, order online books, to take online testing, I just really enjoy using RISE	10/1/2021 5:20 PM
1011	Positive It has been good	10/1/2021 5:19 PM
1012	Positive Just started ans it's very easy to maneuver very insightful	10/1/2021 5:18 PM
1013	Positive Satisfied	10/1/2021 5:18 PM
1014	Positive Training Love the traing, that i can take at my own valuable time, referrals.	10/1/2021 5:16 PM
1015	Positive Training It's a good quality, and the trainings are very informative.	10/1/2021 5:16 PM
1016	Positive I like that it's easier to find courses	10/1/2021 5:15 PM
1017	Challenges Training My overall experience has been good. I have Had a couple trainings glitch but after restarting the page it fixed itself.	10/1/2021 5:15 PM
1018	I manage the submission of documents and current staffing	10/1/2021 5:14 PM
1019	Positive I have been happy with them and how they will personally walk you through something if you need it.	10/1/2021 5:14 PM
1020	Challenges It can be challenging to see what my employees are needing training wise and where they are in their PDR	10/1/2021 5:13 PM
1021	Positive I have been using RISE to gain my CDA. It seems to be very beneficial to child care.	10/1/2021 5:12 PM
1022	Positive It's amazing!!	10/1/2021 5:12 PM
1023	Positive I've had great experiences with RISE with learning so much on how to become a better teacher!	10/1/2021 5:11 PM
1024	Positive The program is better than what we had before. I like you can she all staffing needs on my the manager account so I can get in them before it to late.	10/1/2021 5:10 PM
1025	Positive I've had a very pleasant experience with RISE. I have not had any issues since I started using RISE. RISE is easy to understand and navigate.	10/1/2021 5:10 PM
1026	Positive Use RISE a few times a day; very helpful.	10/1/2021 5:10 PM
1027	Did the online training, most of it was review/common knowledge for me.	10/1/2021 5:10 PM
1028	Challenges Training I love how easy to use it is; I DO wish the classes were a little more understandable because, it show's classes but then, they aren't "actually available" to register. That part is confusing	10/1/2021 5:09 PM
1029	Challenges Mobile responsiveness Training Overall, easy to use. I do wish I could access from my phone, but haven't been able to do so. I like that the training calendar is easy to use, but if there was a way to search trainings by ones you haven't done yet that would be ideal.	10/1/2021 5:08 PM
1030	I have used a lot of the training sections and both personal and facility use of RISE.	10/1/2021 5:07 PM
1031	It was fine	10/1/2021 5:07 PM
1032	Training The trainings are great and informational. It is great that we are required to be trained on things to help our children	10/1/2021 5:07 PM

1033	Positive I enjoy using it. Trainings are at my fingertips. I can make any necessary changes. I never know if the gals in the office see the changes	10/1/2021 5:07 PM
1034	I had to do the ICCP initial training.	10/1/2021 5:06 PM
1035	Positive Rise helps me keep track of my trainings that I do at my work.	10/1/2021 5:06 PM
1036	Challenges Positive There have been some glitches, but overall, it's been very helpful.	10/1/2021 5:05 PM
1037	Positive I find the courses to be extremely useful and engaging.	10/1/2021 5:05 PM
1038	Positive Great program and website.	10/1/2021 5:05 PM
1039	Positive the help us open our doors on time. they even returned our calls we the were off.	10/1/2021 5:04 PM
1040	Challenges I like it, but I wish certain buttons stood out. They are all blue and it's hard to know if it's a button I can click on or just part of the website. For example, it is difficult to find the "evaluations" part of RISE.	10/1/2021 5:03 PM
1041	Challenges System glitches often and training takes longer than needed because of this, makes for a very frustrating time.	10/1/2021 5:03 PM
1042	Challenges My experiences have been good not matter what I am navigating for our sites. I think our staff initially have a hard time figuring it out the first time for training. I also think it would be more beneficial, at least in my case to have the person in charge of managing our facilities to upload CPR cards. Its the one thing we have a hard time getting staff to complete.	10/1/2021 5:03 PM
1043	Positive Works great when I can remember where things are :)	10/1/2021 5:02 PM
1044	Positive I love the program and see opportunities for training and a future.	10/1/2021 5:02 PM
1045	Positive I've been able to do some amazing trainings on RISE to build up my professional development portfolio.	10/1/2021 5:02 PM
1046	Training The training was efficient and applicable.	10/1/2021 5:02 PM
1047	Challenges Training The trainings are wonderful and I am able to learn and improve my skills with the children. My only issue is that the RISE site isn't very user friendly. A lot of the time, trainings won't open for me or I have to constantly refresh my page to get it to load. It is also kind of annoying that you have to click every single button to go to the next page, and it is also annoying when I finish the trainings and they don't post to my PDRRecord, even when I do the survey at the end.	10/1/2021 5:01 PM
1048	Positive It is easy to navigate and I like that it tracks my hours compared to the earlier versions.	10/1/2021 5:00 PM
1049	Positive I find RISE very useful and easy to use.	10/1/2021 4:59 PM
1050	Challenges I normally have IT issues regarding pop-up, system not loading, or problems submitting documents.	10/1/2021 4:59 PM
1051	Positive I have had a really positive experience with rise! I do like to use rise and see all of the trainings that you offer.	10/1/2021 4:59 PM
1052	Positive Rise has been a life saver when it comes to licensing and staying on top of classes needed for hours.	10/1/2021 4:59 PM
1053	Positive Easy to navigate and always up to date	10/1/2021 4:58 PM
1054	Training Rise been very help with the way their online classes are set up. They got them set up well	10/1/2021 4:58 PM
1055	Positive I am new to the interface but like the functionality. It is really robust.	10/1/2021 4:58 PM
1056	Positive So far so good. As long as you're able to understand how to use technology it's pretty straight forward.	10/1/2021 4:58 PM
1057	Positive Amazing once you learn to navigate	10/1/2021 4:58 PM
1058	Training I enjoy all the courses and how interactive they are.	10/1/2021 4:58 PM
1059	Positive Training The trainings are helpful! The whole website is easy to use!	10/1/2021 4:57 PM

1060	Positive I have absolutely loved the experience and being able to do it on my own time.	10/1/2021 4:57 PM
1061	Positive I've enjoyed it! It's simple and helps me keep track of things	10/1/2021 4:57 PM
1062	Challenges Mobile responsiveness Rise is a lot better overall now than what it was. I wish it was more Mobil and iPad friendly, it's only works well on a PC.	10/1/2021 4:57 PM
1063	Positive Rise is very user friendly! I like being able to log in and see my staff list and what all needs to be done very helpful!	10/1/2021 4:57 PM
1064	Positive I enjoy how user friendly it is. I never get confused in what I need to do.	10/1/2021 4:57 PM
1065	Positive I've always had a great experience with rise. Whenever there were any complications I was able to easily navigate the website or else call and the staff are always more than willing to help me	10/1/2021 4:56 PM
1066	Training Very easy way to get required trainings completed	10/1/2021 4:56 PM
1067	Positive I thought it had useful information.	10/1/2021 4:56 PM
1068	Positive All good life is good	10/1/2021 4:55 PM
1069	Positive It's been great honestly!	10/1/2021 4:55 PM
1070	Positive I love how its set up and user friendly.	10/1/2021 4:55 PM
1071	I use Rise to keep track with available trainings and to upload documents.	10/1/2021 1:42 PM
1072	Positive I like Rise! I do need to look around and use it more to my advantage!	10/1/2021 1:24 PM
1073	Mainly for keeping up to date on trainings, and licensing requirements. As I begin the STQ process I will use it more.	10/1/2021 12:37 PM
1074	Positive I love the rise system it is so easy to pull up my records if I need them. I also love using it as a trainer.	10/1/2021 12:15 PM
1075	Positive Very user friendly and detailed	10/1/2021 11:40 AM
1076	Positive Rise is very easy to navigate. The information that is available for owners saves time and money when seeing who need trainings etc. I really like RISE and do not have any suggestions for improvement at this time	10/1/2021 9:51 AM
1077	Challenges I find RISE easy to use. I would like better access to employee training to track.	10/1/2021 9:26 AM
1078	Positive It's been great to keep up on staff training to know If they are in compliance	10/1/2021 9:13 AM
1079	Challenges Training Easy to use. It sometimes is hard to navigate to find information. For instance I didn't know anything about some of the training until I hunted info on the new badge incentives. The new badge incentives are great but hard to get a grasp on. The trainings are also difficult to navigate because you need to know what training you have already done since all training shows up not just those you haven't taken.	10/1/2021 8:52 AM
1080	I really only go on it when I have to do training or update my info.	10/1/2021 8:51 AM

Q5 Are there areas of RISE you'd like to see improvements or developments? Please select all that apply.

Answered: 1,344 Skipped: 0



ANSWER CHOICES	RESPONSES
Training	27.23% 366
Dashboard	14.06% 189
Help Section	7.51% 101
Facility & Staff Management	4.69% 63
ICCP & Licensing	4.61% 62
Scholarships & Grant	12.20% 164
Quality Improvement Tab	3.79% 51
Other (please specify)	25.89% 348
TOTAL	1,344

#	OTHER (PLEASE SPECIFY)	DATE
1	I think it's all pretty good.	10/31/2021 6:15 PM
2	None	10/31/2021 2:56 PM
3	Maybe more management trainings.	10/29/2021 5:47 PM

4	More online trainings available. There are several in person or zoom trainings that it would be nice if they were available online instead of just through the training calendar	10/29/2021 4:30 PM
5	NA	10/29/2021 1:40 PM
6	N/A	10/29/2021 1:23 PM
7	More free classes, and classes on weekends since I work 8-6 Monday to Friday.	10/28/2021 10:19 PM
8	More online classes	10/28/2021 8:04 PM
9	It seems to be a great system!	10/28/2021 4:40 AM
10	Dashboard, ICCP & Licensing, Scholarships & Grant	10/27/2021 10:12 PM
11	classes offered that would benefit a supervisor or manager in a current position in the child care field	10/27/2021 3:53 PM
12	See my answer to #4	10/27/2021 12:40 PM
13	no not that I can think of right now	10/27/2021 11:55 AM
14	n/a	10/27/2021 9:05 AM
15	Everything is pretty self explanatory. I don't think there's anything I'd change.	10/26/2021 9:05 PM
16	I would like the trainings I've done not be in the list of training I can click on.	10/26/2021 8:02 PM
17	Not at this time	10/26/2021 7:43 PM
18	Just more trainings	10/26/2021 7:25 PM
19	So far what I know is good	10/26/2021 2:54 PM
20	Closed captioning on videos	10/26/2021 2:50 PM
21	I have no suggestions, RISE as it is helps me as needed. It wouldn't let me submit this survey till I filled in this blank.	10/26/2021 2:47 PM
22	Here is an example. I tried to click both Training & Fac & Staff Management but system would not allow even though I was directed to "select all that apply"	10/26/2021 2:29 PM
23	N/A	10/26/2021 1:26 PM
24	Visuals	10/26/2021 12:55 PM
25	I don't really use RISE	10/26/2021 11:30 AM
26	I think it's great	10/26/2021 10:17 AM
27	Nothing. I love it as it is.	10/26/2021 9:07 AM
28	no	10/26/2021 8:45 AM
29	It wouldn't let me select more than one, but I would choose Dashboard and Facility & Staff Management	10/26/2021 8:43 AM
30	no	10/25/2021 9:59 PM
31	Free montessori training hours. New online training. Online is the best,easiest way to complete training hours..	10/25/2021 9:23 PM
32	I feel like it covers what I need at this time	10/25/2021 6:32 PM
33	no it works for me	10/25/2021 6:19 PM
34	none at this time	10/25/2021 5:58 PM
35	I find the website easy to navigate	10/25/2021 5:37 PM
36	Challenges Training Easier ways to submit outside trainings and get them recognized.	10/25/2021 4:32 PM
37	N/A	10/25/2021 3:54 PM
38	Not sure at the moment	10/25/2021 3:35 PM

39	Mobile Responsiveness I feel that the RISE interface is alright but could use some work on the mobile side. Like having an app for phones would be super helpful.	10/25/2021 2:46 PM
40	I think its fine the way it is.	10/25/2021 2:13 PM
41	None	10/25/2021 2:06 PM
42	na	10/25/2021 1:54 PM
43	None	10/25/2021 1:42 PM
44	Sometimes it feels confusing to navigate the site. Also I dislike having to turn my phone sideways to view it	10/25/2021 1:41 PM
45	none	10/25/2021 1:34 PM
46	Good	10/25/2021 12:53 PM
47	More online options.	10/25/2021 12:22 PM
48	None	10/25/2021 12:22 PM
49	No	10/25/2021 12:21 PM
50	No	10/25/2021 12:20 PM
51	Unknown	10/25/2021 12:16 PM
52	None	10/25/2021 12:12 PM
53	None	10/25/2021 12:11 PM
54	Everything works well in my opinion	10/25/2021 12:06 PM
55	None	10/25/2021 12:04 PM
56	Technical issues abound with the website itself and some of the the trainings closing randomly. It would be great to see less of those issues when trying to complete trainings.	10/25/2021 12:04 PM
57	None at this time	10/25/2021 11:59 AM
58	NA	10/25/2021 11:53 AM
59	I suppose more trainings	10/25/2021 11:36 AM
60	The only problem I had with it was when it glitched and I had to restart some of my training.	10/24/2021 8:03 PM
61	Positive I feel like the process is working pretty well once I figured it out.	10/24/2021 11:30 AM
62	Positive I haven't had any issues. Once I understood the site it has been easy to use.	10/24/2021 10:57 AM
63	Positive I think it's pretty easy to follow	10/24/2021 9:50 AM
64	None	10/22/2021 8:53 PM
65	Challenges I wish they would send us important information via email or texts.	10/22/2021 3:35 PM
66	No	10/22/2021 11:31 AM
67	nothing at this time	10/22/2021 10:55 AM
68	Challenges Sometimes it's hard for new staff to navigate and understand where to find things.	10/22/2021 6:29 AM
69	I don't know of any at this time.	10/22/2021 3:26 AM
70	none	10/21/2021 3:11 PM
71	Training The requests for trainings. I have requested one and it has never changed. Not sure how to get that training?	10/21/2021 1:15 PM
72	Positive I'm happy with how the website is now. There is always room for improvement.	10/21/2021 12:59 PM
73	Training It would be nice to be able to see what trainings you have completed and ones you can still do when you are going through the catalog.	10/21/2021 12:22 PM

74	Positive	I can not recoment improvements at this time	10/21/2021 9:41 AM
75	Positive	I don't think it needs improvement.	10/21/2021 8:36 AM
76	Training	Of the trainings I've already completed, maybe those could have an asterisk or be highlighted or in a different category to help filter them out.	10/20/2021 10:34 PM
77	Training	Trainings and staff management (it would only let me select one)	10/20/2021 8:11 PM
78	Positive	Nope!	10/20/2021 6:15 PM
79		I need to get more familiar with RISE to know how to improve it.	10/20/2021 4:55 PM
80	Challenges	Labeling the tabs. Could be mobile friendlier	10/20/2021 2:16 PM
81	Challenges Training	training - when I'm in the middle of a class, I don't see anywhere where I can resume the class. I just have to go into the courses, find the one I was in the middle of, and click "START" (which was nerve wracking because I was afraid that it would start me over and I was half finished)	10/20/2021 12:55 PM
82	Reach Out	I would love for you to bring back the incentive for getting our degrees in Early Childhood	10/20/2021 12:02 PM
83	Challenges	the program quality its always breaking down	10/20/2021 11:51 AM
84	Challenges ICCP & SL	It would be nice if we cld communicate and have a dashboard of iccp families and amounts	10/19/2021 11:24 PM
85	Reach Out	I'd like to see a checklist for when you are trying to get certified. A list showing what areas still need training and what training has been completed	10/19/2021 7:44 PM
86		N/a	10/19/2021 7:11 PM
87	Positive	no	10/19/2021 5:25 PM
88	Positive	Not really - just dive in and go for it :)	10/19/2021 12:18 PM
89	Challenges Training	I wish there were more online trainings. I enjoy doing the trainings and wish there were a wider variety of things and more in depth on certain subjects as well.	10/19/2021 12:08 PM
90		Where needed	10/19/2021 11:49 AM
91		na	10/19/2021 11:31 AM
92	Positive	No, I am totally pleased with it all.	10/19/2021 10:52 AM
93	Training	uploading and getting training approved could be easier.	10/19/2021 10:19 AM
94	Challenges	Non stop reminders to update need to stop	10/19/2021 9:04 AM
95	Challenges	Managing the hours and demographics served as well as classrooms is tricky. If I need to change a teacher I have to change a classroom, etc.	10/19/2021 8:59 AM
96	Positive	None	10/18/2021 10:11 PM
97		None	10/18/2021 9:37 PM
98	Positive	None	10/18/2021 9:00 PM
99		N/A	10/18/2021 3:27 PM
100		none	10/18/2021 3:13 PM
101		None	10/18/2021 3:05 PM
102	Challenges Training	I would love to see more training video's available through your online sources.	10/18/2021 2:55 PM
103	Positive	It has served my needs just as it is currently.	10/18/2021 2:55 PM
104	Challenges Reach Out	I would like training as the Director of a facility so that I can see everything rise has to offer without having to call. Sometimes it's hard to know what's available when you don't even know what questions to ask.	10/18/2021 12:37 PM

105	Training more detailed training in specified areas.	10/18/2021 10:08 AM
106	Challenges The system Some times its hard to navigate.	10/17/2021 4:22 PM
107	Challenges I wish we could see more of staff information once they're linked to us. So often they ask for help with things I can't see.	10/17/2021 3:47 PM
108	Positive Nothing	10/17/2021 1:00 PM
109	I don't use rise	10/16/2021 11:46 PM
110	Positive I like it the way it is.	10/16/2021 7:35 PM
111	I don't use it enough to care.	10/16/2021 5:16 PM
112	None	10/16/2021 3:37 PM
113	Challenges I get different answers from different people when I ask a question.	10/16/2021 2:45 PM
114	Nothing	10/15/2021 2:25 PM
115	Reach Out Knowing how many trainings that are left to complete for the year.	10/14/2021 2:17 PM
116	Training More variety of classes. Online or in personal classes for Team Meetings.	10/14/2021 1:48 PM
117	Mobile Responsiveness Be able to take online trainings using mobile device.	10/14/2021 1:28 PM
118	Advocate for children's needs	10/13/2021 11:13 PM
119	Training I would like to see more online training courses that are new and in english	10/13/2021 4:51 PM
120	Challenges it is only letting me select one, but I think the trainings and dashboard as well as help section	10/13/2021 4:49 PM
121	None of the above	10/13/2021 2:34 PM
122	Positive None	10/13/2021 11:19 AM
123	Home based More knowledge as far as in home daycares go , more growth for in home daycares	10/13/2021 8:14 AM
124	Positive Not that we can think of	10/13/2021 6:43 AM
125	Positive Nothing	10/13/2021 5:36 AM
126	I am not sure	10/12/2021 9:47 PM
127	None	10/12/2021 9:26 PM
128	Positive I think everything is great	10/12/2021 9:20 PM
129	None	10/12/2021 8:25 PM
130	N/A	10/12/2021 7:56 PM
131	N/A	10/12/2021 7:52 PM
132	None	10/12/2021 6:59 PM
133	Challenges The whole system just needs to get the kinks worked out.	10/12/2021 6:39 PM
134	Positive Can't think of any improvements	10/12/2021 6:20 PM
135	Challenges Mobile Responsiveness It is difficult to use RISE on a mobile device	10/12/2021 6:07 PM
136	Not sure	10/12/2021 6:00 PM
137	Challenges Referrals please	10/12/2021 5:18 PM
138	Positive No not really much I would change when I used it it was great and helpful	10/12/2021 5:07 PM
139	See #4	10/12/2021 5:06 PM
140	N/a	10/12/2021 4:59 PM
141	Unsure	10/12/2021 4:58 PM

142	None	10/12/2021 4:58 PM
143	N/A	10/12/2021 4:57 PM
144	I am too new to know of any areas.	10/12/2021 4:57 PM
145	None	10/12/2021 4:54 PM
146	Positive See no issues	10/12/2021 4:54 PM
147	Positive None that I can think of.	10/11/2021 12:28 PM
148	None	10/11/2021 12:22 PM
149	Positive I am currently not aware of any needs at this time.	10/11/2021 12:13 PM
150	Challenges Sometimes uploading documents can be tricky	10/11/2021 10:22 AM
151	n/a	10/10/2021 7:01 AM
152	Positive I do not see areas that need improvement	10/9/2021 8:52 PM
153	N/a	10/9/2021 8:39 PM
154	Challenges Log In Issues Just freezing or logging me out. Also kicking me out of training sessions.	10/9/2021 7:26 PM
155	Positive not sure of any at this time.....	10/9/2021 2:43 PM
156	maybe add first/ cpr training	10/9/2021 11:42 AM
157	None	10/9/2021 11:04 AM
158	Training When you go back to look for the training you were doing.	10/9/2021 10:19 AM
159	Training I'd like to have a spot where I can go to the series I've been watching instead of having to search for it every time.	10/9/2021 10:11 AM
160	Navigation Website layout	10/9/2021 9:51 AM
161	Not sure yet since I am new to RISE.	10/9/2021 9:43 AM
162	Challenges Training Any of the links in the training that give me more information when clicked on it pulls me out of the training. I have to find my training again go back into it and have to redo some of the training that I had already finished to get back to where I was	10/9/2021 8:55 AM
163	Challenges Training I'd like more training on subjects that don't require scheduling the training	10/9/2021 7:33 AM
164	Challenges All	10/8/2021 10:04 PM
165	Log In Issues The website actually working and not crashing would be good. I like the design of it when it works.	10/8/2021 9:58 PM
166	None	10/8/2021 7:04 PM
167	I don't think that there are specific areas I can think of at this time.	10/8/2021 6:54 PM
168	None	10/8/2021 6:41 PM
169	Haven't been in the system in so long it's hard to say.	10/8/2021 6:00 PM
170	Challenges This ? Will only let me answer one. Dashboard.quality improvement,iccp and licensing	10/8/2021 5:53 PM
171	None	10/8/2021 5:13 PM
172	Training This will only let me choose one- I would like to see more trainings that are based on school age children- not just early childhood.	10/8/2021 5:11 PM
173	None	10/8/2021 4:39 PM
174	None	10/8/2021 3:49 PM

