

CSQ Scales®: A Bibliography of Published Sources*

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The *Client Satisfaction Questionnaire*® is a portfolio of scales designed to assess consumer/client satisfaction with health, human service, governmental, and public benefit programs and services.

CSQ Scales® are available in varying lengths to suit the range of applications and circumstances encountered when evaluating the effectiveness of service programs.

CSQ Scales® – particularly the CSQ-8© – are available in 16 different languages and an extensive research base documents the range of applicability, reliability of measurement, and validity of results.

CSQ Scales® are used worldwide in a variety of service settings since 1978. Research to improve measurement has been continuous since that time.

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*Out of print or difficult to find articles on the CSQ Scales may be provided by Dr. Attkisson. *The CSQscales® Reprint Portfolio*, a CD-R of selected papers important to the development of the CSQ and SSS measures can be purchased for \$30.00.

Address to Dr. Attkisson: all inquiries about reprints, *The CSQscales® Reprint Portfolio*, and the use of the CSQ Scales.

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