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.

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

CSQScales® – 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.

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

### Published Books, Government Reports, Theses, & Dissertations


Translated and Printed in Spanish as:


Chapters in Published Books


### Journal Articles


Publications on the Service Satisfaction Scales (SSS-30) **

Attkisson, C.C., Greenfield, T., & Spradling, K. Consumer satisfaction study results: UCSF Student Health Service. Final Report for the Student Health Service Advisory Committee. May 8, 1986. (Published in the CSQ Scales Reprint Portfolio by Dr. Attkisson and available from him.)


Ruggeri, M., & Dall'Agnola, R. (1993). The development and use of the Verona Expectations for Care Scale (VECS) and the Verona Satisfaction Scale (VSSS) for measuring expectations and satisfaction with community-based psychiatric services in patients, relatives and professionals. Psychological Medicine, 23, 511-523.


---

**Methodological, Conceptual, and Theoretical Publications**


**World Wide Web and Unpublished Reports**

Attkisson, C.C., & Greenfield, T.K. (2009). The *Client Satisfaction Questionnaire (CSQ)* scales: A history of scale development and a guide for users. [available from the authors]


Vohra, J. (et al., 2008). Advanced Practice Nursing (APN) Toolkit: An identification and appraisal of common tools used in APN research. (http://apntoolkit.mcmaster.ca)

* 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.

csq.scales@mac.com

www.CSQscales.com

Clifford Attkisson, Ph.D.
Tamalpais Matrix Systems LLC
35 Miller Avenue, # 172
Mill Valley, California 94941-1903
**Information, including additional bibliography, about the Service Satisfaction Scales (SSS-30) can be obtained from Thomas K. Greenfield, Ph.D.:

tgreenfield@arg.org
Thomas K. Greenfield, Ph.D.
Senior Scientist
Alcohol Research Group
Suite 300
2000 Hearst Avenue
Berkeley, CA 94709-2176