175	See above question.	10/8/2021 3:22 PM
176	Mobile Responsiveness More user friendly when using your phone	10/8/2021 3:00 PM
177	Nothing to say	10/8/2021 2:56 PM
178	Positive I feel that every thing is wrong well	10/8/2021 2:51 PM
179	None	10/8/2021 2:49 PM
180	Challenges Teacher resources for age groups - even things as simple as themed coloring pages or activities proven to do such-and-such would turn RISE into a resource I'd consider using more often.	10/8/2021 2:44 PM
181	Positive None it all works great	10/8/2021 2:23 PM
182	Challenges It will only allow me to select one option. I would like to see improvements in licensing, scholarships and grants and dashboard	10/8/2021 2:15 PM
183	None website is easy to use and helpful	10/8/2021 2:04 PM
184	Challenges Maybe a "chat" option in help to have a live chat help	10/8/2021 1:52 PM
185	N/a	10/8/2021 1:40 PM
186	None	10/8/2021 1:12 PM
187	None that I can think of	10/8/2021 1:11 PM
188	Positive None! I like RISE how it is!	10/8/2021 1:04 PM
189	Nope	10/8/2021 12:48 PM
190	Challenges Training Letting us know which classes we have already taken	10/8/2021 12:37 PM
191	Log In Issues Getting on site	10/8/2021 12:37 PM
192	None	10/8/2021 12:32 PM
193	Don't use enough to have any suggestions	10/8/2021 12:27 PM
194	None	10/8/2021 12:24 PM
195	Every area	10/8/2021 12:16 PM
196	None	10/8/2021 12:07 PM
197	none	10/8/2021 12:02 PM
198	None	10/8/2021 12:01 PM
199	Positive Honestly i feel it is very well designed and operated	10/8/2021 11:51 AM
200	None	10/8/2021 11:48 AM
201	Challenges I think the dates of the child workers license expiration should be listed with the cpr	10/8/2021 11:47 AM
202	Positive I think it works just well!	10/8/2021 11:34 AM
203	None	10/8/2021 11:25 AM
204	Challenges Navigation Making it more user friendly. Sometimes it can't find things where it seems to me they should be.	10/8/2021 11:21 AM
205	Positive None! I think it's just fine!	10/8/2021 11:18 AM
206	Nope	10/8/2021 11:18 AM
207	Challenges Bring back head start to the incentives	10/8/2021 11:16 AM
208	None	10/8/2021 11:15 AM
209	I think I still have more learning to do about some of these features.	10/8/2021 11:10 AM

210	Challenges Training I know it lists the courses you've taken and what category they're under. But I think a reference to look at while studying for your CDA — like a college degree — you see the classes you need to complete in order to receive it and it tells you which course you finished and which ones you still need to do. That way you don't miss a course.	10/7/2021 3:14 PM
211	Positive I don't really see any areas that need improvement.	10/7/2021 12:54 PM
212	No	10/7/2021 12:16 PM
213	No	10/7/2021 12:14 PM
214	None	10/7/2021 10:59 AM
215	Training Just keep adding video training!	10/7/2021 10:48 AM
216	Challenges Staff information such as training or allowing me to help submit documents to help them.	10/6/2021 1:02 PM
217	None	10/6/2021 11:56 AM
218	Mobile Responsiveness Mobile usage improvement	10/5/2021 1:43 PM
219	Reach Out When submitting documents, "state license" confused me because there are different entities that approve your facility license throughout the state. .	10/5/2021 10:52 AM
220	N/A	10/5/2021 10:48 AM
221	na	10/5/2021 10:38 AM
222	NA	10/5/2021 10:21 AM
223	Positive as far as I'm concerned it is good.	10/5/2021 7:41 AM
224	None	10/4/2021 6:34 PM
225	NA	10/4/2021 5:52 PM
226	See above remark on website view	10/4/2021 5:50 PM
227	Training As a co-owner of a child care center, it would be great if we could use some of our hours of drafting a business plan to partner with a local company for child care. We both did research on this possible business partnership and hours of reading about benefits and collaborative work places. To use these hours toward trainings hours would be great. We learned so much researching about collaborative work environments for families.	10/4/2021 5:20 PM
228	None	10/4/2021 1:54 PM
229	Challenges Training Easier submission of trainings	10/4/2021 1:27 PM
230	Positive Everything is fine as far as I know	10/4/2021 11:30 AM
231	Positive I do not see any needs for improvement	10/4/2021 11:27 AM
232	Mobile Responsiveness Easier mobile use	10/4/2021 10:58 AM
233	none	10/4/2021 10:06 AM
234	Challenges Navigation Some times I struggle knowing where to find things...	10/4/2021 9:27 AM
235	Training Continuing updates and new trainings	10/4/2021 8:56 AM
236	Challenges profile and facility tabs	10/4/2021 8:38 AM
237	Challenges Perhaps more clarity when submitting documents. I submitted one under the wrong category twice not realizing there was a drop down list. After I understood what was being asked it was simple. But at first I wasn't understanding what was meant when I was being told I submitted it wrong.	10/4/2021 8:30 AM
238	na	10/4/2021 7:53 AM
239	Challenges It would be nice to receive email notifications when there is a message in our inbox. Unless you check it frequently, which I don't think to do, you aren't aware there is a message.	10/4/2021 7:21 AM

240	Positive I think its pretty good and cant think of any right now	10/4/2021 6:30 AM
241	N/A	10/3/2021 11:37 PM
242	Not at this time, still learning.	10/3/2021 11:06 PM
243	No areas of improvement	10/3/2021 9:06 PM
244	Positive I think everything looks good.	10/3/2021 4:18 PM
245	I can't think of anything!	10/3/2021 4:12 PM
246	N/A	10/3/2021 2:55 PM
247	Challenges It would not let me select several: Facility & Staff Management, ICCP & Licensing, Quality Improvement Tab	10/3/2021 2:03 PM
248	Challenges The only thing I don't understand is why I can't upload a juvenile record in the documents section instead of having to email a vendor specialist. It's not a big deal, I just wondered.	10/3/2021 9:11 AM
249	Challenges I think more personalized for my needs. A tall order to ask.	10/3/2021 9:06 AM
250	Challenges Navigation It says to select all that apply but it will only let me select one. The program just needs a little user friendliness everywhere. Great program, just needs improvement. Use more colors to separate categories! Sounds weird, but the mind understands faster when it's not all the same colors.	10/3/2021 7:36 AM
251	Positive so far, Everything is great..	10/2/2021 11:06 PM
252	Nothing I can think of	10/2/2021 9:53 PM
253	No	10/2/2021 9:26 PM
254	No	10/2/2021 7:31 PM
255	N/A	10/2/2021 6:11 PM
256	Challenges More options	10/2/2021 5:15 PM
257	None	10/2/2021 5:10 PM
258	None	10/2/2021 4:55 PM
259	Positive None u rock	10/2/2021 4:20 PM
260	Challenges Navigation Ease in uploading documents. Make it easier and more clear.	10/2/2021 3:47 PM
261	Wish there was a notice on home screen if u forget to check out a child	10/2/2021 3:01 PM
262	Positive None	10/2/2021 2:30 PM
263	Challenges Training Search option to be more accurate. I've tried searching for specific training by the name and never have been successful.	10/2/2021 1:52 PM
264	Mobile Responsiveness Mobile friendly site	10/2/2021 1:22 PM
265	Challenges Love for it to link with the city so viewable.	10/2/2021 12:43 PM
266	None	10/2/2021 11:46 AM
267	Nothing	10/2/2021 11:06 AM
268	Positive For what I use it for I have been happy with it.	10/2/2021 11:02 AM
269	Challenges I won't let me select more then one but training, scholarships and grants, and facility management.	10/2/2021 9:19 AM
270	Challenges Training To please include Montessori training as all children read and write and understand math..decimals fractions geography science etc...	10/2/2021 8:59 AM
271	Challenges I am not sure if its on the dashboard or iccp and licensing but i think it would be more convenient to have documents under one tab	10/2/2021 8:29 AM

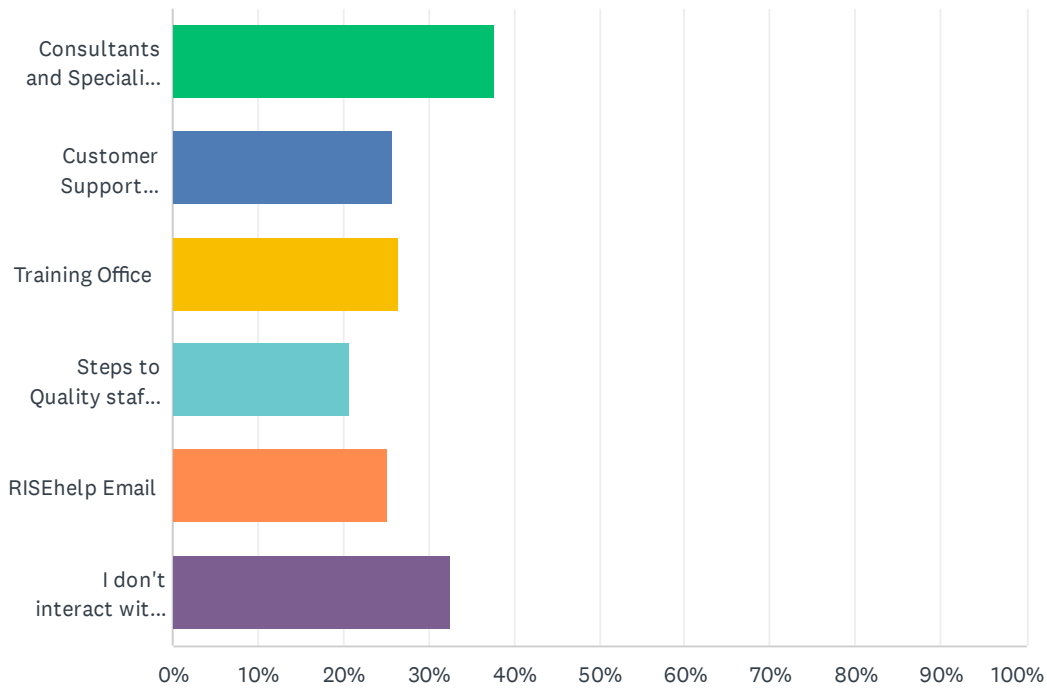
272	Challenges It will not let you click more than one. Scholarships, training, staff management.	10/2/2021 8:16 AM
273	NA	10/2/2021 8:12 AM
274	Positive None in all honesty	10/2/2021 7:55 AM
275	Challenges All areas	10/2/2021 4:43 AM
276	Positive All are good so far	10/2/2021 12:52 AM
277	Nothing	10/1/2021 10:49 PM
278	Training Calendar	10/1/2021 10:06 PM
279	Challenges Training Training and dashboard	10/1/2021 9:53 PM
280	Challenges All of they above	10/1/2021 9:51 PM
281	None	10/1/2021 9:45 PM
282	Challenges To see the expiration date of CCWC like we can cpr/first aid. Quick videos or information available on CDA and other scholarships with full details.	10/1/2021 9:30 PM
283	none	10/1/2021 9:06 PM
284	Not right now	10/1/2021 9:00 PM
285	I'm not familiar with the site and access rights I have currently.	10/1/2021 8:34 PM
286	None	10/1/2021 8:34 PM
287	Positive I think they are all good	10/1/2021 8:33 PM
288	None	10/1/2021 8:25 PM
289	None	10/1/2021 8:23 PM
290	None	10/1/2021 8:14 PM
291	Challenges Training I would really like to see you accept all webinars- even free ones- that have a certificate. I watch them all the time and learn so much but cannot get credit.	10/1/2021 8:14 PM
292	N/A	10/1/2021 8:06 PM
293	Challenges Training I can read faster then listening to some of the videos or automated paragraphs.	10/1/2021 8:01 PM
294	Mobile Responsiveness Phone compatibility	10/1/2021 7:56 PM
295	None	10/1/2021 7:55 PM
296	No comment	10/1/2021 7:51 PM
297	Challenges PDS I'd like to have a better understanding of when and what hours that apply to anniversary and or annual as explained in question *5	10/1/2021 7:47 PM
298	Challenges Training I wish it was easier to find out what trainings I have already done without having to go between the training log and the classes.	10/1/2021 7:37 PM
299	Mobile Responsiveness More mobile friendly	10/1/2021 7:29 PM
300	Challenges Training It says select so that apply, but only allows one choice. I would like to know how to contact the right person for my area who can answer questions, generally about trainings and getting credit for trainings.	10/1/2021 7:21 PM
301	Training Offer different training videos	10/1/2021 7:15 PM
302	Mobile Responsiveness Easier to use on cell phone	10/1/2021 7:05 PM
303	Challenges I'd like to have a way to access staff training records.	10/1/2021 7:05 PM
304	Challenges It won't let you select multiple but I would say for sure the trainings and the dashboard.	10/1/2021 7:04 PM
305	None	10/1/2021 7:03 PM

306	Challenges Training More stream line training. Listing courses users have taken - which developmental area meet. they	10/1/2021 6:59 PM
307	I don't see any areas that need improvement.	10/1/2021 6:55 PM
308	No	10/1/2021 6:54 PM
309	None	10/1/2021 6:53 PM
310	I'm just now starting with RISE so I don't really know yet.	10/1/2021 6:49 PM
311	none	10/1/2021 6:48 PM
312	Not really sure.	10/1/2021 6:46 PM
313	just need to keep using it!	10/1/2021 6:38 PM
314	I signed up for the Oct 16 Summit for further food program training.	10/1/2021 6:31 PM
315	not at this time	10/1/2021 6:30 PM
316	None	10/1/2021 6:25 PM
317	Challenges It said select all the apply, but it would only let me pick one... So I'd like see improvement in ICCP and Licensing, Help Section and Training	10/1/2021 6:23 PM
318	none	10/1/2021 6:15 PM
319	Challenges Training easier to look at trainings. I do use filters but they still seem broad	10/1/2021 6:05 PM
320	None	10/1/2021 6:04 PM
321	When they redid the site it was hard to figure out things but after awhile I figured it out	10/1/2021 6:00 PM
322	Not really	10/1/2021 5:54 PM
323	Positive No improvements needed	10/1/2021 5:54 PM
324	Challenges Training When looking for new training Opportunities, and finding new trainings, the page itself will lose the spot of the training I was last on. I would just like to see Idaho stars become a bit more up-to-date with the website itself.	10/1/2021 5:51 PM
325	Positive I think the website is good as is	10/1/2021 5:46 PM
326	Na	10/1/2021 5:41 PM
327	No	10/1/2021 5:41 PM
328	Challenges Need a quicker, more efficient way to get background checks. We desperately need new staff, then can't get them working because of the ridiculous wait for clearance.	10/1/2021 5:39 PM
329	N/A	10/1/2021 5:27 PM
330	Positive I think it's good	10/1/2021 5:26 PM
331	Challenges The website is not always very user friendly.	10/1/2021 5:25 PM
332	None	10/1/2021 5:23 PM
333	Nothing at the moment.	10/1/2021 5:22 PM
334	None	10/1/2021 5:22 PM
335	None	10/1/2021 5:20 PM
336	Not sure	10/1/2021 5:20 PM
337	None	10/1/2021 5:20 PM
338	Challenges I wanted to select a few but was only able to select one	10/1/2021 5:13 PM
339	Positive So far I've been pleased with the parts of the system I use	10/1/2021 5:12 PM
340	Na	10/1/2021 5:12 PM

341	None	10/1/2021 5:10 PM
342	Challenges There is more than one area that could use important it wouldn't let me click more then one.	10/1/2021 5:07 PM
343	Challenges When printing out my training hours, I wish I could filter out the previous years.	10/1/2021 5:02 PM
344	Mobile Responsiveness Mobile friendlier?	10/1/2021 4:58 PM
345	Challenges Training It won't allow me to select more than one. I would like to see more online trainings. I would also like to see a checkmark or something next to classes I've already taken? Scholarships and grants must be new to me because I haven't actually noticed that "section"?	10/1/2021 1:24 PM
346	None that I am aware of	10/1/2021 11:40 AM
347	None	10/1/2021 9:51 AM
348	Challenges Training To be able to filter out classes you have already taken. 20 years in and i forget sometimes.	10/1/2021 9:13 AM

Q6 Do you interact with IdahoSTARS staff over email, phone or in person? Please choose all the apply.

Answered: 1,344 Skipped: 0



ANSWER CHOICES	RESPONSES	
Consultants and Specialists from Regional Offices	37.80%	508
Customer Support Specialists for ICCP and State Licensing	25.89%	348
Training Office	26.41%	355
Steps to Quality staff for assessments and verifications	20.61%	277
RISEhelp Email	25.15%	338
I don't interact with IdahoSTARS staff	32.66%	439
Total Respondents: 1,344		

Q7 What can you tell us about your interactions with IdahoSTARS staff through email, phone calls or in person? Were you satisfied? Could we make improvements? Please tell us below.

Answered: 893 Skipped: 451

#	RESPONSES	DATE
1	Positive They were all very helpful when I was getting my CDA and helped me every step of the way.	10/31/2021 6:15 PM
2	I have had no problems, mostly because I do so few interactions	10/31/2021 4:53 PM
3	Positive Very satisfied with the prompt, friendly and helpful assistance when needed	10/31/2021 2:56 PM
4	Positive Recognize staff I have talked to Erin at the scholarships she has always returned my calls and emails.	10/30/2021 8:49 PM
5	Positive I was very satisfied with the help I received from Idaho STARS staff through email	10/30/2021 8:23 PM
6	Positive Recognize staff Regional Office Support The Lewiston office is fantastic!! Always answer quickly!	10/30/2021 9:19 AM
7	Positive All the staff are extremely helpful, considerate and willing to go that extra mile.	10/29/2021 5:47 PM
8	Positive I have always been happy with any interactions with the staff.	10/29/2021 4:30 PM
9	Positive Recognize staff Regional Office Support I love Corri with STARS. She is always so kind and helpful.	10/29/2021 2:40 PM
10	Positive They are all amazing and help my team in every way!	10/29/2021 2:19 PM
11	Our boss does this for the staff also.	10/29/2021 1:23 PM
12	Positive The staff has always been so responsive and helpful any way I reach out. I'm completely happy with their help.	10/29/2021 11:02 AM
13	Positive In person meetings often. It has helped me do my job better.	10/28/2021 10:19 PM
14	Positive Always knowledgeable friendly service.	10/28/2021 9:47 PM
15	Positive I am so very satisfied with the support and help that we receive from our Idaho Stars representatives. They are truly the best and care very much about our success in offering optimal care for children and families.	10/28/2021 9:17 PM
16	Positive They have always been very helpful. They give me options on what's available, and always give great advice on what I'm looking for	10/28/2021 8:04 PM
17	Positive You guys have been good.	10/28/2021 12:03 PM
18	Positive Recognize staff Regional Office Support I love speaking to the staff. They have all been so helpful and kind...especially Reba!	10/28/2021 11:46 AM
19	Challenges Positive Everyone has been great at answering my questions at a state and regional level when I email. Thank you! Our licensing has been delayed not by RISE but the current construction nightmare. Please be aware that it has been very difficult to be a liaison between a general contractor, contractors which are remodeling our home for childcare/ preschool. Is anyone at your office aware of how difficult construction is since Democrats took office last January? Childcare/preschool isn't just being affected by the pandemic. Our project has been seriously delayed by labor and materials costs and shortages. It isn't cost effective for us anymore. I don't know how childcare will survive if it isn't very expensive or government subsidized. Recent policies decisions have so adversely impacted our economy (like construction tariffs) and have undercut the ideals that are claimed to be valued like quality childcare and early education. Is anyone in the White House right now consulting economists of any kind? Also, I feel that the politically loaded changes made to NAEYC philosophy and	10/28/2021 4:40 AM

position statements from DAP to DEEP, has stopped me from trying to move forward with them in our field. I'm all for strength based focus, reducing and evaluating our bias so we can treat all children and families with the same respect, and considering the complexity and layers of "culture" here in the US, but minimizing decades of developmental science calling it ALL biased by "white privilege" doesn't make sense to me. NAEYC is becoming a left propaganda machine. I have decided to evaluate carefully what I use from NAEYC, and lean on IELGs and private companies to inform my curriculum and assessment. My email interactions have been great! Everyone involved in training and licensing through RISE has answered any questions quickly and with just the information that I needed. Thank you!

