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CSQ Scales® License Agreements



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CSQ Scales® Overview

The CSQ Scales® were created in response to the need for a standard instrument to replace idiosyncratic, ad hoc, and/or untested tools. The goal was to develop a standardized measure with strong psychometric properties that could be used to assess general satisfaction across varied health and human services. The CSQ Scales® (CSQ) include a series of brief instruments. The CSQ is documented to have excellent reliability and internal consistency. The CSQ is reported to have high levels of client and staff acceptability when tested in numerous studies involving diverse client samples and a wide range of health and human service programs. In summary, the major strengths of the

CSQ include its utility as a standard measure, excellent reliability and internal consistency, acceptability to clients and service providers, and sensitivity to different levels of program quality, and value to service providers committed to enhancement of quality and impact of services (Attkisson & Greenfield, 1996, 2004; Attkisson & Pascoe, 1983; Attkisson & Zwick, 1982; Greenfield, 1983; Larsen, Attkisson, Hargreaves, & Nguyen, 1979; Nguyen, Attkisson, & Stegner, 1983).

CSQ Scales® License Agreements

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Key References

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