20	N/A	10/27/2021 10:12 PM
21	Positive Yes they are so helpful if you have any questions	10/27/2021 8:34 PM
22	Positive It's very easy. An I get a faster reply back which I appreciate it the most.	10/27/2021 6:16 PM
23	I have not had to interact with them	10/27/2021 2:34 PM
24	Positive You guys were good. You always help me.	10/27/2021 1:54 PM
25	Challenges Positive Yes, the staff are always very accommodating to help me find answers and create solutions. I feel like you have to go through 1-2 people before reaching the person who can help but that is understandable.	10/27/2021 12:40 PM
26	Positive Everyone is always so polite and helpful, I have not had a poor interaction with anyone!	10/27/2021 12:37 PM
27	Positive On the phone and all other forms of communication is always professional and everyone goes out of their way to get any and all questions answered in a timely fashion.	10/27/2021 11:55 AM
28	I have interacted with IdahoSTARS staff through email and phone calls when have an issue accessing my account or when I did struggle to navigate my proper trainings.	10/27/2021 11:47 AM
29	Positive I have had great interactions and they have been very helpful.	10/27/2021 9:56 AM
30	Positive They have been very helpful	10/27/2021 9:20 AM
31	Positive It has been satisfied, they answer questions as best of their knowledge.	10/27/2021 9:05 AM
32	Positive Idaho stars staff is always kind, prompt, and helpful. I think they do a wonderful job. I am extremely satisfied with them and can't think of any improvements.	10/27/2021 7:42 AM
33	N/A	10/26/2021 10:30 PM
34	Positive Yes I was satisfied with all the help and answers while talking to someone.	10/26/2021 9:05 PM
35	Positive Everyone is always super friendly fly and very helpful	10/26/2021 8:40 PM
36	Positive Every interaction I've experienced with IdahoStars staff has been beneficial for me to improve my skills. The staff have been helpful and always willing to answer any questions I might have.	10/26/2021 8:29 PM
37	Positive Super friendly, willing to help you on what we need.	10/26/2021 8:02 PM
38	Positive The do an amazing job always answering my questions and helping me improve myself	10/26/2021 7:25 PM
39	Challenges DHW ICCP & SL The IdahoStars folks themselves are great. My biggest gripe with any of the support teams we have to contact is ICCP. This group (which I think is technically Dept of Health and Welfare) has become extremely challenging to deal with. We get conflicting information; they lose our emails or tell us they don't receive our documents; or the processing of documents takes forever.	10/26/2021 6:38 PM
40	Positive They have been great and always helpful. The response time is always prompt.	10/26/2021 4:27 PM
41	Positive Regional Office Support We've utilized the consultants in the past and they were always helpful. I've never had a negative response or attitude when dealing with IdahoSTARS staff.	10/26/2021 3:04 PM
42	I haven't yet interacted	10/26/2021 2:54 PM
43	N/A	10/26/2021 2:50 PM

44	Positive They have always been helpful and courteous. Used to be difficult to get actually connected through the 211 dial system, but it has seemed better lately.	10/26/2021 2:47 PM
45	Positive Recognize staff Regional Office Support Love the personal contact. Kiera is the best, and the older lady (in Moscow) that has been there a good while and could calm a storm with her steadiness and sweetness in how to navigate the waters.	10/26/2021 2:29 PM
46	N/A	10/26/2021 1:26 PM
47	Positive Kind and caring service, desire to help is clear.	10/26/2021 12:55 PM
48	Recognize staff Teresa Stockwell in Pocatello is the one who I usually talk to, because she has the answers that I need. Sometimes, I try to reach Lisa by email but my emails bounce back when I do try to email her. I would like to use the RISEhelp Email but it won't work.	10/26/2021 12:17 PM
49	Positive So helpful and kind ! I love knowing anyone on that phone line is here to help me.	10/26/2021 12:15 PM
50	Positive All in all its been good interactions.	10/26/2021 10:48 AM
51	Positive Super friendly and helpful. I feel like they don't leave the conversation before knowing you are satisfied	10/26/2021 10:17 AM
52	Challenges The best way to get in contact is definitely through email. I have tried several times by phone and never received calls back regarding my questions.	10/26/2021 9:04 AM
53	Positive Very helpful	10/26/2021 8:59 AM
54	Positive always good in every area	10/26/2021 8:45 AM
55	Positive Everyone I have chatted with has been very helpful.	10/26/2021 8:43 AM
56	Positive They are all very informative & helpful.	10/26/2021 8:19 AM
57	I don't interact with the staff	10/26/2021 6:56 AM
58	Positive Everytime I interacy with a staff member from IdahoSTARS; I am always met with a kind and warm voice. They are always willing to help me in anyway they can, even if my question is out of their department.	10/26/2021 5:57 AM
59	Positive I emailed them once and they're very helpful. They resolved my issue quickly.	10/25/2021 10:37 PM
60	Positive Everything is good	10/25/2021 9:35 PM
61	Challenges Positive Everyone in the office is helpful. It would be helpful to offe services late a couple nights a week or a couple Saturdays amonth the resource center is a great idea, but I stopped my membership because I cannot go during the week and work.	10/25/2021 9:23 PM
62	Positive In person I enjoyed the gal that came to the center and viewed my classroom. Very helpful...spent my lunch talking with her.	10/25/2021 9:17 PM
63	Positive Yes, very responsive.	10/25/2021 9:11 PM
64	Positive Recognize staff Regional Office Support Keira from Region 1 is doing an amazing job! She tries to answer all of my questions as best she can and will look into things if she doesn't know the answer.	10/25/2021 8:26 PM
65	Positive Not much experience, when used, reaction time very fast and helpful	10/25/2021 7:57 PM
66	Positive Regional Office Support Our regional office in Lewiston has staff that are easy to interact with and who are very informed and able to help me. If they don't happen to know something, they are very willing to find out or steer me to someone who is able to help.	10/25/2021 6:52 PM
67	Positive They are great and very helpful.	10/25/2021 6:48 PM
68	Positive Helpful	10/25/2021 6:31 PM
69	Positive yes i have some one that help me all the time when i need the help and she make happy to im doing good job	10/25/2021 6:19 PM
70	Positive Na- I'm satisfied	10/25/2021 5:42 PM
71	Positive I did email the training office once, I got a fast reply with my question answered.	10/25/2021 5:37 PM

Also asked if there was anything else she could help me with

72	I don't interact with staff.	10/25/2021 5:21 PM
73	Positive They are very helpful and nice.	10/25/2021 4:44 PM
74	Positive Everyone with Idaho stars has always been professional and will to help how ever needed.	10/25/2021 4:33 PM
75	Positive It was very helpful and she followed up to be sure I understood what I needed.	10/25/2021 4:32 PM
76	Positive satisfied; very prompt responses. trainers have been accommodating	10/25/2021 4:15 PM
77	Positive When calling Idahostars, They were very kind and helpful! and Through emails as well. quick to answer	10/25/2021 3:57 PM
78	Positive The videos that show you how to manage the website are helpful.	10/25/2021 3:35 PM
79	N/A	10/25/2021 3:16 PM
80	Positive IdahoStars staff are always helpful and knowledgeable when I have a questions.	10/25/2021 2:55 PM
81	Positive The staff that I have worked with have always been amazingly helpful and do their best to dig up info if they don't already have answers to any questions I have.	10/25/2021 2:52 PM
82	Positive All the staff that I have interacted with through IdahoSTARS have responded quickly and are very helpful	10/25/2021 2:46 PM
83	N/A	10/25/2021 2:39 PM
84	Positive They have all been very thorough and helpful!	10/25/2021 2:31 PM
85	N/A	10/25/2021 2:13 PM
86	Positive Always helpful,understanding and kind.	10/25/2021 2:12 PM
87	Positive The Idaho stars staff is very kind. When they would come and observe us very professional.	10/25/2021 2:09 PM
88	Positive They are also informative and give tips.	10/25/2021 2:06 PM
89	Most communication has been through director.	10/25/2021 1:59 PM
90	Positive I've stopped in to talk to a staff person in person; she has always tried to help with any concerns I've had.	10/25/2021 1:58 PM
91	Positive Has been a great from of information.	10/25/2021 1:57 PM
92	Positive satisfied, very friendly and helpful	10/25/2021 1:54 PM
93	Positive I always am satisfied my questions are always answered.	10/25/2021 1:44 PM
94	Positive All emails with staff have been answered in a timely manner	10/25/2021 1:42 PM
95	Positive They are all absolutely wonderful and so helpful!	10/25/2021 1:40 PM
96	Positive They are amazing and really helpful like how to get started with your CDA	10/25/2021 1:35 PM
97	Positive Great super easy to talk to	10/25/2021 1:33 PM
98	Positive They are amazing, keep me focused on what needs to be done and help answer questions I may have.	10/25/2021 1:31 PM
99	Positive The staff are friendly and helpful.	10/25/2021 1:29 PM
100	Positive Very satisfied!	10/25/2021 1:23 PM
101	Challenges Training Office I never interacted with Idaho stars staff but during my iccp trainings I wish there was a more in depth course evaluation at the end or at least a space to leave comments/suggestions. Currently there are only bubbles to fill in.	10/25/2021 1:22 PM
102	Positive Everyone is friendly and helpful.	10/25/2021 1:19 PM
103	They usually get back to you with emails	10/25/2021 1:18 PM

104	Positive Super helpful. And stress-free	10/25/2021 1:09 PM
105	I have not yet been in contact with any IdahoSTARS staff.	10/25/2021 1:06 PM
106	Positive They have been very easy to reach from my experience	10/25/2021 12:58 PM
107	Positive Yes. They have always been quick to return a phone call or email.	10/25/2021 12:56 PM
108	Challenges Need more staff in region one	10/25/2021 12:53 PM
109	Positive Very helpful staff	10/25/2021 12:46 PM
110	Positive They were very helpful every time I called and very kind over the phone as well as on email. They helped me with the information I needed.	10/25/2021 12:42 PM
111	Challenges I have been happy I wish I could get answers sooner than I do I get they only work so many hours	10/25/2021 12:40 PM
112	Positive anyone I have had contact with has been friendly and helpful	10/25/2021 12:40 PM
113	Positive I think they are doing great	10/25/2021 12:35 PM
114	Positive Regional Office Support Rise staff have always been very helpful. In the past we have found ourselves without a representative or not knowing to to contact because our contacts left. Our current contacts have been amazing.	10/25/2021 12:27 PM
115	Positive They have been so helpful, gave me a ton of resources and are very friendly and courteous	10/25/2021 12:27 PM
116	Positive All the staff is so helpful and amazing, they have turned my room into an amazing classroom	10/25/2021 12:23 PM
117	Challenges STQ I have had my problems solved Steps to quality are impossible for all centers to take part in. Not everyone ans every center is a square peg that goes in the square hole.	10/25/2021 12:22 PM
118	I haven't had to chance to interact with the staff yet.	10/25/2021 12:22 PM
119	Challenges The hardest part is knowing who to ask for and talk to. I always have to explain myself to 211	10/25/2021 12:21 PM
120	Positive They are great and helpful	10/25/2021 12:20 PM
121	Positive Usually pretty quick and helpful.	10/25/2021 12:19 PM
122	Positive Satisfied	10/25/2021 12:18 PM
123	Positive I was satisfied.	10/25/2021 12:17 PM
124	Positive Satisfying	10/25/2021 12:12 PM
125	Positive Regional Office Support The lady that helped and trained me was very knowledgeable and a great trainer. She was in the office in Twin Falls. I was really sad that she left.	10/25/2021 12:10 PM
126	Challenges I quit calling a few years ago, my calls were never returned.	10/25/2021 12:09 PM
127	No interactions	10/25/2021 12:06 PM
128	Challenges Positive Most of my experiences have been helpful and pleasant. There was an instant that someone was rather short and rude.	10/25/2021 12:06 PM
129	Positive Staff are friendly and helpful.	10/25/2021 12:05 PM
130	Positive The staff is amazing. They're such caring people!	10/25/2021 12:04 PM
131	Positive They responded very quickly and were very helpful.	10/25/2021 11:59 AM
132	Positive I have had a representative come in a few times to my classroom and has helped with all my questions. They are always so thorough and go above and beyond to make sure I know all my resources.	10/25/2021 11:55 AM
133	Positive I called once because I was experiencing a problem and the person I talked to was	10/25/2021 11:55 AM

		so helpful and we resolved the issue.	
134	Positive	Very satisfied	10/25/2021 11:54 AM
135	Positive	It was a good experience.	10/25/2021 11:52 AM
136	Challenges Positive	They are all very helpful. Only issue I've ever had was mixed up dates for a meet up	10/25/2021 11:50 AM
137	Positive	Yes, they are helpful.	10/25/2021 11:49 AM
138	Positive	I love the great friendliness and support	10/25/2021 11:48 AM
139	NA		10/25/2021 11:39 AM
140		I have taken a lot of information from the trainings and applied it to what I do in the Classroom	10/25/2021 11:36 AM
141	Positive	Everyone is always very nice and helpful	10/25/2021 9:10 AM
142	Positive	I was very satisfied	10/25/2021 7:49 AM
143	Positive	I talked to scholarship advisors and they are amazing with helping and guiding us through how to apply and accept scholarships.	10/24/2021 8:19 PM
144	Positive	Once in a great while I have needed to figure out the procedure for some of their services. Usually I am able to connect with a staff person immediately and get an appropriate and accurate response. I really appreciate the online process for updating records. I like the fact that we know longer need to duplicate information over and over, that it is submitted and then integrated so we are not turning in the same information sever times for several parts of this process. I feel this online process works pretty well once I figured out the process.	10/24/2021 11:30 AM
145	Recognize staff Regional Office Support	I mostly speak with Theresa and I have communicated with her through email and phone calls. She has been very helpful and quick to respond.	10/24/2021 10:57 AM
146	Positive	When called they seem very polite and are always so quick to help.	10/24/2021 10:40 AM
147	N/A		10/24/2021 9:51 AM
148	Positive	Whenever we contact staff through email or phone calls our questions are always answered quickly. If they see unavailable at the time they almost always call us back rather quickly and emails are answered fast	10/24/2021 9:50 AM
149	Positive	They are kind, courteous and fast to respond and help me with whatever problems I am encountering.	10/24/2021 7:55 AM
150	Positive	Always nice and willing to answer any questions. When I call I know I will get a answer	10/23/2021 1:58 PM
151		I was closed during the covid-19 year. I did not discover this until my boss said she would give the first 12 employees a raise if they completed 10 hours of training with proof to her. My boss did not drop me. I had to talk to my area representative and she fixed it for me.	10/23/2021 11:19 AM
152	Positive	They helped me with one of my training videos. I was satisfied with their help	10/22/2021 8:53 PM
153	Positive	They were helpful in telling me that more Grant's may be forgiving. I find the staff to be very nice, helpful and easy to talk to. They listened to my frustrations of not receiving grants, though there was nothing they could do to help me as my daycare struggles through these terrible times.	10/22/2021 3:35 PM
154	Regional Office Support	They are wonderful and I always enjoy their visits too ! There is knowledge, patience, understanding and teaching from everyone I've spoken with.	10/22/2021 3:00 PM
155	Positive	I am very satisfied.	10/22/2021 12:07 PM
156	Don't use		10/22/2021 11:31 AM
157	Positive	Always helpful	10/22/2021 10:54 AM
158	Positive	They've all been helpful	10/22/2021 7:06 AM
159	Positive	I've only ever had very positive experiences with any/all staff of IdahoSTARS,	10/22/2021 6:29 AM

160	Positive They have always been very helpful in the past.	10/22/2021 3:26 AM
161	Positive They were helpful.	10/22/2021 12:42 AM
162	Positive Staff has always been great and helpful.	10/21/2021 9:27 PM
163	Positive The staff has been extremely helpful	10/21/2021 7:49 PM
164	I have not had to have any interactions with any staff as I have been able to find what I am looking for just by searching through the website.	10/21/2021 7:44 PM
165	Challenges There is always a long wait to talk to someone and most times you are transferred to several places.	10/21/2021 6:59 PM
166	I have not had to interact with them yet.	10/21/2021 4:46 PM
167	I mostly only communicate through my supervisor.	10/21/2021 3:42 PM
168	Positive very helpful and knowledgeable	10/21/2021 3:11 PM
169	Positive My interactions with IdahoStars staff were good. They helped me with what i needed help with and they provided good information on what to do at certain places or points.	10/21/2021 1:55 PM
170	Positive I am very satisfied with the staff.	10/21/2021 12:59 PM
171	Positive service is good as it is.	10/21/2021 12:59 PM
172	None	10/21/2021 12:27 PM
173	Positive I love working with Idaho Stars staff. They are very professional and friendly. If one person doesn't know the answer to your question, someone in the office does.	10/21/2021 12:22 PM
174	Challenges Takes a while to get a response. Other than that, it's been good and informational.	10/21/2021 11:19 AM
175	Positive I have always received courteous care and fulfilled my needs	10/21/2021 9:44 AM
176	Positive A few weeks ago, I interacted over the phone with an IdahoStars employee. She was extremely helpful to myself and my staff in getting needed documentation completed for our Idaho Childcare Licensing.	10/21/2021 9:41 AM
177	Positive to the point and very helpful.	10/21/2021 8:36 AM
178	Positive Regional Office Support Training Office My Experiences with IdahoSTARS have been Excellent. The Regional Staff, the Trainings that are Offered, the Trainers Involved, the Subject of the Session, and the Distant Trainers from throughout the United States, have helped me to do a Professional Job within the areas of Childcare!	10/21/2021 12:13 AM
179	It's usually by phone and face-to-face when there's time.	10/20/2021 11:42 PM
180	More of emails.	10/20/2021 11:28 PM
181	I haven't had any interactions with IdahoSTARS staff.	10/20/2021 10:34 PM
182	email	10/20/2021 9:58 PM
183	email	10/20/2021 9:55 PM
184	email	10/20/2021 9:52 PM
185	Positive The interaction went well and was a great experience.	10/20/2021 9:14 PM
186	Positive Always willing to help or find the answers.	10/20/2021 8:11 PM
187	I have never had to contact IdahoSTARS staff	10/20/2021 7:58 PM
188	Positive I have had to contact someone for help before uploading something and they were super helpful and quick to respond!	10/20/2021 6:15 PM
189	Positive I had taken a training and the system did not recognize the hours. I emailed the staff and it was fixed.	10/20/2021 5:28 PM
190	Positive Training Office I have interacted with IdahoSTARS staff through email and over the phone and they have been very helpful. Kalli recently worked with me to help me through	10/20/2021 4:55 PM

getting my staff set up for a training in our facility and sent out my info so other trainers can contact me and set up future trainings for my staff. She was very friendly and helpful.

191	Positive	Most of them have been awesome	10/20/2021 4:18 PM
192	Positive	Our regional Idaho Stars consultant is fantastic! She is very helpful anytime I have questions for myself and our program.	10/20/2021 3:30 PM
193	Positive	They are quick to respond to my questions via email.	10/20/2021 3:27 PM
194	Positive	Idaho Stars is for daycares and does not really cater to preschools. We have to get our licensing through Idaho Stars but most of the classes do not pertain to teachers.	10/20/2021 3:19 PM
195	Positive	Recognize staff Regional Office Support The Region 6 staff are awesome and are able to answer questions and help whenever I need them	10/20/2021 3:03 PM
196	Positive	Regional Office Support They are all wonderful and I have received answers in a timely manor.	10/20/2021 2:26 PM
197	Positive	Very responsive and helpful	10/20/2021 2:16 PM
198	Positive	I found the people I talked to to be very helpful.	10/20/2021 12:55 PM
199	Positive	yes i have been satisfied	10/20/2021 12:08 PM
200	Positive	Very professional and good customer skills.	10/20/2021 11:51 AM
201	Positive	Staff is friendly helpful and I have no complaints:)	10/19/2021 11:24 PM
202	Challenges	ICCP & SL Recognize staff I would like a ICCP specialist contact. I used to talk to Maria and she no longer works there.	10/19/2021 8:05 PM
203	Positive	They are effective.	10/19/2021 7:48 PM
204	Positive	Recognize staff I have worked with Janell and Reba and they are with very knowledgeable and helpful. While doing the state renewal they were patient with me and answered all my questions.	10/19/2021 7:15 PM
205	Positive	Recognize staff Shelly Weimer in the Lewiston Office needs a raise and a high five. She is fabulous, always working hard at helping my center and my teachers reach our goals. If there was not such a passionate driven person like her in her position alot of us would not jump the hoops Stars has created with steps to quality. Tell her thank you. We appreciate her! You all should too!	10/19/2021 7:11 PM
206	Positive	They have been great at helping solve my issues as well as direct me to someone else if the issue has not been solved.	10/19/2021 6:05 PM
207	Positive	Great	10/19/2021 5:25 PM
208	Positive	satisfied. they have been quick to respond and very helpful.	10/19/2021 4:53 PM
209	Positive	I have rabeen satisfied with the IdahoSTARS staff that I have interacted with.	10/19/2021 4:01 PM
210	Positive	I have had great experience with Idahostars staff whether it is through email or phone calls. Due to my low english level of speaking, they always provide translator to help with the conversation.	10/19/2021 2:45 PM
211	Positive	They have been so kind	10/19/2021 1:06 PM
212	Positive	VERY SATISFIED!	10/19/2021 12:18 PM
213	Positive	I have been completely satisfied with all interactions of IdahoStars staff.	10/19/2021 12:15 PM
214	Challenges	some times they don't answer you .When you have questions.	10/19/2021 12:11 PM
215	Positive	Recognize staff I typically deal with Susan from Region 7. Please don't change a thing. She's amazing and helps with all of my questions. I wouldn't change a thing.	10/19/2021 12:08 PM
216	Challenges	Not always	10/19/2021 12:06 PM
217	Positive	always very helpful and supportive	10/19/2021 11:31 AM
218	Positive	Yes I was it was easy and went well	10/19/2021 10:59 AM

219	Positive They have been very helpful and supportive. Very polite as well.	10/19/2021 10:52 AM
220	Never have interacted with staff	10/19/2021 10:19 AM
221	Positive I have only had a couple of in person interactions with an IdahoSTARS staff member. I was fairly satisfied with the interaction and felt the meeting helped to communicate what we needed to improve as well as what we were doing well in the facility.	10/19/2021 9:42 AM
222	Positive They have always returned calls and emails asap. Very patient with my questions and go the extra mile to help.	10/19/2021 9:07 AM
223	Positive Always satisfied and responses are quick	10/19/2021 8:59 AM
224	Positive Always helpful, knowledgeable and pleasant.	10/18/2021 10:11 PM
225	None	10/18/2021 9:37 PM
226	Positive Training Office Yes. They were aware of my problem with the trainings and helped me solve the problem.	10/18/2021 9:00 PM
227	Challenges I was satisfied however at times my question didn't get answered.	10/18/2021 8:26 PM
228	Positive Every time I have had to talk with a staff member they have always been very nice and helpful	10/18/2021 6:47 PM
229	Positive They are usually very helpful and return emails fairly quickly	10/18/2021 5:39 PM
230	Never had to call them	10/18/2021 3:40 PM
231	Positive I was very satisfied anytime I had to contact staff from Idaho stars	10/18/2021 3:27 PM
232	Positive Anytime I ask for assistance I always receive it promptly.	10/18/2021 3:05 PM
233	Positive The few times I have had interactions with IdahoSTARS staff, they have always been pleasant and if they didn't have the answers they always made sure I knew they would find it for me. They always have answered my questions or concerns.	10/18/2021 2:55 PM
234	Positive Answers are very prompt-if they don't know they get back to me ASAP which I appreciate. I have been very satisfied with the interactions I've had, staff is very supportive!	10/18/2021 2:55 PM
235	Positive Everyone is so helpful and intuitive. If they can't answer something, they literally will research things and lead you in the right direction. Likewise if we find something that may be useful to them, they appreciate it. That's Teamwork.	10/18/2021 12:38 PM
236	Positive They have all been pleasant and helpful.	10/18/2021 12:37 PM
237	Positive Very helpful!	10/18/2021 11:55 AM
238	Positive Informative staff and always willing to help or offer alternative suggestions.	10/18/2021 10:08 AM
239	Positive they are so helpful, I don't know what I would do with out them	10/18/2021 8:52 AM
240	Positive ALL OF THE LADIES ARE VERY HELPFUL. IF ONE DOESNT KNOW A ANSWER THEY FIND OUT AND CALL YOU BACK.	10/18/2021 8:01 AM
241	na	10/18/2021 6:50 AM
242	Challenges I was satisfied in that I received a response that was helpful and answered my questions. It could be improved with the timeliness of the responses.	10/17/2021 7:09 PM
243	ICCP & SL Positive Recognize staff Regional Office Support Usually through email or calling Heidi, yes always got the answer, when licensing for iccp, letting the person know about orientation in the beginning and not the end	10/17/2021 5:42 PM
244	Phone calls	10/17/2021 4:54 PM
245	Positive I have received emails on a timely matter	10/17/2021 4:46 PM
246	Positive The staff are very nice and very understanding of things and help as much as they are able to help. I am satisfied with the work that you guys do.	10/17/2021 4:35 PM
247	Positive They're always great	10/17/2021 3:47 PM

248	Positive They are always so friendly and informative.	10/17/2021 2:47 PM
249	Positive The past few years have been a bit of an anomaly but when we have had interactions with STARS staff it has usually been in person and they've been very helpful. If they don't know the answer to a question they'll get back with the response in a very timely manner.	10/17/2021 1:23 PM
250	Positive Over the phone they were very helpful	10/17/2021 1:00 PM
251	Positive They have always been very professional and helpful. I've been extremely satisfied	10/17/2021 11:53 AM
252	Positive My interactions with the Idaho stars were amazing. The gals that I talked to were really nice and an amazing attitude while answering my questions.	10/17/2021 11:28 AM
253	I don't interact with idahostars	10/16/2021 11:46 PM
254	Positive I've been very satisfied with the customer service. Everyone I've dealt with has been knowledgeable and helpful.	10/16/2021 9:31 PM
255	Positive We almost always receive prompt and accurate assistance when we reach out for help. We appreciate that very much!	10/16/2021 9:28 PM
256	N/A	10/16/2021 8:05 PM
257	Positive Recognize staff Regional Office Support Janelle is who I interact with the most and she is so helpful, kind and always wants to be there for anything.	10/16/2021 7:35 PM
258	I haven't done much with it just the trainings I needed to do for work.	10/16/2021 7:02 PM
259	Positive They are always their to provide answers to questions and if they cant answer it they are quick to find an answer and call back.	10/16/2021 5:34 PM
260	I haven't interacted with them yet	10/16/2021 4:43 PM
261	Positive They have a good customers services and all the time they answer my questions	10/16/2021 4:25 PM
262	Positive Recognize staff Regional Office Support I have spoken to Erin McCandless over email to receive help for filling out scholarship forms and making sure I turn in the correct paperwork. I was satisfied and she was very straightforward and easy to communicate with.	10/16/2021 4:00 PM
263	Positive They are prompt, knowledgeable and always willing to help.	10/16/2021 3:37 PM
264	Positive They are very friendly and helpful	10/15/2021 6:38 PM
265	Positive Staff is ALWAYS very helpful!!	10/15/2021 3:59 PM
266	Positive I'm very satisfied	10/15/2021 3:06 PM
267	Positive I like to Interact by phone, I am old school and Locke talking to a person and not a computer. Everyone I have dealt with were great.	10/15/2021 2:25 PM
268	Positive They are very helpful and they call you back, which is often in the child care field because we dont usully have our phones.	10/15/2021 1:28 PM
269	Positive Regional Office Support Love our local office staff	10/15/2021 1:06 PM
270	Phone	10/15/2021 12:53 PM
271	Positive I was satisfied. They give clear instructions.	10/15/2021 9:20 AM
272	Positive Interactions with staff is good when I need any help	10/15/2021 9:20 AM
273	Positive Always satisfied!	10/14/2021 11:19 PM
274	About payments,documents,trainings,problems I face in delivery services to kids or parents.	10/14/2021 10:40 PM
275	NA	10/14/2021 8:42 PM
276	I haven't communicated with the idahostars staff before, but if there is a situation down the road than I will communicate through email with them.	10/14/2021 2:17 PM
277	Positive I think the team is really nice, helpful and allow me to contact them frequently.	10/14/2021 1:54 PM
278	Positive Simply an AMAZING team to work with! So professional and helpful. Just the fact	10/14/2021 1:48 PM

	you're sending this e-mail says you are looking to improve. I support you!	
279	I have had to interact with staff in the past, but nothing recently.1	10/14/2021 1:39 PM
280	Positive Email has worked wonderfully, I assume due to getting back to me on their own time. Super helpful that I don't have to wait on the phone to get a question answered.	10/14/2021 1:30 PM
281	Positive Everyone is super helpful! I love that I am able to call or email with any questions that I might have and I know that someone is happy to help me find what I need.	10/14/2021 1:28 PM
282	Positive I am always satisfied with IdahoSTARS staff through email or phone calls.	10/14/2021 1:01 PM
283	Positive Great service, never failed to exceed my expectations and help problem-solving	10/14/2021 1:06 AM
284	Positive Helpful Emails, voice calls Staff have been helpful to answering my questions and walking me through next steps to take with my career path	10/13/2021 11:13 PM
285	Positive Questions were always answered and I don't know of any improvements that need to be made as t this time.	10/13/2021 11:10 PM
286	Positive Recognize staff Regional Office Support Absolutely! Michelle Cole is just amazing. Answered all of my questions for my class, and then went so above and beyond to offer advice about my own toddler. I am grateful for meeting Michelle!!	10/13/2021 9:23 PM
287	Positive Regional Office Support I love working with the IdahoSTARS staff that we work with at our center. They are full of so much knowledge, and are more than willing to share it.	10/13/2021 8:56 PM
288	Positive All the staff I have talked have been helpful.	10/13/2021 8:03 PM
289	Challenges Every time I have called in the past I can never speak to anyone just a answering machine that they will call back when you leave a name and number. I have done so and never got called back unless I am persistent and call every day or hour.	10/13/2021 4:51 PM
290	Challenges It took a long time to actually get ahold of someone. The lady was somewhat rude, and after she told me to upload my documents again (my background check wasnt showing up for my employer, so idahostars told me to just reupload all of my documents) and afterwords I got a very passive aggressive email stating that I am not aloud to upload my documents again and I had wasted her time.	10/13/2021 4:49 PM
291	Challenges I don't interact with Idahostars staff anymore because in previous years they have not been able to help me with problems I have.	10/13/2021 4:15 PM
292	Positive They have always been so kind and helpful!	10/13/2021 4:08 PM
293	Positive Very satisfied! Professional service and patience	10/13/2021 3:11 PM
294	Positive Very satisfied. Any problem I have ever asked for help with they have given timely solutions/help.	10/13/2021 2:12 PM
295	Positive They are very helpful and clear with what needs to be done and/or changed.	10/13/2021 2:07 PM
296	Positive I just had to redo my licensing and everybody that I spoke with at IdahoSTARS was very helpful.	10/13/2021 2:01 PM
297	Positive They are very helpful when i talk to them .	10/13/2021 1:42 PM
298	Positive I totally appreciated their assistance in answering all my questions and believe me i had a lot.	10/13/2021 1:23 PM
299	Positive Through email, and phone calls. Always satisfied.	10/13/2021 12:50 PM
300	Positive They are always very friendly and willing to help	10/13/2021 12:36 PM
301	Positive I email if i need help. They are great!!	10/13/2021 12:31 PM
302	I have not interacted with any staff	10/13/2021 11:19 AM
303	Challenges Sometimes it takes a while to get ahold of someone to get help questions answered	10/13/2021 11:09 AM
304	Positive I was very satisfied.	10/13/2021 11:07 AM
305	Positive very helpful and nice. I was satisfied and I don't think any improvement necessary.	10/13/2021 10:44 AM

306	Challenges They came to tell us about the scholarship program, but the way it was explained didn't make sense.	10/13/2021 9:31 AM
307	Positive They were always helpful and professional. If they came into the daycare, they were kind and seemed to answer any questions I had.	10/13/2021 8:47 AM
308	Positive Everyone that I have talked to at Idahostars has been really nice and helpful.	10/13/2021 8:47 AM
309	Positive Regional Office Support Idaho stars comes and visits every two months, i believe, and they just observe and watch with how we respond and act with the kids and if they have pointers for us they will give us different ideas or directions to take and most of the time the people at Idaho stars have really helped with some of the kids.	10/13/2021 8:30 AM
310	Challenges Some very knowledgeable some not so much	10/13/2021 8:14 AM
311	Positive Very satisfied. Always have knowledge on their subject or know how to help	10/13/2021 8:09 AM
312	Positive IN PERSON STAFF VERY PLEASANT	10/13/2021 7:21 AM
313	Positive I'm very satisfied with all interactions I've had with IdahoSTARS	10/13/2021 6:43 AM
314	N/a	10/13/2021 5:36 AM
315	Positive Their response was fast and helpful.	10/13/2021 12:55 AM
316	Challenges I would like to be able to talk to people. We use to have an Idahostars office	10/12/2021 9:47 PM
317	Positive When ever I have a question or concern I can always call idaho Stars and they are there to help.	10/12/2021 9:26 PM
318	Positive Response were prompt and detailed	10/12/2021 9:20 PM
319	Positive Usually are very helpful	10/12/2021 8:47 PM
320	Positive The interactions I've had with Idaho Stars staff has all been very positive and helpful, they have always answered my questions and provided support when needed.	10/12/2021 8:39 PM
321	Positive Professional understanding and informative	10/12/2021 8:29 PM
322	Positive I was very satisfied. I got responses quickly and clear answers to my questions.	10/12/2021 7:56 PM
323	Positive Regional Office Support We had a local woman from IdahoSTARS come into our facility and help with a child. We were very impressed with her. No need for improvements! She was great to work with and had lots of helpful tips for us.	10/12/2021 7:52 PM
324	Yo tuve entrenamientos en las oficinas de Idaho falls también orientación y ayuda para renovar mi CDA	10/12/2021 7:48 PM
325	Positive Everything is good	10/12/2021 7:46 PM
326	Positive Great I always get the help I need with all they different ways.	10/12/2021 7:41 PM
327	Positive I am always satisfied with the service that I get with Idaho Stars Staff! They are always willing to help with everything and anything! Wonderful at answering any questions!	10/12/2021 7:38 PM
328	Positive All the staff are amazing!	10/12/2021 7:24 PM
329	Positive I have not contacted IdahoSTARS staff. I have never had a reason to. Every interaction that I have had on IdahoSTARS has been positive.	10/12/2021 7:15 PM
330	Positive The staff has been really resourceful and respond in a reasonable manor. They led me and showed me where to find resources.	10/12/2021 7:11 PM
331	Positive Very nice & responsive	10/12/2021 6:59 PM
332	Positive I work in an office with IdahoSTARS, and my interactions with them have been pleasant	10/12/2021 6:52 PM
333	Positive They are very helpful to understanding my question thank you	10/12/2021 6:40 PM
334	Positive I have always received wonderful support from Idaho stars staff	10/12/2021 6:39 PM
335	Challenges Training Office The interactions were mostly fine. Some trainers are more	10/12/2021 6:35 PM

	helpful than others.	
336	Positive When I have emailed them, I have been satisfied with what they do.	10/12/2021 6:20 PM
337	Positive Questions answered promptly and clearly. RISE was initially somewhat a challenge at first but now able to navigate freely.	10/12/2021 6:20 PM
338	Positive Satisfaction	10/12/2021 6:07 PM
339	Positive Every Idaho Stars staff has been extremely helpful and supportive.	10/12/2021 6:05 PM
340	Positive No, the phone call answered all of my questions and the people I've talked to lead me through my questions	10/12/2021 6:04 PM
341	Positive I use the emails and general resources provided. Also a staff member worked with our organization years ago to help us try to develop a professional development recording system.	10/12/2021 6:00 PM
342	Positive They are very helpful.	10/12/2021 5:55 PM
343	Positive Very kind, help teach me lots of new things and how to be better at what I do	10/12/2021 5:50 PM
344	Positive I have always felt my interactions with staff have been helpful, timely, and informative. I have no notes for improvement!	10/12/2021 5:49 PM
345	Positive I think that I've had good interactions with staff during cda cohort meetings	10/12/2021 5:46 PM
346	Challenges Everyone has been friendly Sometimes is a little frustrating when my password dont work and I have to wait until someone calls me to resolve the issue	10/12/2021 5:46 PM
347	I have never contacted Idaho stars	10/12/2021 5:46 PM
348	Positive They have always been super helpful when I need help.	10/12/2021 5:23 PM
349	Positive Staff has always been pleasant and friendly as well as helpful..	10/12/2021 5:18 PM
350	N/A	10/12/2021 5:10 PM
351	Positive Email mostly They helped	10/12/2021 5:09 PM
352	Positive They are very friendly and always willing to help me They take the time to hear my questions and find the answers	10/12/2021 5:08 PM
353	Positive Training Office Yes I was always satisfied and the staff i met in person from the trains were always kind and helpful and full of so much advise	10/12/2021 5:07 PM
354	I have not interacted with IdahoSTARS staff with the exception of receiving emails.	10/12/2021 5:06 PM
355	Positive Satisfied, kind interaction	10/12/2021 5:04 PM
356	Positive Very friendly Fast response	10/12/2021 5:03 PM
357	Challenges No I was not satisfied because I never heard back or got help with what I needed to.	10/12/2021 5:01 PM
358	Positive I've worked with them In person at my work, they've always been very nice. And helped me if I've had questions or concerns	10/12/2021 4:59 PM
359	Positive The few interactions I have had the staff was polite and very helpful	10/12/2021 4:59 PM
360	I have not had to contact anyone.	10/12/2021 4:58 PM
361	Positive I was very satisfied with the quick reply I got when I asked a question about my scholarship application. I received a clear response within the hour of asking.	10/12/2021 4:58 PM
362	Positive I was satisfied	10/12/2021 4:57 PM
363	Positive Recognize staff Janelle was great she always was awesome help, and if she didn't know the answer she would work on it and get back to us.	10/12/2021 4:57 PM
364	Positive Recognize staff Laura Judy and Teresa's are wonderful	10/12/2021 4:54 PM
365	None	10/12/2021 4:54 PM

366	Positive I have had one interaction with Idaho Stars staff it was an email and it was very professional and easy to respond to	10/12/2021 4:54 PM
367	Positive They answer fairly quick on emails. They helped me until they figured out what I needed!	10/12/2021 4:52 PM
368	My SMEs have interactions with IdahoSTARS.	10/12/2021 4:52 PM
369	Positive They were very professional & full of information!	10/12/2021 4:50 PM
370	Positive The one time that I did over email it was quick and easy	10/12/2021 4:49 PM
371	Positive They are very good at responding the same day depending on what time I email them. definitely within 24 hrs.	10/12/2021 2:16 PM
372	DHW Positive Recognize staff Regional Office Support Whenever I have a question about IdahoSTARS I call Janelle or Reba in the regional office in Twin Falls. They are both very helpful and are quick to get me answers. If they aren't sure they check & get right back with me. I am very grateful for them. I also email Aubrie Hunt whenever I have a question about grants or ICCP and she returns my email promptly.	10/12/2021 1:52 PM
373	Positive The response time has been prompt	10/12/2021 12:34 PM
374	Positive Recognize staff Regional Office Support I have been so happy with the help I have recieved from Sherea. It's great getting her perspective on my class	10/11/2021 9:07 PM
375	Positive Recognize staff Regional Office Support Idaho stars is always encouraging and helpful when I attend their trainings. I have recently reached out to Kyara to help me with the new badges and she is very polite and helpful!	10/11/2021 8:08 PM
376	Positive Training Office My interact with the staff had been in trainings. They are very professionals and friendly. Also they are great on what they do.	10/11/2021 2:50 PM
377	Positive Regional Office Support Very satisfied! The Idahostars consultants I work with are awesome!	10/11/2021 2:09 PM
378	Positive A friendly easy to understand staff.	10/11/2021 2:01 PM
379	Positive The staff is willing to help when needed. They honor and support teachers.	10/11/2021 1:55 PM
380	Positive Yes I was satisfied, I absolutely love talking to them.	10/11/2021 12:28 PM
381	Positive Very satisfied. Everyone is always so helpful.	10/11/2021 12:22 PM
382	Positive Recognize staff Regional Office Support Yes, very satisfied! Darla and Shelly are the best advocates for us. They always follow through with everything we ask of them. They respect our time and energy. They are a continued ray of sunshine and support to us. They share our desire to provide quality childcare to our children and families, just like we do.	10/11/2021 12:13 PM
383	Positive Very satisfied. Always helped in a timely manner	10/11/2021 10:22 AM
384	Positive Recognize staff Regional Office Support We love when Judy comes to see us at our center! She is always helpful and answers all of our questions. She has really helped our center as we have been progressing up the steps.	10/11/2021 7:53 AM
385	Positive They are caring, concerned and helpful	10/11/2021 6:05 AM
386	Na	10/10/2021 3:37 PM
387	Positive They are very friendly and helpful.	10/9/2021 9:24 PM
388	Positive I have been very satisfied with the staff. My questions were answered promptly and I was given great tips concerning the children in my care.	10/9/2021 8:52 PM
389	Positive Regional Office Support The local staff is always available to help with situations, so I am very satisfied with the local staff.	10/9/2021 7:26 PM
390	Positive When I have had questions about the RISE online platform or about training, I have been able to reach out to staff via phone and email. When we had a consistent representative helping our facility, I was able to reach out to her directly to ask specific questions.	10/9/2021 7:14 PM
391	Positive Recognize staff I have worked with two individuals, Darla and Shelley. They are,	10/9/2021 7:03 PM

helpful, kind, knowledgeable and get my questions answered promptly. They have been a blessing to our school and staff! I can't thank them enough!

392	Positive Regional Office Support Our region staff are excellent in answering any questions I have or in offering help/services.	10/9/2021 2:43 PM
393	I did not interact with RISE staff.	10/9/2021 12:18 PM
394	Positive I think they're doing good and always let me know about trainings	10/9/2021 12:07 PM
395	I don't have interaction with the staff	10/9/2021 11:44 AM
396	Positive areas. have had some really great experiences and then some challenges because of the covid	10/9/2021 11:42 AM
397	Typically over the phone or email. I have met face to face in the past.	10/9/2021 11:33 AM
398	If I have a question I can call the office number.	10/9/2021 10:19 AM
399	Positive When I called and emailed staff to see what it would take to obtain a CDA they were very friendly and helpful	10/9/2021 10:11 AM
400	I have not used that feature yet.	10/9/2021 9:43 AM
401	Positive It is always a great experience with fast responses	10/9/2021 9:28 AM
402	Positive Regional Office Support STQ I have met with some ladies in person. They have been tremendous help to get us ready for steps to Quality. And they are very nice to work with	10/9/2021 8:55 AM
403	I ask about trainings, I get help on phone,emails about documents and licensing.	10/9/2021 7:54 AM
404	Positive Very satisfied. Everyone is helpful and returned calls/ emails are timely	10/9/2021 7:33 AM
405	Positive its always been a good experieencee	10/9/2021 1:22 AM
406	Recognize staff Regional Office Support STQ Reba is amazing! She has done all of our steps to quality things and has done SO much to help our facility grow and improve over the last year!	10/9/2021 12:47 AM
407	None	10/8/2021 10:04 PM
408	I haven't talked to them.	10/8/2021 9:59 PM
409	Challenges Positive Prompt and helpful responses via email. I used to dread calling because it was always a game of phone tag for days waiting for callbacks. Last time I called I actually got to speak to someone right away. It was a pleasant surprise.	10/8/2021 9:58 PM
410	Positive Regional Office Support in person, i've personally enjoyed their presence. they're very helpful and have made life a lot easier when it comes to certain things.	10/8/2021 9:52 PM
411	Positive There very polite and helpful to answering my questions.	10/8/2021 9:24 PM
412	Positive Very helpful and knowledgeable	10/8/2021 7:37 PM
413	Positive Recognize staff Regional Office Support Very pleasant! The lady I worked for was very helpful. Theresa Stilwell	10/8/2021 7:04 PM
414	Positive They answer right away	10/8/2021 6:57 PM
415	Positive Recognize staff Regional Office Support I had an academic scholarship for a couple years and both of the ladies I worked with or contacted were awesome. They always answered my questions and helped me. The offices here in town (Pocatello), the ladies that work there too are great and VERY helpful.	10/8/2021 6:54 PM
416	Positive The staff are very nice and helpful, i was satisfied	10/8/2021 6:43 PM
417	N/A	10/8/2021 6:41 PM
418	ICCP & SL Positive I was very satisfied. If I reach out to the support team it's because I cant figure the problem out on my own and I have always received help quickly . They've done so in a professional and friendly manner that I always appreciate.	10/8/2021 6:25 PM
419	Positive Very satisfied	10/8/2021 6:15 PM

420	Positive All my emails are answered back right away.	10/8/2021 6:13 PM
421	No experience yet	10/8/2021 6:08 PM
422	Positive The staff have been helpful with my questions	10/8/2021 5:53 PM
423	I don't have much interaction with IdahoSTARS staff. My director has the most direct contact with STARS staff and then shares the information with staff.	10/8/2021 5:11 PM
424	Positive Recognize staff Regional Office Support Everyone is great!! Maria and Michelle are fantastic and have always been so helpful to me.	10/8/2021 4:47 PM
425	Positive The staff has always been kind and understanding of situations and always willing to help.	10/8/2021 4:39 PM
426	Positive Recognize staff The IdahoSTARS staff did a great job communicating with me about my academic scholarship. I was a little bit worried about making sure they had all of the right documentation - I know that they were completely swamped, but maybe a system to let people know that they have completed the requirements would be nice. I was a little bit anxious that I would lose my scholarship from sending the wrong type of form.	10/8/2021 4:09 PM
427	Challenges I don't like you can't call or office without going through 211	10/8/2021 3:54 PM
428	The only time I have met any Idaho Stars staff is when we had s consultation at my center in the ones room to help figure out how to make the room run more smoothly.	10/8/2021 3:49 PM
429	Positive Recognize staff Regional Office Support I have been helped very much by Amanda when I have called in.	10/8/2021 3:38 PM
430	Challenges DHW ICCP & SL Quicker response time and clearer information on payments streamlined. Not sure if this is ICCP staff issue or the other part of H&W customer support issue.	10/8/2021 3:22 PM
431	Positive I mainly use email and if they don't know the answer to my question they will find it. Always helpful	10/8/2021 3:00 PM
432	Positive Very satisfied	10/8/2021 3:00 PM
433	Positive The staff is always prompt and professional	10/8/2021 2:59 PM
434	Positive Very professional and helpful in every way. If they don't have the answer they are wonderful at helping find it. They follow up ASAP.	10/8/2021 2:51 PM
435	Positive So far everyone I've talked to has been very helpful and kind.	10/8/2021 2:51 PM
436	Challenges DHW When I had to call to update kids for ICCP I disliked having to get a callback because they would call back at a time I couldn't talk and then had to call back only to do the whole process again. I feel like department that works for foster kids needs to communicate better with the updates to ICCP. I had to call numerous times and get transferred as well to get it corrected.	10/8/2021 2:50 PM
437	Positive Very helpful	10/8/2021 2:49 PM
438	I have not yet used this as I am a new employee to this field.	10/8/2021 2:48 PM
439	Positive Regional Office Support We're helpful and even offered to come to my facility to help me	10/8/2021 2:46 PM
440	Challenges Sometimes hard to get ahold of.	10/8/2021 2:44 PM
441	Positive They are always really helpful.	10/8/2021 2:38 PM
442	Challenges Positive It's difficult to get a hold of someone on the phone but when they do, they are really helpful.	10/8/2021 2:26 PM
443	Challenges Yes, improvements could be made. All staff are friendly. However, they tend to tell you everything you are doing wrong and fail to make suggestions or help improve the center.	10/8/2021 2:23 PM
444	Challenges Regional Office Support STQ I never heard back from Local/regional staff much before until this past year when I would reach out for assistance. When new staff are	10/8/2021 2:15 PM

hired, they are right on board to help, make promises and don't follow through. Then they end up being replaced and we start over again. I do hate that they only seem interested in Steps to Quality and push it regularly instead of what we may need over all. I know my region has had issues since staff changes happened but, hopefully things will work themselves out because when I first joined in 2014, Staff that worked with us personally, Tish and Tammy, we had solid support and they were always there and ready to help us with any need and were great motivators and pushed us to do better.

445	Positive They are always very helpful	10/8/2021 2:14 PM
446	I have found phone calls work best for me.	10/8/2021 2:14 PM
447	Positive The staff is always helpful and responds quickly, they are knowledgeable and always able to help me.	10/8/2021 2:04 PM
448	Challenges I left a message and no one contact me about my grand.	10/8/2021 1:59 PM
449	Positive Everyone is always very helpful	10/8/2021 1:54 PM
450	Positive Regional Office Support I have been very satisfied with my regional idaho stars representatives. They are very helpful, responsive, and prompt.	10/8/2021 1:52 PM
451	Challenges Email would be a lot easier for me and improving new things in idahostars and learning more about what I can do while working in a child care	10/8/2021 1:51 PM
452	Positive Based on my interactions with IdahoSTARS I have had, I have been super satisfied with the help and support.	10/8/2021 1:35 PM
453	Challenges Help with Navigating through the training courses	10/8/2021 1:15 PM
454	Positive All my idahostars staff interactions are positive.	10/8/2021 1:14 PM
455	Positive Idaho STARS staff e all very helpful and kind. I have enjoyed all of the meetings with them.	10/8/2021 1:12 PM
456	Positive Everyone I have interacted with has been very quick to respond and always are sure to answer my questions or seek others to help if needed.	10/8/2021 1:11 PM
457	Positive Super satisfied	10/8/2021 1:01 PM
458	Positive Regional Office Support Helpful and punctual!	10/8/2021 12:56 PM
459	Positive I have called to ask questions when i need to. Also to check on grants applied for. Their response is always quick and courteous.	10/8/2021 12:55 PM
460	Positive Friendly, helpful, easy to contact.	10/8/2021 12:53 PM
461	Positive Regional Office Support I work with a consultant for my CDA and for steps to quality. I love her, she's so helpful and responsive when I email her.	10/8/2021 12:48 PM
462	Positive All staff have been easy to work with and are able to quickly and efficiently help problem solve any situation.	10/8/2021 12:38 PM
463	Positive Recognize staff The times I needed help, RISEhelp has been very helpful with everything.	10/8/2021 12:38 PM
464	Positive Satisfied	10/8/2021 12:38 PM
465	Challenges Positive Always super helpful but not very accessible.	10/8/2021 12:37 PM
466	Positive I really like all staff good relations	10/8/2021 12:37 PM
467	Positive Everyone has been amazing very kind and full of great information!	10/8/2021 12:36 PM
468	Positive They are so easy to work with and quick to respond	10/8/2021 12:35 PM
469	Challenges I would like more in person interactions.	10/8/2021 12:34 PM
470	Positive I needed my CPR certification sent over to my new center, and they helped me immediately!	10/8/2021 12:30 PM
471	Positive Very helpful	10/8/2021 12:24 PM

472	Positive It's been awhile since I've had to contact them via email or phone call but they are genuinely nice and knowledgeable.	10/8/2021 12:23 PM
473	Positive Very helpful and friendly	10/8/2021 12:19 PM
474	Phone calls about upcoming trainings and recertifications	10/8/2021 12:16 PM
475	Challenges Have had very little contact or communication with ccrc and other Idaho stars staff over the past 2 years. Most of us providers have felt like we're left out hanging in the wind to figure out what the state wants from us in our own.	10/8/2021 12:16 PM
476	I have never had a problem.	10/8/2021 12:12 PM
477	Positive Yes, they have always been prompt and make sure all my questions were resolved.	10/8/2021 12:12 PM
478	Positive They have been very helpful.	10/8/2021 12:07 PM
479	Challenges They've been extremely helpful. With how things are set up on the websites some of their step by step instructions are still confusing which is upsetting because they really do try to be thorough	10/8/2021 12:07 PM
480	Positive Regional Office Support Our local office has been great.	10/8/2021 12:03 PM
481	Positive She's always been helpful	10/8/2021 12:01 PM
482	Positive Always effective when writing back. They always answer and do not make you feel like a question is dumb	10/8/2021 11:51 AM
483	Challenges Positive They are usually very helpful and accommodating and try to make things as clear as possible if I were to make any improvement it would be online	10/8/2021 11:49 AM
484	N/A	10/8/2021 11:48 AM
485	Positive I think that any issue I have had has been resolved in a timely manner	10/8/2021 11:47 AM
486	Positive Always very helpful and my questions are answered promptly.	10/8/2021 11:47 AM
487	Positive I have had positive experiences with all staff. They have always been helpful and provide guidance as to where to find an answer if they do not have the answer.	10/8/2021 11:37 AM
488	Positive Always good and helpful	10/8/2021 11:37 AM
489	Challenges Regional Office Support Could make improvements on in person meetings, they never give you the correct answer, or seem to make up things on the spot	10/8/2021 11:34 AM
490	Positive They are all amazing and so very helpful!	10/8/2021 11:34 AM
491	Positive Always been very pleasant to work with.	10/8/2021 11:27 AM
492	Positive The staff are great! They help us in a very timely manner.	10/8/2021 11:26 AM
493	Positive Satisfied	10/8/2021 11:25 AM
494	Positive Great	10/8/2021 11:24 AM
495	I haven't had the chance to have to interact with them.	10/8/2021 11:23 AM
496	Positive Idahostars staff have been very helpful	10/8/2021 11:22 AM
497	N/a	10/8/2021 11:21 AM
498	Positive I have always been treated very respectfully and been given the help I need.	10/8/2021 11:21 AM
499	Positive Phone calls are usually taken promptly and IdahoSTARS staff generally tries very hard to solve the situations	10/8/2021 11:20 AM
500	Challenges it's harder having to sometimes wait to get answers, but with covid and people working remote, it's what needs to be done to stay safe	10/8/2021 11:20 AM
501	Haven't talked to anyone	10/8/2021 11:18 AM
502	Positive I'm satisfied. No improvements needed.	10/8/2021 11:18 AM
503	Positive Every time I got the opportunity to interact with them they have always been nice	10/8/2021 11:17 AM

	and easy to talk with.	
504	Positive Very helpful and timely!	10/8/2021 11:17 AM
505	Positive Regional Office Support I really appreciate all of the help we have received through our consultants.	10/8/2021 11:17 AM
506	Positive I was emailed about scholarships and everyone was very nice!	10/8/2021 11:17 AM
507	Challenges Regional Office Support I used to have lots of direct contact when they were in Hayden now I have minimal contact	10/8/2021 11:16 AM
508	Positive They have helped me alot with getting things done	10/8/2021 11:15 AM
509	Positive Satisfied and well informed	10/8/2021 11:15 AM
510	Positive I am very satisfied, get an email right back	10/8/2021 11:14 AM
511	Positive Regional Office Support I had a great experience with the stars staff that comes to our daycare.	10/8/2021 11:12 AM
512	Positive Yes very! Everyone has been incredibly helpful.	10/8/2021 11:10 AM
513	Positive Very helpful	10/8/2021 10:27 AM
514	Positive Very satisfied. Customer service is always helpful.	10/8/2021 9:28 AM
515	Positive amazing service they are prompt to answering any questions and are always there to serve me and my daycare.	10/8/2021 9:14 AM
516	Positive Very prompt, they get back to you right away. My questions are always answered, they're here to help which is so great!	10/7/2021 3:14 PM
517	Challenges Response time is sometimes slower than I like but overall helpful and friendly.	10/7/2021 1:27 PM
518	Positive They have always been very helpful and informative.	10/7/2021 1:17 PM
519	Positive Regional Office Support My local office has always been there for me and if one of them can't find the answer, then she works with the others until we have the problem solved. I am very happy with the staff.	10/7/2021 12:54 PM
520	Positive Very Satisfied	10/7/2021 12:14 PM
521	Positive Regional Office Support Our consultants and specialists are amazing at what they do and definitely know their stuff	10/7/2021 10:59 AM
522	Positive They always answer right away.	10/7/2021 10:48 AM
523	Challenges Regional Office Support Allowing for more hours on site visits with each school would benefit everyone (teachers, MGT, kiddos & parents)	10/7/2021 9:10 AM
524	Positive I was satisfied with my interaction with staff they are always very helpful	10/7/2021 7:56 AM
525	Positive The time I emailed I received a response back quickly.	10/6/2021 9:01 PM
526	Positive Usually very helpful once I get connected to the right person.	10/6/2021 6:54 PM
527	Positive I am satisfied, they seem to respond pretty quickly	10/6/2021 6:04 PM
528	Positive Recognize staff I love talking with Darla and Shelly in the Lewiston office. They are always so helpful and kind. If they are not available when I call they always get back to me in a timely manner.	10/6/2021 1:53 PM
529	I don't interact with staff	10/6/2021 1:27 PM
530	Positive Recognize staff Darla and Shelly are amazing and so great to work with or ask questions if ever they are unsure they find out the answer.	10/6/2021 1:02 PM
531	Positive So far so good. They are good at getting back to you through email. I enjoy the in person	10/6/2021 11:56 AM
532	I have had no interactions with Idaho STARS staff through email, phone calls, or in person.	10/6/2021 11:22 AM
533	Positive IdahoSTARS staff have been very helpful threw email and phone calls. If they don't	10/6/2021 9:30 AM

know the answers they will find them.

534	Positive	The staff was great when I needed help with online training.	10/5/2021 10:14 PM
535	Challenges	It'd be nice to have a more accessible direct phone line for help and questions	10/5/2021 7:22 PM
536	Positive	I have always been satisfied with the IdahoSTARS staff. They have always been so helpful with all my questions.	10/5/2021 7:17 PM
537	Positive	Yes I was satisfied. More help for your staff. I know they are all overwhelmed	10/5/2021 4:41 PM
538	Positive	Very friendly wanted to help me and answer all my questions.	10/5/2021 2:08 PM
539	Positive	I've been satisfied with most of my interactions, especially by phone and email.	10/5/2021 1:43 PM
540	Positive	they always answers all my questions and concerns quickly.	10/5/2021 1:41 PM
541	Positive	I don't email or call often but when I have needed to I have been helped.	10/5/2021 1:36 PM
542	Positive	Yes I have been very satisfied! They always answer my questions	10/5/2021 1:20 PM
543	Positive	Yes I have spoken to a number of people and each has been polite and helpful. I was very satisfied with the help.	10/5/2021 1:15 PM
544		I have not had to any interactions with them.	10/5/2021 12:31 PM
545	Positive	They have always been very helpful	10/5/2021 10:53 AM
546	Positive	Recognize staff All have been good. I just discovered the effectiveness of using RISEhelp	10/5/2021 10:52 AM
547	Positive	They are very friendly and helpful to any questions I have. No complaints.	10/5/2021 10:48 AM
548	Positive	Recognize staff I LOVE REBA she is the best! she understands my needs and motivates me to do better!	10/5/2021 10:30 AM
549	Challenges	DHW at times emails from Aubrie Hunt are scrambled and not able to read	10/5/2021 10:27 AM
550	Positive	Recognize staff Regional Office Support Susan n the Idaho Falls office is AWESOME!	10/5/2021 10:21 AM
551	Positive	So very helpful every question is answered or helped finding the answer for	10/5/2021 8:58 AM
552	Positive	E-mails from IdahoSTARS has been prompt and helpful.	10/5/2021 8:09 AM
553	Positive	They are very help full and make me fill they really care about me.	10/5/2021 4:30 AM
554		I haven't had any interactions	10/4/2021 8:47 PM
555	Challenges	Mostly it works. During this time tho it is hard to talk with anyone at Idaho Stars. I'm directed to emails and since I work 40 hours it's hard to get a hold of people if I need to talk person to person	10/4/2021 8:15 PM
556	Positive	I was very satisfied everyone is so polite and very helpful	10/4/2021 7:23 PM
557	Positive	I have had very good experiences with all my iteratactions.	10/4/2021 5:52 PM
558	Positive	Past interactions have all been great.	10/4/2021 5:50 PM
559	Positive	Our center has been meeting with a local business to possibly partner with them for child care. Idaho stars connected us with an Idaho stars vendor that has had experience with corporations that supplied their employees childcare on site! We asked several questions, and the vendor was an excellent resource. We appreciated that the vendors got together and decided who would be the best mentor for our particular situation..	10/4/2021 5:20 PM
560	Challenges	For the most part interactions have been good. I wish it was easier to talk to someone when you call tho instead of waiting for a return call	10/4/2021 4:22 PM
561	Positive	Easy and had a very good experience	10/4/2021 4:14 PM
562	Positive	Yes very helpful and kind	10/4/2021 4:06 PM
563	Positive	they are very helpful and follow through on questions. especially helpful during renewals.	10/4/2021 3:41 PM

564	Positive I am always satisfied, my questions are always answered quickly.	10/4/2021 3:15 PM
565	Positive they are helpful	10/4/2021 2:27 PM
566	Positive I am satisfied.	10/4/2021 2:04 PM
567	Positive Emails are returned in a timely manner which I appreciate	10/4/2021 1:55 PM
568	Positive They are so very friendly and helpful. They always have an answer to my questions.	10/4/2021 1:54 PM
569	N/A	10/4/2021 1:27 PM
570	Positive Friendly, and prompt!	10/4/2021 1:22 PM
571	Positive yes satisfied	10/4/2021 1:19 PM
572	Positive very helpful	10/4/2021 1:16 PM
573	Positive The staff were kind and willing to share advice. They were very helpful and understanding.	10/4/2021 1:13 PM
574	Positive Every time I have needed to contact someone, they were very helpful and got everything I needed.	10/4/2021 1:08 PM
575	Challenges Positive Everyone is very helpful and patient, it would however be nice to have direct lines available for the different departments, there are many times where I have to be routed through multiple departments to get to where I need to be to get the answers that I need.	10/4/2021 1:08 PM
576	Positive I only had to call once and that was to get my hours put on and they helped me in no time. I didn't have a bad experience it was good and they were helpful and friendly.	10/4/2021 11:58 AM
577	Positive I have found STARS staff helpful and kind.	10/4/2021 11:39 AM
578	Positive Everyone is helpful! You have a wonderful educated staff.	10/4/2021 11:30 AM
579	NA	10/4/2021 11:18 AM
580	Positive They have always been helpful and quick.	10/4/2021 10:58 AM
581	Challenges Generally most people have been helpful. It would be nice to have the office open in our time zone. You close an hour early witch means we always have to call before 3 to get our questions answered.	10/4/2021 10:34 AM
582	ICCP & SL Recognize staff Every time I have had a question about ICCP or licensing all staff have been very helpful and have had wonderful customer service skills. Always resolves the issue.	10/4/2021 10:06 AM
583	Positive We are satisfied	10/4/2021 9:31 AM
584	Positive They're great and knowledgeable	10/4/2021 9:27 AM
585	Positive Very responsive	10/4/2021 8:44 AM
586	Challenges Positive Training Office I had some difficulty with a training attended . They helped me resolve the issue.	10/4/2021 8:43 AM
587	Challenges takes awhile to hear back if you ever hear back. Should have an established repond time.(24/48 hours)	10/4/2021 8:38 AM
588	na	10/4/2021 8:36 AM
589	Positive Absolutely wonderful. They are very helpful and do their best to clarify things.	10/4/2021 8:30 AM
590	N/a	10/4/2021 8:14 AM
591	Positive The email was responded to in a timely manner	10/4/2021 7:48 AM
592	Positive Great staff. Easy to get a hold of.	10/4/2021 7:32 AM
593	Positive Everyone at every office I deal with is informed, friendly and helpful--always.	10/4/2021 7:21 AM
594	Positive It has always been very helpful and I have been always been able to get	10/4/2021 7:12 AM

answers/help for whatever the issue.

595	Positive Recognize staff There were a few questions that I had concerning the pandemic and Erin answered all my questions. If she wasn't sure, she would find a solution somehow.	10/4/2021 6:47 AM
596	Positive They're awesome they respond within minutes, a few hours to within 24 hrs	10/4/2021 6:30 AM
597	Positive Yes! They were awesome and so helpful!	10/4/2021 6:16 AM
598	Positive I have always found the staff to be helpful and they respond quickly to questions or concerns.	10/4/2021 6:03 AM
599	Positive Staff has been very helpful, informative, and reply in a timely manner.	10/3/2021 11:37 PM
600	Positive Very satisfied	10/3/2021 9:41 PM
601	Positive Everyone has been very accommodating and extremely kind.	10/3/2021 9:06 PM
602	N/A	10/3/2021 8:46 PM
603	Challenges When I had questions it took awhile for a response but that person was on vacation.	10/3/2021 7:21 PM
604	Positive It is always pleasant and very helpful.	10/3/2021 5:14 PM
605	Positive Very easy to get ahold of and timely on returning calls, they are fast and efficient to help me get done what I need.	10/3/2021 4:32 PM
606	Positive Recognize staff Regional Office Support Even during COVID I was able to have contact with Idaho Stars. Michelle Fitch has always been available to us .	10/3/2021 4:18 PM
607	Positive Recognize staff I love the older lady that answers and transfers calls. She's so sweet. Every person I've talked to has been extremely helpful and kind.	10/3/2021 4:18 PM
608	Positive Idaho STARS staff are knowledgeable, accessible and helpful. They reply to questions quickly and have answered all my questions professionally.	10/3/2021 4:12 PM
609	Positive They have always been prompt, resourceful, and kind.	10/3/2021 2:55 PM
610	Positive yes I am satisfied	10/3/2021 2:28 PM
611	Positive I have been satisfied with my interactions.	10/3/2021 2:03 PM
612	Positive Very easy, use 211	10/3/2021 1:42 PM
613	Positive The people I deal with are WONDERFUL!!!!!!!!!!!!!!	10/3/2021 12:50 PM
614	Positive I don't think you could improve on your staff. They're so patient, kind and thorough. They will work with you until you understand or get things figured out. Appreciate them all very much	10/3/2021 11:41 AM
615	Positive super helpful	10/3/2021 10:41 AM
616	Positive Very satisfied.	10/3/2021 10:16 AM
617	I have not interacted with them. I just completed the courses on my own.	10/3/2021 9:51 AM
618	Positive I was satisfied when I did have to contact them, it was a prompt response and they were very helpful.	10/3/2021 9:27 AM
619	Positive Absolutely fabulous. They are kind, knowledgeable, and always call me back the same day or first thing the next morning. I always feel like they genuinely want to help me, I'm not a burden to them.	10/3/2021 9:11 AM
620	Positive Good. They have been helpful. When I have issues that continue your staff are supportive.	10/3/2021 9:06 AM
621	Challenges Positive I don't know how to make this better as I have been very impressed with all of it. The on line program needs work, but everything else is perfect. Keep up the good work!	10/3/2021 7:36 AM
622	Positive Yes she has always been professional.	10/3/2021 7:15 AM

623	Haven't had interaction	10/3/2021 7:07 AM
624	Positive Was very professional all my questions were answered	10/3/2021 1:00 AM
625	I actually haven't got the chance to interact with anyone in Idaho Star staff..	10/2/2021 11:06 PM
626	Positive Very satisfied! They are always so friendly and go above and beyond to help!	10/2/2021 10:31 PM
627	Positive Recognize staff I had help signing up for the state to pay for a client's daycare. Marie was very helpful and patient with me.	10/2/2021 9:54 PM
628	Positive Satisfied. We have always been able to solve any issues .	10/2/2021 9:53 PM
629	Positive Regional Office Support We have a very sweet lady that comes every 2 weeks. We have been very satisfied with her.	10/2/2021 8:46 PM
630	Positive Very satisfied. Everyone is very nice and helpful.	10/2/2021 8:45 PM
631	Positive It's always been a good experience	10/2/2021 8:32 PM
632	Positive The staff has been amazing. We do mostly zoom calls.	10/2/2021 7:31 PM
633	Email and phone	10/2/2021 6:11 PM
634	Challenges It's hard to get a specialist on the phone !!!! I like to call not , email !!!	10/2/2021 5:58 PM
635	Positive Recognize staff I have always had a positive interaction with the region 1 Idahostars staff. Any questions I have had over the past years has been resolved or questions answered.	10/2/2021 5:29 PM
636	Positive When there's a problem or question they are knowledgeable & helpful	10/2/2021 5:15 PM
637	Positive Very sweet people	10/2/2021 4:55 PM
638	Positive 211 and regional staff are very helpful	10/2/2021 4:20 PM
639	I have yet to need to interact. I will soon have someone visit our center but I have nothing poor to say.	10/2/2021 3:28 PM
640	Positive I have had a few times where i needed to email and the person was very helpful	10/2/2021 3:28 PM
641	Positive I appreciate the readily available help that I receive when I call to have my questions answered.	10/2/2021 3:17 PM
642	Positive Very helpful	10/2/2021 3:09 PM
643	Challenges I love how helpful the staff is but wish there was a special number directly to Idaho stars	10/2/2021 3:01 PM
644	Positive Has always been helpful	10/2/2021 2:42 PM
645	Positive Recognize staff Im satisfied with Leticia(Specialist for CDA Assessments),she help me a lot when I called her and email her she responded me quick in her best time,and she took her time to help me and support when I was having difficulty to get my code for my CDA exam and she helped me.	10/2/2021 2:18 PM
646	Positive Yes I am satisfied as they are friendly	10/2/2021 2:15 PM
647	Positive They've been very helpful and informative	10/2/2021 2:12 PM
648	Positive Satisfied	10/2/2021 2:02 PM
649	It's been years since I called. But it was helpful.	10/2/2021 1:52 PM
650	Positive Regional Office Support That staff at our local office is amazing. They are super helpful when I need anything.	10/2/2021 1:32 PM
651	Positive They were very helpful and answered my questions to the best of their knowledge and were very helpful and polite.	10/2/2021 1:29 PM
652	Like to renew my license	10/2/2021 1:26 PM
653	Challenges Satisfied, but could improve on hold times and returning calls	10/2/2021 1:22 PM

654	Positive Helpful	10/2/2021 1:22 PM
655	Positive Always been good!	10/2/2021 1:20 PM
656	Positive I have had very positive interactions with the IdahoSTARS staff and help specialists. I have been satisfied with the outcomes of the issues or questions I have had.	10/2/2021 1:11 PM
657	I think email works better for me. Being a director of a busy preschool, I don't have much time to wait on hold.	10/2/2021 12:59 PM
658	Positive All good reviews with help	10/2/2021 12:43 PM
659	Positive I've only met a couple of people from Idaho Stars and they've both been absolutely amazing!	10/2/2021 12:09 PM
660	Positive satisfied	10/2/2021 11:51 AM
661	Positive They are friendly and they help you with any questions or troubles u can have in the sistem.	10/2/2021 11:46 AM
662	Positive The staff is knowledgeable, caring, and goes above and beyond to help childcare providers.	10/2/2021 11:06 AM
663	Positive Recognize staff Regional Office Support We meet in person every week with an Idaho stars staff member. If we didn't have her and her help things would be a little more confusing. Michelle has helped us as a canter and staff members tremendously. She has helped us with also the CDA program.	10/2/2021 11:02 AM
664	None	10/2/2021 10:56 AM
665	Positive Recognize staff When Tami and Tish and Jen Ross were here I had many interactions with them.	10/2/2021 10:22 AM
666	Positive Always very prompt response to emails	10/2/2021 10:05 AM
667	Positive always helpful call back immediately	10/2/2021 10:02 AM
668	Positive There have been a few times where I couldn't figure out where/how to do something in RISE, but staff have quickly responded to my questions with directions and resolutions. Very satisfied with staff interactions.	10/2/2021 9:34 AM
669	Positive At a great experience and very nice people and kind.	10/2/2021 9:25 AM
670	Positive It has always been helpful and prompt	10/2/2021 9:18 AM
671	Positive Recognize staff Janelle Sexton is an absolute gem. She is the most helpful person.	10/2/2021 8:59 AM
672	Positive When I have called because of the computer problems a staff member has helped me and been extremally nice.	10/2/2021 8:44 AM
673	Positive They are very knowledgeable and helpful.	10/2/2021 8:32 AM
674	Positive Very satisfied	10/2/2021 8:30 AM
675	Positive The lady i always talk too is very helpful and if she doesnt know she usually knows someone that does. i have been working with her since i started childcare	10/2/2021 8:29 AM
676	Challenges We are all considered essential workers, yet most of these folks are working from home. The help has been delayed or nonexistent for the past couple of years.	10/2/2021 8:16 AM
677	NA	10/2/2021 8:12 AM
678	Positive Yes, everyone I've spoken with with has been incredibly helpful and knowledgeable.	10/2/2021 8:11 AM
679	They very very helpful	10/2/2021 7:59 AM
680	It was mainly through email but they've always been super helpful!	10/2/2021 7:55 AM
681	Nothing	10/2/2021 7:51 AM
682	I only chatted , I was trying to get my documents uploaded had a hard time uploading both sides. The interaction was quick and I figured out the issue before the staff member replied	10/2/2021 7:50 AM

683	Positive	Staff have always been helpful.	10/2/2021 7:49 AM
684	Positive	It is always a great experience.	10/2/2021 7:45 AM
685	Challenges	It took many tries to get through and they weren't able to initially help me with my problem and it was a lot of back and forth.	10/2/2021 7:40 AM
686	Positive	very positive and helpful	10/2/2021 7:31 AM
687	Positive	Yes I have always been satisfied with the help that I get and as far as improvements maybe more phone calls or in person visit to see how everyone is doing and what they are working towards	10/2/2021 7:18 AM
688	Positive	I have been 100% satisfied with my experience. My member gives me good advice on furthering my education and updates me on grants.	10/2/2021 6:26 AM
689	Positive	Everyone was helpful	10/2/2021 4:43 AM
690	Positive	My interaction with all off the Idaho Stars staff has been helpful. I appreciate them.	10/2/2021 2:14 AM
691	Positive	Regional Office Support I only have done in person. I have met at least 3 and they are all very nice and know their information. Very helpful.	10/2/2021 12:52 AM
692	Challenges	Positive Most of the time I've found them to be very willing to help. There was only one tome that whoever I reached on the phone didn't seem to care or almost annoyed. This was a couple id years ago and don't remember who it was or what it was about. I was a bit hesitant to call back after that but I've never had another experience like that one	10/2/2021 12:03 AM
693		na	10/1/2021 11:34 PM
694	Positive	Recognize staff Region 7 is great!	10/1/2021 11:07 PM
695	Positive	The staff has been able to answer all my questions via email promptly. You have a GREAT staff	10/1/2021 10:49 PM
696	Challenges	Regional Office Support I struggled for many years with Idahostars consultants responding, keeping appointments and any follow up. The last year or more have had much more success getting help even with Idahostars staff changes.	10/1/2021 10:22 PM
697	Positive	Very helpful and friendly via email	10/1/2021 10:06 PM
698		Never talked to them	10/1/2021 10:00 PM
699	Positive	Recognize staff Anytime I have a question, I can call the Idaho Stars office in Region 6 and they are always friendly and very helpful!	10/1/2021 9:59 PM
700	Positive	Lots of help and refreshing. Things	10/1/2021 9:58 PM
701	Positive	Always there to help and quick to respond.	10/1/2021 9:57 PM
702	Positive	Cordial and nice! They gave me as much information they had.	10/1/2021 9:53 PM
703	Positive	They have all been very helpful	10/1/2021 9:52 PM
704	Challenges	Phone calls not returned	10/1/2021 9:51 PM
705	Positive	I was satisfied. The person I talked with was very quick getting back to me and answered all of the questions I had.	10/1/2021 9:50 PM
706	Positive	Regional Office Support The idahoSTARS staff were very kind and helpful when they came to speak to me.	10/1/2021 9:48 PM
707	Positive	I am always helped and my questions are always answered when I reach out for help.	10/1/2021 9:45 PM
708	Positive	I have been satisfied every time. They get back to me in a decent time and are always kind and helpful	10/1/2021 9:41 PM
709	Positive	I love them all, everyone is always sooo helpful!	10/1/2021 9:39 PM
710	Positive	Recognize staff Leticia is amazing!	10/1/2021 9:33 PM
711	Positive	Very satisfied. They are always there to help you however needed and quickly which	10/1/2021 9:30 PM

is nice.

712	Positive Training Office I had a payment mix up with a class scholarship and the teacher/instructor running it emailed me and was super communicative and friendly and really helped me out!	10/1/2021 9:28 PM
713	Positive Always satisfied	10/1/2021 9:08 PM
714	Positive Recognize staff Regional Office Support I always love the visits from the region 2 gals, and they have always been helpful in person or over phone or email. They always follow up and keep me accountable which is super helpful for me while teaching and running a business.	10/1/2021 9:04 PM
715	Positive Yes very helpful when I have an issue.	10/1/2021 9:04 PM
716	Recognize staff New at the center, haven't found time to contact Janelle to coordinate orientation.	10/1/2021 8:34 PM
717	Positive They always answer my questions in a timely manner and are very friendly and helpful	10/1/2021 8:34 PM
718	Positive All work excellent.	10/1/2021 8:33 PM
719	Challenges Regional Office Support I am a teach and I have had a chance to talk with one staff in the center I work at once in the last 6 months. They don't seem to make it a regular schedule to visit each classroom.	10/1/2021 8:31 PM
720	Positive I always get my questions answered & receive the help I need.	10/1/2021 8:27 PM
721	Positive They are always friendly and helpful. They contact me to make sure I am supported. They are always able to answer my questions.	10/1/2021 8:25 PM
722	Positive They've been prompt to reply and even helped fix my issue right away.	10/1/2021 8:23 PM
723	Positive I have always felt you have the best people working for rise!	10/1/2021 8:23 PM
724	Positive Email. Yes, I was satisfied. Great job.	10/1/2021 8:22 PM
725	Positive The staff has been helpful and answered my questions in a timely manner.	10/1/2021 8:17 PM
726	Positive IdahoSTARS Staff are responsive and easy to work with. They do their best to resolve any questions or issues.	10/1/2021 8:14 PM
727	Positive STQ The staff has been fantastic. I have been working with a part of Steps to Quality and their input has help me to improved my classroom management.	10/1/2021 8:13 PM
728	Positive Regional Office Support Our IdahoSTARS representative is very helpful and is very available	10/1/2021 8:09 PM
729	I don't communicate with them	10/1/2021 8:07 PM
730	N/A	10/1/2021 8:06 PM
731	Positive I have contacted IdahoSTARS staff through email and get a quick response to my questions. I am satisfied with the help and communication I have received from the IdahoSTARS staff concerning my inquiries.	10/1/2021 8:01 PM
732	NA	10/1/2021 8:00 PM
733	Positive Recognize staff Janelle has helped with staff accounts when they were having trouble and had to be helped on the other side.	10/1/2021 8:00 PM
734	Positive I've talked on the phone and email and I have no complaints! They are quick to respond and so very helpful!	10/1/2021 7:59 PM
735	I haven't had much interaction with idahostars staff. They've come into the center I work at but they haven't spent much time with the staff.	10/1/2021 7:58 PM
736	Positive Everyone I've worked with has been amazing, so nice and helpful.	10/1/2021 7:56 PM
737	Positive I've always had positive experiences and typically get the questions answered when I need.	10/1/2021 7:55 PM

738	N/A	10/1/2021 7:53 PM
739	Positive All have been great	10/1/2021 7:51 PM
740	Positive It is adequate. I have received prompt responses to my questions or difficulties.	10/1/2021 7:47 PM
741	Positive They were very helpful. I was satisfied.	10/1/2021 7:45 PM
742	DHW Positive 211 very helpful and friendly	10/1/2021 7:39 PM
743	Positive The people I have interacted with have been very helpful and have excellent customer service.	10/1/2021 7:37 PM
744	Positive Recognize staff I have emailed with IdahoStars staff pertaining to education grants. Their responses have been very timely, professional and helpful.	10/1/2021 7:29 PM
745	Positive Very kind and helpful	10/1/2021 7:24 PM
746	Challenges They are slow to reply to emails and I can't find who to contact over the phone on the Rise page. I usually just let my director get a hold of the person they have contact with, but it still takes a while to get info back to me.	10/1/2021 7:21 PM
747	Positive They have been very helpful.	10/1/2021 7:15 PM
748	Positive Regional Office Support All the staff members I have worked with have all been so helpful and considerate. At their next visit, they will answer those questions they didn't know about.	10/1/2021 7:15 PM
749	Positive Emails have been great so far. Most of the calls have been good.	10/1/2021 7:15 PM
750	Positive Phone calls have been fine.	10/1/2021 7:13 PM
751	Positive Regional Office Support I love meeting with IdahoSTARS in person because she always reminds me what I'm doing well and helps me to improve each time.	10/1/2021 7:13 PM
752	Positive Fast and helpful when needed	10/1/2021 7:11 PM
753	Positive They are very informative and helpful.	10/1/2021 7:09 PM
754	Positive Talk thru phone or email to our local office at least once a month. They are AWESOME!	10/1/2021 7:05 PM
755	Positive Recognize staff I love the Idaho Stars crew. I have interacted with Stars personnel for years. Everyone is always helpful and friendly. Heidi Tracey has been a great help and I have enjoyed our interactions over the years. Melissa Waylon has always been so helpful with all my scholarship needs.	10/1/2021 7:05 PM
756	Positive Regional Office Support Our in person trainings are nice. I like that they often even correspond with us after trainings to make sure anything that we've tried to implement is working and if not how we could adjust.	10/1/2021 7:04 PM
757	Positive Very satisfied. They are all always so helpful.	10/1/2021 7:03 PM
758	Positive They have been helpful & respond quickly	10/1/2021 6:59 PM
759	Challenges Positive STQ It's usually a good experience. I have only ever interacted with IdahoStars staff when they have come into my classroom for STQ assessments, and they are always very kind and helpful. Sometimes there is a lack of understanding from them about what we can and cannot do in a center with limited space and finances, but overall they have been very friendly.	10/1/2021 6:55 PM
760	Does not apply to me.	10/1/2021 6:55 PM
761	Positive They are all kind and very patient	10/1/2021 6:55 PM
762	Positive They were very thorough on the information that you needed	10/1/2021 6:54 PM
763	Positive They are perfect	10/1/2021 6:53 PM
764	Positive Recognize staff Regional Office Support The guy that came to do training for us at our facility was kind, professional and helpful.	10/1/2021 6:49 PM
765	Positive yes, with working on CDA they are very helpful	10/1/2021 6:48 PM

766	Positive When I first got started with Idaho Stars I had to go in person and everyone was very helpful.	10/1/2021 6:47 PM
767	Positive I was satisfied	10/1/2021 6:47 PM
768	Positive They are responsive, respectful and professional.	10/1/2021 6:46 PM
769	Positive Curtious	10/1/2021 6:44 PM
770	Positive Very satisfied	10/1/2021 6:43 PM
771	Positive They are very helpful and patient with me.	10/1/2021 6:42 PM
772	Positive They are very quick to help	10/1/2021 6:40 PM
773	Positive Regional Office Support Love our coaches! Thanks so much! Everyone helps keep us on track!	10/1/2021 6:38 PM
774	Positive I was very satisfied! They got back to me fast and were very helpful!	10/1/2021 6:36 PM
775	Positive Any help that I have needed in the last two years since I started my daycare, I could have not completed without the ladies at IdahoSTARS. Mostly through a phone call to 211. No improvements needed as far as I am concerned.	10/1/2021 6:31 PM
776	Positive Very satisfied that they can email after hours. So far, they've been very helpful.	10/1/2021 6:30 PM
777	Positive Yes I was satisfied and me back fast and answer questions.	10/1/2021 6:29 PM
778	Positive Training Office One class was done in person and the teacher was so friendly and informative	10/1/2021 6:25 PM
779	Positive Interactions with RISE staff have been pleasant and have provided direction and action. Something that could be improved upon is connection between when a request is placed for a live training through RISE and response from a trainer.	10/1/2021 6:24 PM
780	Challenges DHW ICCP & SL I had been dealing with the ICCP staff for 23 plus years. I can call five times and talk to five different people about the same situation and get five different answers... Either they're too lazy to find out the right answer or their poorly trained!!!	10/1/2021 6:23 PM
781	Positive I haven't had to contact Idaho Stars staff in a long time but every time I have they are always very helpful and friendly.	10/1/2021 6:18 PM
782	Positive They were very helpful and knowledgeable.	10/1/2021 6:18 PM
783	Positive Recognize staff Regional Office Support Our Idaho Falls Idaho Stars employees are awesome! They are usually the first people I go to if I have any questions.	10/1/2021 6:18 PM
784	Positive all great!!!!	10/1/2021 6:15 PM
785	Positive Always very helpful and quick to respond.	10/1/2021 6:11 PM
786	Positive They are always Polite and very helpful	10/1/2021 6:06 PM
787	Positive Recognize staff Regional Office Support I just love the twin falls staff! Reba and Janelle are a great team and help in anyway they can.	10/1/2021 6:05 PM
788	DHW Positive Regional Office Support Training Office they're terrific!!!! Our ccrc gals, boise, and especially moscow! Aubrie always responds to email and I can tell truly cares for us providers	10/1/2021 6:05 PM
789	Positive Regional Office Support I absolutely love our idaho stars reps! They have done wonders for our center and are always there when we need them!	10/1/2021 6:04 PM
790	Nothing	10/1/2021 6:03 PM
791	Positive They are amazing and quick to respond.	10/1/2021 6:03 PM
792	I've never interacted with them	10/1/2021 6:02 PM
793	N/A	10/1/2021 6:02 PM
794	Positive They were very helpful	10/1/2021 6:02 PM

795	Positive	Yes contacting over the phone was good. They helped me the best they could	10/1/2021 6:00 PM
796	Positive	Satisfied	10/1/2021 5:57 PM
797	Positive	Regional Office Support The consultant that my center has is very informational and if we have a question she very helpful and will search for answers if she doesn't know a specific answer.	10/1/2021 5:56 PM
798	Positive	They have been very helpful!	10/1/2021 5:56 PM
799	Challenges	Email help does not respond! I hate dealing with iccp staff	10/1/2021 5:56 PM
800	Positive	The staff that I have interacted with were easy to talk to when they have visited the facility I work at. Are encouraging, share current ICCP information and make sure we have no questions left unanswered.	10/1/2021 5:55 PM
801	Positive	They are extremely helpful and nice	10/1/2021 5:55 PM
802	Challenges	It's great when you find the correct person with the correct answer.	10/1/2021 5:54 PM
803	Positive	Recognize staff Regional Office Support I absolutely love working with Teresa from the Pocatello office	10/1/2021 5:54 PM
804	Positive	Recognize staff Regional Office Support Darla and Shelly are absolutely lovely. I greatly appreciate their ongoing support and connection to our program. Everyone I get on the phone is always kind and helpful too.	10/1/2021 5:52 PM
805	Positive	Very satisfied quick to respond and straight forward	10/1/2021 5:52 PM
806	Positive	It has been really nice to be able to speak to people directly. I have called before, having questions about staff CPR. They were able to get to me quickly, and answer my question. I have also been emailing About goals and training with my coworkers.	10/1/2021 5:51 PM
807	Positive	I contacted a representative on the phone yesterday and I felt like she listened to my concerns well and she helped me move forward to the next step.	10/1/2021 5:49 PM
808	Positive	They were very kind, I have no issues with them.	10/1/2021 5:48 PM
809	Positive	Always willing to help if they don't know the answer. They help me find it.	10/1/2021 5:45 PM
810	Positive	Very friendly and helpful	10/1/2021 5:44 PM
811	Positive	Recognize staff Regional Office Support Very satisfied. Allie ballou is very helpful in person and on the phone.	10/1/2021 5:43 PM
812	Positive	I was very satisfied.	10/1/2021 5:42 PM
813	Positive	Every time I called 211, I was able to resolve any question easily with whom ever was helping me.	10/1/2021 5:41 PM
814	Positive	Staff are great, very helpful. They seem very well trained.	10/1/2021 5:39 PM
815	Positive	I have always been happy with my interactions with staff. They have been very knowledgeable about things.	10/1/2021 5:39 PM
816	Positive	Training Office They were very helpful when I had trouble with training hours.	10/1/2021 5:38 PM
817	Positive	I usually receive a quick response; if they don't know the answer to the question, they find someone who can help.	10/1/2021 5:37 PM
818	Positive	Recognize staff Regional Office Support My regional consultant has been amazing to work with and gives me all the support I need when I need. Even if she doesn't have an answer, she finds it or gets me the information I need to someone who does or points me in the right direction.	10/1/2021 5:37 PM
819	Positive	Always so kind and helpful	10/1/2021 5:35 PM
820	Positive	Staff have been helpful.	10/1/2021 5:34 PM
821	Positive	They have been very professional and helpful and answered all my questions	10/1/2021 5:32 PM
822	Positive	My interactions with staff have always led me to a resolution for my questions/ concerns. Very helpful very knowledgeable	10/1/2021 5:31 PM

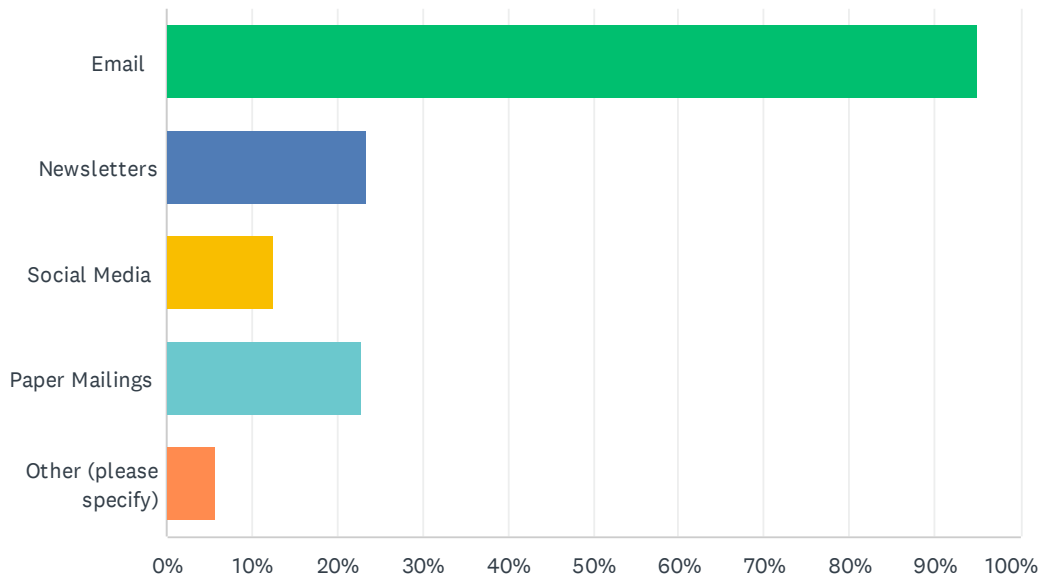
823	Positive Recognize staff Regional Office Support I have enjoyed my interaction with Idaho Stars, especially Heidi Tracy. She is so incredibly helpful!	10/1/2021 5:30 PM
824	Positive They are easy to get hold of, helpful and friendly and willing to help however they can!	10/1/2021 5:30 PM
825	I didn't contact	10/1/2021 5:30 PM
826	Positive Yes all are very helpful and awesome.	10/1/2021 5:29 PM
827	Positive Recognize staff Michelle Cole and Ellen Radcliffe have been amazing. Very helpful and knowledgeable	10/1/2021 5:29 PM
828	I haven't really had a chance to use it	10/1/2021 5:29 PM
829	Positive Regional Office Support My regional consultants and specialists have been great to work with	10/1/2021 5:28 PM
830	Positive Recognize staff The best people! Erin McCandle is AMAZING and has made getting scholarships very helpful and a stress free process	10/1/2021 5:27 PM
831	Positive Very satisfied	10/1/2021 5:26 PM
832	Positive Recognize staff Regional Office Support Reba has been great! Iv met with her a few times. She's very informative	10/1/2021 5:26 PM
833	Positive Whenever I've had a question, email has been the easiest way to get an answer. Fairly prompt in answering	10/1/2021 5:25 PM
834	Most email and in person because that is the easy part for me.	10/1/2021 5:25 PM
835	Positive With emails I get a fast response, I am satisfied with the support I get.	10/1/2021 5:24 PM
836	Positive I've always had good interactions with everyone.	10/1/2021 5:23 PM
837	Positive Recognize staff Heidi is amazing, along with Melissa and the other ladies. If one doesn't know a answer, they find it and call you back.	10/1/2021 5:23 PM
838	Positive Everyone that I've met has gone above and beyond with meeting my expectations!	10/1/2021 5:22 PM
839	Positive Recognize staff Regional Office Support I love Judy, Laura, and Teresa. They all are so helpful with anything we have needed.	10/1/2021 5:21 PM
840	N/A	10/1/2021 5:20 PM
841	Positive Satisfied	10/1/2021 5:20 PM
842	ICCP & SL Positive Recognize staff Whenever I have to interact with ICCP either phone or email they're always very helpful, answer my questions and if they can't answer them they call me back or email me back with the help that I need	10/1/2021 5:20 PM
843	Positive They have been positive	10/1/2021 5:19 PM
844	Sometime it slows ams we lose progress on our class	10/1/2021 5:18 PM
845	Positive Satisfied	10/1/2021 5:18 PM
846	Work mor with local rep.	10/1/2021 5:16 PM
847	Positive They are very knowledgeable and when they are not sure they will find the answer and get back to you!	10/1/2021 5:16 PM
848	Positive Everything was great	10/1/2021 5:15 PM
849	Positive They have been friendly and knowledgeable, but have taken a while to get back to answer questions	10/1/2021 5:14 PM
850	Positive They are helpful and send me to the correct people for assistance most of the ti e	10/1/2021 5:13 PM
851	Positive Recognize staff Regional Office Support I am in contact with Michelle. She is very helpful and gets back in a timely manner.	10/1/2021 5:12 PM
852	Positive Always been very kind and helpful!	10/1/2021 5:12 PM

853	Positive Everyone was extremely kind that I interacted with.	10/1/2021 5:11 PM
854	Positive Recognize staff Regional Office Support I spoke with Teresa in the Pocatello office she was awesome to help me through computer problems. I do so appreciate her knowledge and a love person whom I can talk too.	10/1/2021 5:10 PM
855	Positive I interact with IdahoStars staff by email or phone calls I have no complaints. Everyone is so friendly and courteous.	10/1/2021 5:10 PM
856	Positive I'm SO grateful for our Idaho STARS staff! I couldn't run my facility without them.	10/1/2021 5:10 PM
857	Positive Recognize staff I was a recipient of the Higher Education Grant this year and, it was the best support and communication I have ever received. Erin (whom I mainly emailed) was so caring	10/1/2021 5:09 PM
858	Positive Regional Office Support I am incredibly thankful for the help we have received from our regional Idaho Stars team. They've been an integral part of our expansion an opening of two classrooms.	10/1/2021 5:07 PM
859	I've never talked to them	10/1/2021 5:07 PM
860	Positive Regional Office Support They help me with working with children and parents	10/1/2021 5:07 PM
861	Positive They are brief and to the point. I feel like I'm bothering them sometimes because I know they are so busy. I use to really feel like I could call for anything.	10/1/2021 5:07 PM
862	Positive They are all very respectful and kind.	10/1/2021 5:06 PM
863	Positive They always direct me to the person that can help me with my issue.	10/1/2021 5:06 PM
864	Positive They are always very helpful and nice. Every interaction I've had has been good.	10/1/2021 5:05 PM
865	Positive I have always had a good experience with the staff always solved my issues quickly	10/1/2021 5:05 PM
866	Positive Recognize staff Regional Office Support The staff in south eastern stars office were very instrumental in us opening our doors. they even returned calls I made on their day off to help us meet our opening date.	10/1/2021 5:04 PM
867	Positive I have always had a positive experience with IdahoSTARS staff!	10/1/2021 5:03 PM
868	N/A	10/1/2021 5:03 PM
869	Positive very helpful	10/1/2021 5:03 PM
870	Positive I was satisfied. You all are very professional and helpful when coming to need help and assistance.	10/1/2021 5:02 PM
871	Positive They're all very helpful and if they can't help you themselves they provide you people who can.	10/1/2021 5:01 PM
872	Positive Very helpful!	10/1/2021 5:00 PM
873	Challenges I would like to be about to reach them by phone directly instead of spending time being transferred a couple times.	10/1/2021 4:59 PM
874	N/a	10/1/2021 4:59 PM
875	Positive They have been really helpful for me	10/1/2021 4:58 PM
876	N/A so far	10/1/2021 4:58 PM
877	Positive I love the ladies!! They always are willing to help	10/1/2021 4:58 PM
878	ICCP & SL Positive My emails are always taken right away and I usually have a response within the hour! Great customer service specialist	10/1/2021 4:57 PM
879	Positive All the staff is very helpful!	10/1/2021 4:57 PM
880	Don't talk to them my managers do.	10/1/2021 4:57 PM
881	Positive The IdahoSTARS staff has always been very helpful in anything and everything I've needed.	10/1/2021 4:56 PM

882	Positive Email, very satisfied	10/1/2021 4:55 PM
883	Positive I love all my interactions that I have had. They have been so kind and helpful and supportive!	10/1/2021 1:42 PM
884	Positive Regional Office Support I have, in the past, had staff help, and come to my daycare, for lending library, to help rearrange "playroom", to help evaluate a child of concern with me, help me sign up for PDS (then never really heard anything again?) I don't recall communicating through email but I have had to call the main office before and if someone didn't have the answer right away, they called back when they did!	10/1/2021 1:24 PM
885	Positive They are always very helpful	10/1/2021 1:04 PM
886	Positive They are always helpful, send me to the right person if they can't help.	10/1/2021 12:37 PM
887	Positive They are very helpful and get back to you quickly. Very friendly!	10/1/2021 12:15 PM
888	Positive Everyone is very helpful	10/1/2021 11:55 AM
889	Positive So helpful!!!	10/1/2021 11:40 AM
890	Positive I have never had an issue communicating with anyone from IdahoSTARS. My questions and concerns have always been taken care of effectively and efficiently	10/1/2021 9:51 AM
891	Positive Completely satisfied. Friendly. Wanting to help. Knowledgeable	10/1/2021 9:26 AM
892	Positive Always friendly and helpful	10/1/2021 9:13 AM
893	Positive They always email me back in a timely manner which is nice since I can't be on the phone watching kids by myself.	10/1/2021 8:51 AM

Q8 Select which ways you see/receive communication and information from IdahoSTARS below. Please select all that apply.

Answered: 1,344 Skipped: 0



ANSWER CHOICES	RESPONSES
Email	95.16% 1,279
Newsletters	23.51% 316
Social Media	12.50% 168
Paper Mailings	22.77% 306
Other (please specify)	5.65% 76
Total Respondents: 1,344	

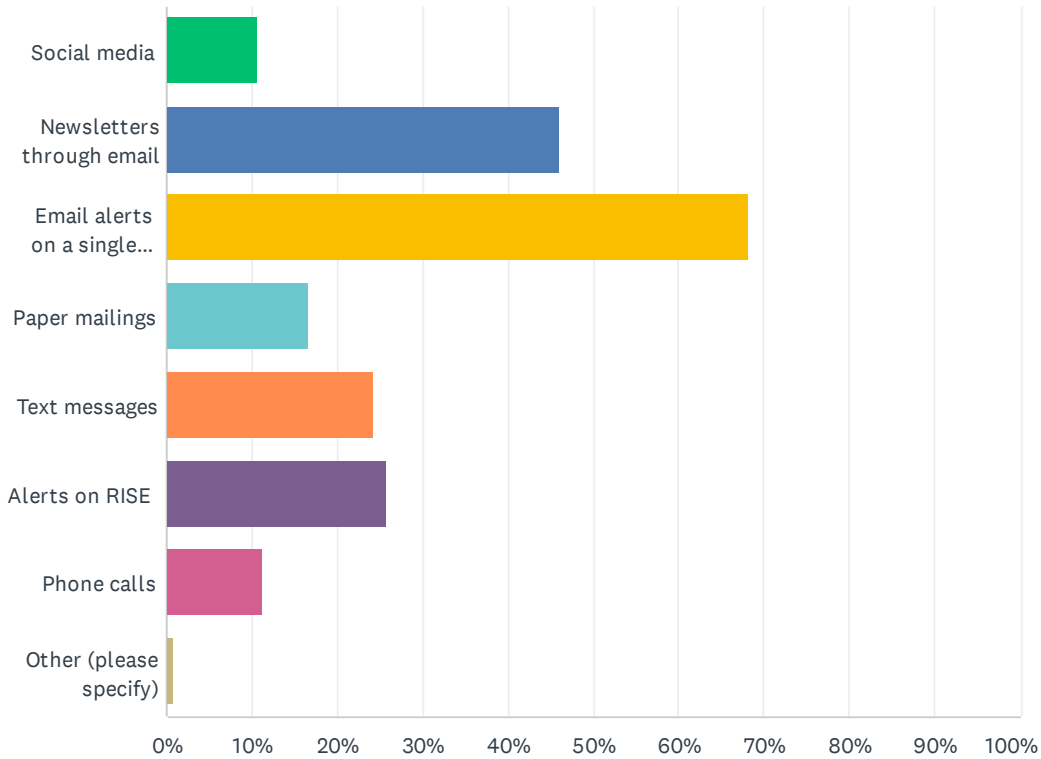
#	OTHER (PLEASE SPECIFY)	DATE
1	phone	10/30/2021 8:49 PM
2	Text	10/28/2021 4:40 AM
3	n/a	10/27/2021 9:05 AM
4	Text messages for CDA	10/27/2021 7:42 AM
5	N/A	10/26/2021 1:26 PM
6	Through my boss	10/26/2021 5:33 AM
7	Email	10/25/2021 6:03 PM
8	Through my employer.	10/25/2021 5:58 PM
9	My boss keeps us posted on those items she feels are pertinent to our work.	10/25/2021 1:58 PM
10	Phone	10/25/2021 11:48 AM
11	Head Start	10/25/2021 8:55 AM

12	director and codirector	10/24/2021 8:03 PM
13	phone	10/24/2021 7:55 AM
14	Mail	10/22/2021 8:53 PM
15	Phone calls	10/21/2021 12:22 PM
16	My director	10/20/2021 5:28 PM
17	Text message	10/19/2021 11:24 PM
18	phone calls	10/19/2021 12:11 PM
19	Called in to ask questions	10/19/2021 11:49 AM
20	By going on the site	10/18/2021 4:36 PM
21	TEXT MESSAGE	10/18/2021 8:01 AM
22	Management staff	10/17/2021 1:11 PM
23	I don't	10/16/2021 11:46 PM
24	My work	10/16/2021 7:02 PM
25	Phone	10/14/2021 11:19 PM
26	In person	10/14/2021 1:48 PM
27	Head of department notifies staff of new opportunities	10/13/2021 11:13 PM
28	Communication board at our school	10/12/2021 7:24 PM
29	In	10/12/2021 6:39 PM
30	Website	10/12/2021 6:00 PM
31	Through the SMEs.	10/12/2021 4:52 PM
32	Phone contact	10/9/2021 7:26 PM
33	In person threw work	10/9/2021 8:55 AM
34	Rise	10/8/2021 4:47 PM
35	Phone	10/8/2021 2:35 PM
36	Phone	10/8/2021 12:37 PM
37	phone calls	10/8/2021 9:14 AM
38	Text	10/7/2021 10:48 AM
39	visits	10/5/2021 4:41 PM
40	in person	10/5/2021 10:30 AM
41	phone calls	10/5/2021 10:27 AM
42	Advisors	10/5/2021 10:21 AM
43	Over the phone	10/5/2021 8:58 AM
44	would prefer text with a link to information	10/4/2021 8:38 AM
45	My Day Care keeps us well informed.	10/4/2021 7:53 AM
46	In person	10/4/2021 7:32 AM
47	phone	10/4/2021 7:21 AM
48	Phone	10/3/2021 9:41 PM
49	text	10/3/2021 5:43 PM

50	Text	10/3/2021 3:49 PM
51	Sometimes I get texts which I LOVE	10/3/2021 7:36 AM
52	In person	10/2/2021 9:54 PM
53	Phone	10/2/2021 9:26 PM
54	My boss	10/2/2021 4:55 PM
55	Program coordinator	10/2/2021 1:52 PM
56	phone and in person	10/2/2021 10:22 AM
57	Challenges Very spotty. Most of the time emails, just not consistent.	10/2/2021 8:16 AM
58	Work	10/2/2021 8:12 AM
59	Ni	10/2/2021 4:19 AM
60	Word of mouth from. My boss	10/2/2021 3:47 AM
61	Phone	10/1/2021 9:39 PM
62	None	10/1/2021 8:00 PM
63	Supervisor/Director at work	10/1/2021 7:04 PM
64	in person	10/1/2021 6:48 PM
65	Phone	10/1/2021 6:42 PM
66	Through my center	10/1/2021 5:44 PM
67	Phone calls	10/1/2021 5:42 PM
68	Through work, and 211.	10/1/2021 5:41 PM
69	Rise	10/1/2021 5:39 PM
70	In person & on RISE	10/1/2021 5:30 PM
71	In person.	10/1/2021 5:22 PM
72	Zoom meetings and in peraon	10/1/2021 5:12 PM
73	In person	10/1/2021 5:10 PM
74	I didn't	10/1/2021 5:07 PM
75	From my boss	10/1/2021 5:01 PM
76	Trainings	10/1/2021 4:57 PM

Q9 What is your preferred method to receive information from IdahoSTARS

Answered: 1,344 Skipped: 0



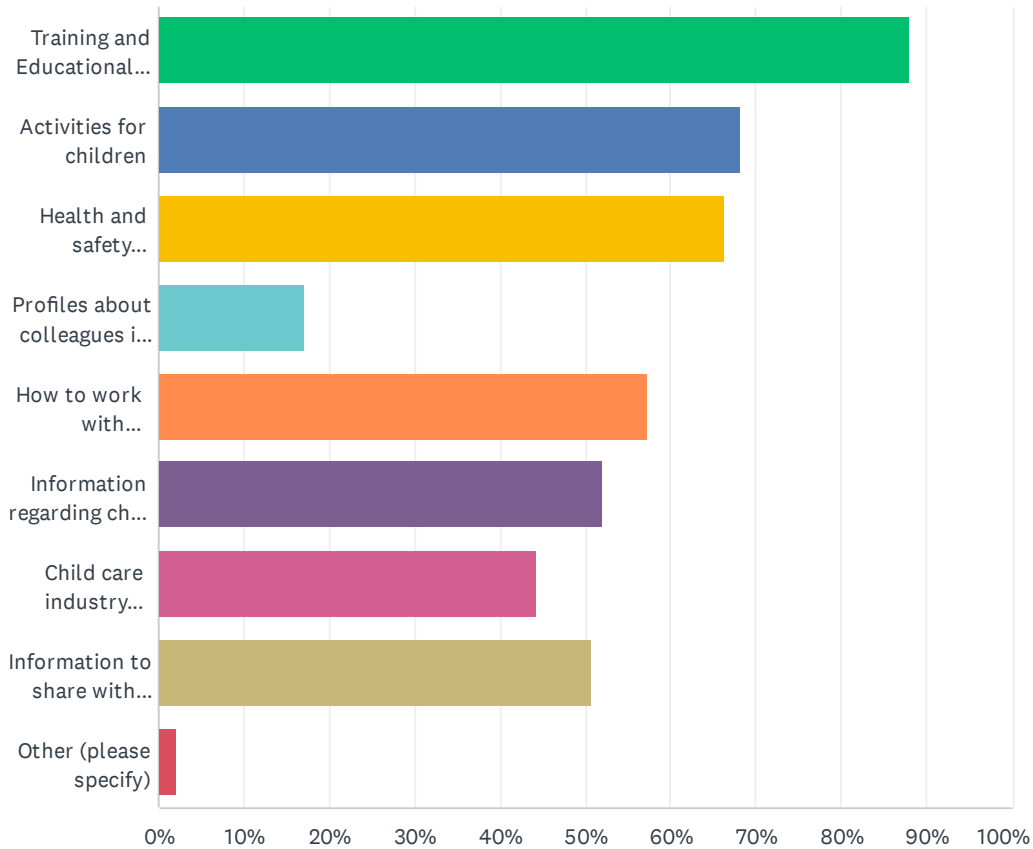
ANSWER CHOICES	RESPONSES
Social media	10.64% 143
Newsletters through email	46.06% 619
Email alerts on a single subject	68.23% 917
Paper mailings	16.67% 224
Text messages	24.26% 326
Alerts on RISE	25.89% 348
Phone calls	11.31% 152
Other (please specify)	0.82% 11
Total Respondents: 1,344	

#	OTHER (PLEASE SPECIFY)	DATE
1	Newsletters are acceptable but oftentimes buried in information.	10/27/2021 12:40 PM
2	Love getting the books/goods etc.	10/19/2021 12:18 PM
3	emails	10/19/2021 9:04 AM

4	none	10/16/2021 11:46 PM
5	Emails in general	10/13/2021 4:51 PM
6	Paper mailings when grants are available	10/13/2021 6:43 AM
7	I like to talk to people	10/12/2021 9:47 PM
8	in person on site visits	10/7/2021 9:10 AM
9	Email please	10/2/2021 8:11 AM
10	don't log into rise often enough for alerts there, only as needed	10/1/2021 6:05 PM
11	Zoom	10/1/2021 5:12 PM

Q10 What information is important to you in IdahoSTARS communication? Please select all that apply.

Answered: 1,344 Skipped: 0



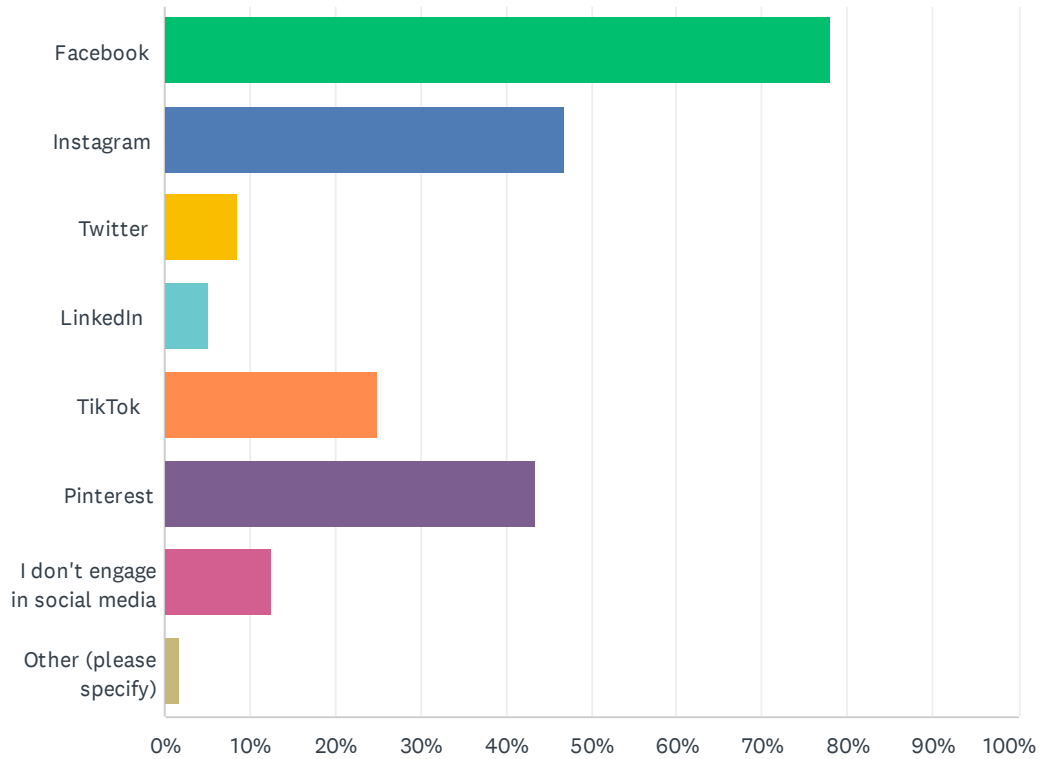
ANSWER CHOICES	RESPONSES	
Training and Educational Opportunities	88.10%	1,184
Activities for children	68.30%	918
Health and safety information	66.37%	892
Profiles about colleagues in child care	17.04%	229
How to work with parents/families	57.37%	771
Information regarding child care policies and legislation	52.08%	700
Child care industry information	44.27%	595
Information to share with families	50.74%	682
Other (please specify)	2.08%	28
Total Respondents: 1,344		

#	OTHER (PLEASE SPECIFY)	DATE
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1	Teacher emotional support	10/31/2021 2:56 PM
2	Food	10/25/2021 8:28 PM
3	Child's special needs go beyond what your staff is trained to do	10/25/2021 7:57 PM
4	Higher education opportunities	10/24/2021 8:19 PM
5	K	10/23/2021 1:58 PM
6	licensing	10/21/2021 11:04 AM
7	Anything is great!	10/19/2021 11:24 PM
8	none	10/16/2021 11:46 PM
9	Nothing on there is used in the regular course of my job.	10/16/2021 5:16 PM
10	Daycare Closures or New daycares.	10/14/2021 1:48 PM
11	Scholarship information	10/13/2021 2:55 PM
12	Allow consultants to be more involved in advocacy	10/13/2021 6:43 AM
13	Child development and child special needs	10/12/2021 7:48 PM
14	Information on grants	10/12/2021 6:52 PM
15	Children with learning disabilities	10/9/2021 10:11 AM
16	Renewal	10/8/2021 5:53 PM
17	business practices	10/8/2021 2:15 PM
18	Recalled information on products related to children	10/8/2021 1:11 PM
19	When STQ comes and helps	10/8/2021 12:37 PM
20	Grant opportunities. We this year we would not have made it with out the grants that we where able to receive.	10/8/2021 12:12 PM
21	COVID INFORMATION	10/7/2021 9:10 AM
22	Job opportunities and professionals looking for jobs. I think childcare could be improved so much if staff were in a good fit with their program, and programs would have an easier time hiring if there were a way for childcare professionals to be shared more widely.	10/6/2021 1:53 PM
23	Being notified of iccp trainings that have deadlines	10/2/2021 8:37 AM
24	Love it all	10/2/2021 12:52 AM
25	ENGLISH AND SPANISH	10/1/2021 8:34 PM
26	Notification about anniversary date for PDS	10/1/2021 7:04 PM
27	All of it.	10/1/2021 6:46 PM
28	More on caring for provider.	10/1/2021 5:16 PM

Q11 Which forms of social media do interact with? Please select all that apply.

Answered: 1,344 Skipped: 0

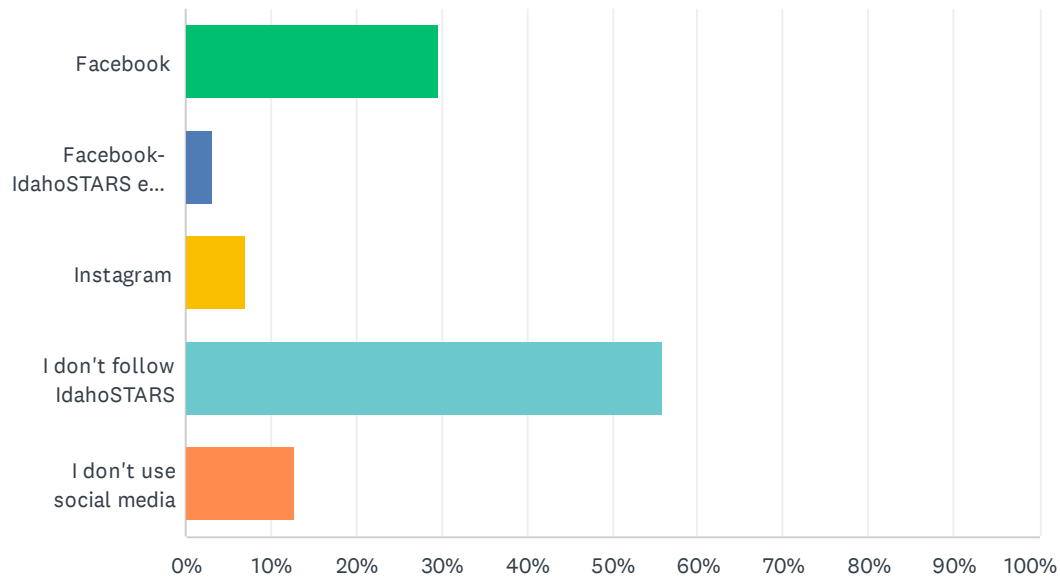


ANSWER CHOICES	RESPONSES
Facebook	77.98% 1,048
Instagram	46.95% 631
Twitter	8.48% 114
LinkedIn	5.06% 68
TikTok	24.93% 335
Pinterest	43.45% 584
I don't engage in social media	12.50% 168
Other (please specify)	1.71% 23
Total Respondents: 1,344	

3	Snapchat	10/25/2021 1:06 PM
4	Snapchat	10/24/2021 7:31 PM
5	Not on these very often.	10/21/2021 1:15 PM
6	Five Times a Month being on the IdahoSTARS Web Sight on the Internet	10/21/2021 12:13 AM
7	messenger	10/20/2021 11:51 AM
8	Email rise acct	10/19/2021 11:49 AM
9	Linked in	10/18/2021 12:37 PM
10	snapchat	10/13/2021 4:49 PM
11	Snapchat	10/13/2021 8:30 AM
12	Use to now just word of mouth	10/13/2021 8:14 AM
13	Websites	10/12/2021 6:00 PM
14	Some staff members use Facebook but I do not	10/9/2021 7:03 PM
15	snapchat, tumblr	10/8/2021 9:52 PM
16	I keep them private	10/8/2021 1:13 PM
17	Even though I don't engage in social media myself i see our staff using all of the above on a regular basis	10/8/2021 12:12 PM
18	Newspaper	10/8/2021 11:25 AM
19	snap chat, instagram	10/5/2021 10:21 AM
20	but soon dropping all social media	10/4/2021 8:38 AM
21	I use facebook but barely. My Asst. Director does our facebook	10/4/2021 6:30 AM
22	Email	10/3/2021 5:14 PM
23	but use internet	10/2/2021 2:18 PM

Q12 Which social media platforms do you follow IdahoSTARS on? Please select all that apply.

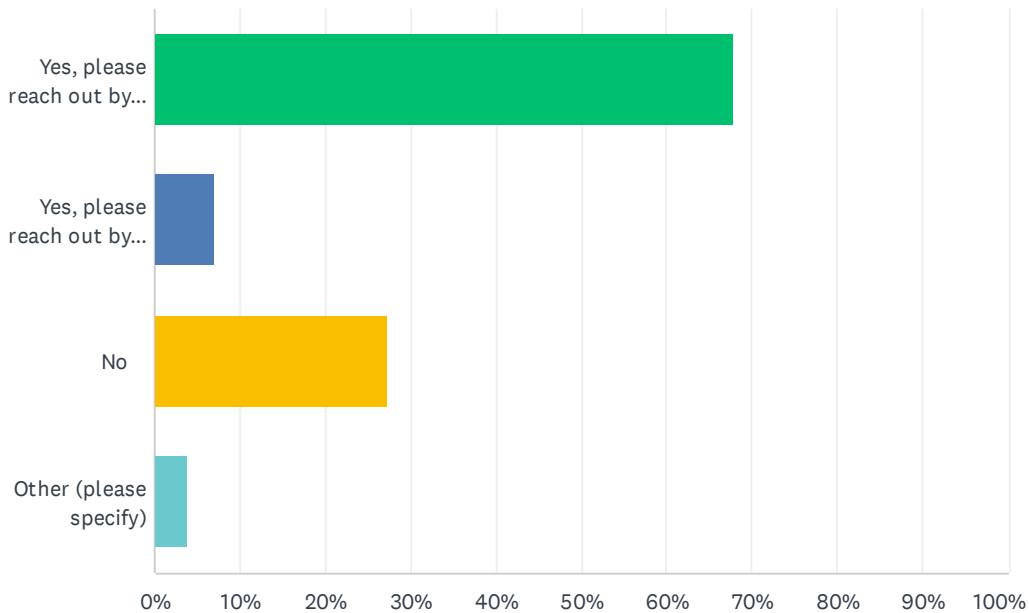
Answered: 1,344 Skipped: 0



ANSWER CHOICES	RESPONSES
Facebook	29.54% 397
Facebook- IdahoSTARS en espanol	3.27% 44
Instagram	6.99% 94
I don't follow IdahoSTARS	55.88% 751
I don't use social media	12.87% 173
Total Respondents: 1,344	

Q13 Would you be willing to participate in focus groups or further surveys to help us learn more about the needs of those in the child care field?

Answered: 1,344 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes, please reach out by email	67.86%	912
Yes, please reach out by phone	7.14%	96
No	27.31%	367
Other (please specify)	3.79%	51
Total Respondents: 1,344		

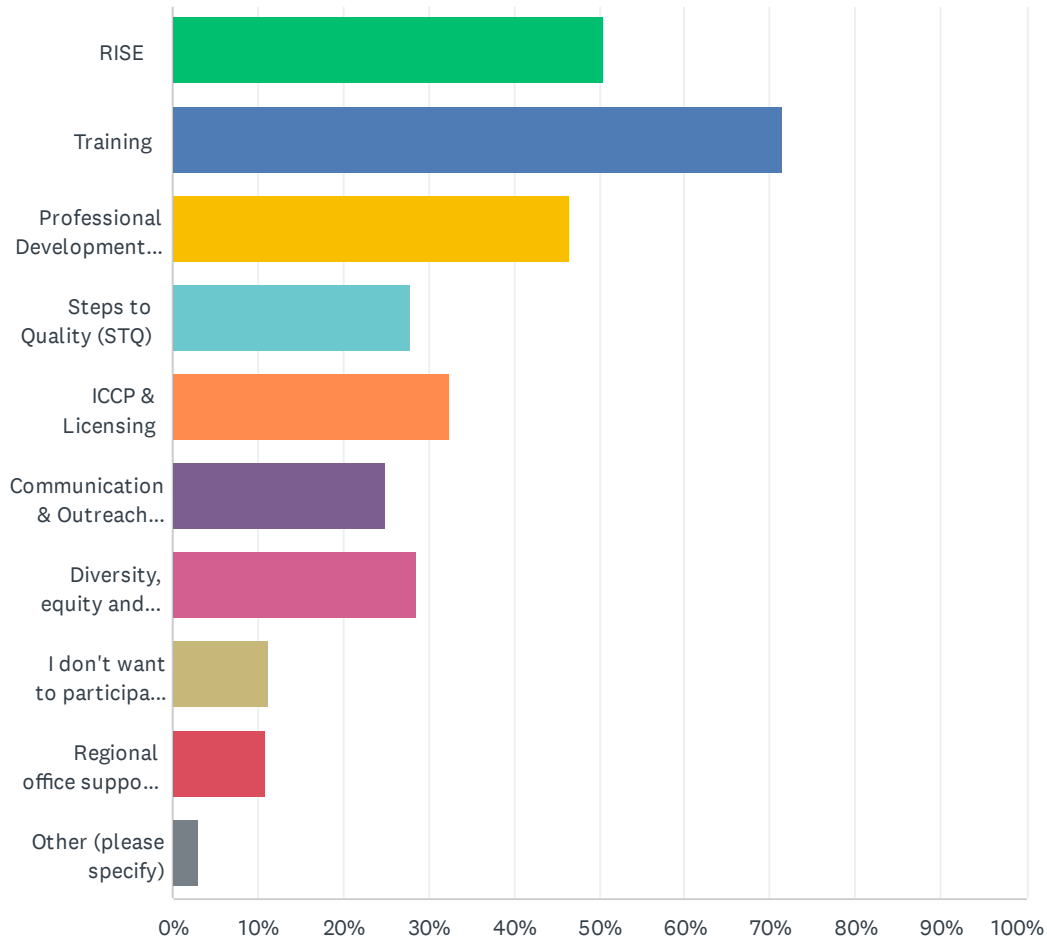
#	OTHER (PLEASE SPECIFY)	DATE
1	Occasional surveys are great, but I really don't have time to participate in a focus group, and my business is a little different because it is a just a preschool, very limited time with children compared to daycare.	10/26/2021 2:47 PM
2	Perhaps but not as pattern	10/26/2021 2:29 PM
3	maybe, reach out by email	10/25/2021 2:52 PM
4	Surveys, not a focus group	10/25/2021 12:56 PM
5	Focus groups would depend on the format, but I'm willing to do surveys	10/25/2021 11:56 AM
6	Not sure at this time	10/25/2021 11:55 AM
7	I would love to continue doing surveys	10/24/2021 8:03 PM
8	Yes. but, not much time with my schedule	10/21/2021 1:15 PM
9	Not sure about the time commitment	10/20/2021 4:55 PM
10	This would be awesome :)	10/19/2021 12:18 PM

11	By mail	10/17/2021 6:10 PM
12	I would only be up for the surveys	10/17/2021 1:00 PM
13	By mail	10/16/2021 4:25 PM
14	If I have time then I am happy to	10/13/2021 11:09 AM
15	I'm not in the child care field	10/12/2021 6:00 PM
16	Yes some other surveys possibly	10/12/2021 5:07 PM
17	Yes, but note that my experience in the child care field has a notable gap, so my input will be from past experiences. I prefer email communication.	10/12/2021 5:06 PM
18	I normally do paid surveys	10/12/2021 4:57 PM
19	Not at this time	10/12/2021 1:52 PM
20	8	10/9/2021 11:04 AM
21	Not at this time but maybe in the future	10/8/2021 7:04 PM
22	I'm not sure, want more information.	10/8/2021 6:54 PM
23	Not right now	10/8/2021 3:54 PM
24	I would but I'm so busy I just don't have time to do so.	10/8/2021 3:22 PM
25	Possibly, if the times worked	10/8/2021 2:46 PM
26	Surveys only	10/8/2021 12:55 PM
27	na	10/8/2021 12:07 PM
28	I am not in my phone often	10/8/2021 11:49 AM
29	Maybe, it depends on time commitment	10/8/2021 11:10 AM
30	I prefer the surveys	10/6/2021 6:04 PM
31	possibly depending on how much time is required.	10/5/2021 9:23 PM
32	I'd consider it! Especially if incentives were provided.	10/5/2021 7:22 PM
33		10/5/2021 10:52 AM
34	Yes but teachers use it more	10/4/2021 1:27 PM
35	maybe	10/4/2021 1:13 PM
36	depends on the subject and the time commitment involved	10/4/2021 8:38 AM
37	reach out by text	10/3/2021 5:43 PM
38	I'm a single person. My life tends to be very busy but if i could fit the time in i would be interested	10/3/2021 11:41 AM
39	Please not more than one a month don't have that much time	10/3/2021 7:36 AM
40	Maybe	10/2/2021 6:11 PM
41	Yes	10/2/2021 3:28 PM
42	Not right now	10/2/2021 2:15 PM
43	Possibly	10/2/2021 1:20 PM
44	Maybe if my schedule allowed it	10/2/2021 12:43 PM
45	Our plate is too full at this time.	10/2/2021 8:16 AM
46	just so busy, but surveys for our input welcomed	10/1/2021 6:05 PM

47	Yes if there is an incentive	10/1/2021 5:49 PM
48	I would love to help in the form of survey but I don't have time for focus groups	10/1/2021 5:46 PM
49	Surveys I will participate in	10/1/2021 5:34 PM
50	Possibly	10/1/2021 5:23 PM
51	Maybe depends on time and days	10/1/2021 8:51 AM

Q15 What topics are you most interested in participating in focus groups or further surveys? Please select all that apply.

Answered: 1,344 Skipped: 0



ANSWER CHOICES	RESPONSES
RISE	50.52% 679
Training	71.43% 960
Professional Development System (PDS) scholarships and recognitions	46.43% 624
Steps to Quality (STQ)	27.98% 376
ICCP & Licensing	32.51% 437
Communication & Outreach (emails, mailings, social media, newsletters)	25.00% 336
Diversity, equity and inclusion	28.57% 384
I don't want to participate in focus groups or further surveys.	11.31% 152
Regional office support including coaching and technical assistance	10.94% 147
Other (please specify)	2.90% 39
Total Respondents: 1,344	

#	OTHER (PLEASE SPECIFY)	DATE
1	Whichever	10/25/2021 9:17 PM
2	There's still very little I know about all of this	10/25/2021 8:28 PM
3	Not sure	10/25/2021 12:22 PM
4	More training	10/25/2021 12:15 PM
5	I would like to learn more about PDS and STQ	10/20/2021 4:55 PM
6	Any	10/19/2021 11:49 AM
7	I am happy to do surveys or focus groups that are online. I have limited time and my time is going to be more limited as I am taking on more at work.	10/18/2021 2:55 PM
8	Salaries	10/17/2021 4:14 PM
9	City of Boise Licensing	10/14/2021 1:48 PM
10	whatever is needed	10/9/2021 2:43 PM
11	Employee recognition and retention	10/8/2021 1:11 PM
12	Activities with our children and discipline	10/8/2021 12:37 PM
13	Anything you need information regarding	10/8/2021 11:21 AM
14	Surveys are fine, just would not like to add more meetings.	10/6/2021 11:59 AM
15	No sure	10/5/2021 10:52 AM
16	Anything that would help with my families	10/5/2021 8:58 AM
17	Part time hours don't give me much time	10/4/2021 1:27 PM
18	Current issues facing child care field and what you can do to support these issues and remove these barriers.	10/4/2021 10:06 AM
19	Not really sure. Just wherever my input might help.	10/4/2021 7:21 AM
20	not sure	10/3/2021 9:27 AM
21	Unsure	10/2/2021 5:15 PM
22	What ever is needed	10/2/2021 4:55 PM

23	The survey doesn't let me submit my name and info so here it is.	10/2/2021 3:28 PM
24	Deaf and hard of hearing	10/2/2021 1:52 PM
25	Good trainings consisting of creative, easy to apply techniques, tricks and new ideas of teaching the same stuff many of us been doing for years	10/2/2021 1:20 PM
26	I will do surveys not groups	10/2/2021 8:14 AM
27	Any survey	10/2/2021 12:52 AM
28	I don't know that I have a preference	10/2/2021 12:03 AM
29	Any	10/1/2021 9:18 PM
30	Not sure	10/1/2021 9:00 PM
31	I don't know much about the above topics	10/1/2021 8:14 PM
32	Not at this time, maybe in the future.	10/1/2021 7:21 PM
33	all	10/1/2021 6:48 PM
34	Partnering with businesses for child care, pyramid model topics	10/1/2021 5:54 PM
35	Supporting provider one on one. Reaching out	10/1/2021 5:16 PM
36	Activities for children	10/1/2021 5:07 PM
37	I'm open to any	10/1/2021 5:07 PM
38	Curriculum enhancement, social emotional, helping families	10/1/2021 1:42 PM
39	Helping rural areas	10/1/2021 12:15 PM

ANSWER CHOICES	RESPONSES	
RISE	50.52%	679
Training	71.43%	960
Professional Development System (PDS) scholarships and recognitions	46.43%	624
Steps to Quality (STQ)	27.98%	376
ICCP & Licensing	32.51%	437
Communication & Outreach (emails, mailings, social media, newsletters)	25.00%	336
Diversity, equity and inclusion	28.57%	384
I don't want to participate in focus groups or further surveys.	11.31%	152
Regional office support including coaching and technical assistance	10.94%	147
Other (please specify)	2.90%	39
Total Respondents: 1,344		