

CSQ Scales Newsletter



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Update on the Client Satisfaction Questionnaire

To order the CSQ-8 or other versions of the *Client Satisfaction Questionnaire*:

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read and cannot locate, please inquire by email or [@CSQinfo](https://twitter.com/CSQinfo)

At the CSQ web site you will also find information about use of the CSQ Scales in health and human service programs, administering and scoring the scales, presentation of results, and guidance about the selection of a scale suitable for your needs. Go to the "Resources" section of the site for downloadable PDF documents.

Bruce Stegner, PhD consults with Tamalpais Matrix Systems to provide expert data analysis consultation and services to clients who use the CSQ Scales.

Visit the CSQ Scales Website

The **CSQ Scales** website recently received a major overhaul. The new site features greater ease of use, many valuable content additions, previews of scale options that are available, and an e-commerce portal to speed transactions and enable rapid delivery of materials to our clients! www.csqscales.com



Tamalpais Matrix Systems, LLC Tamalpais Matrix Systems (TMS), established in 2006, manages sales and distribution of the CSQ Scales. TMS's mission is to advance the quality of CSQ products and services.

CSQ Scales on the Internet Up-to-date information on use, versions, translations, and prices is posted on the CSQ Scales web site:

www.CSQscales.com

Follow TMS on Twitter: [@CSQinfo](https://twitter.com/CSQinfo)

Recently, a bibliography of publications and documents featuring the **CSQ Scales** was posted on the web site. The bibliography is updated periodically. You are invited to recommend CSQ-related publications for inclusion in the bibliography. Also, if there are CSQ publications that you would like to

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The Client Satisfaction Questionnaire

The **CSQ Scales** are used worldwide in the measurement of client/patient assessment of satisfaction with services and clinical care.

Language translations now include Arabic, Castillian, Cambodian, Chinese (traditional and simplified characters), Czech, Danish, Dutch, UK English, French, German, Greek, Gujarati, Hindi, Hmong, Igbo, Korean, Italian, Japanese, Laotian, Lithuanian, Malay, Myanmar, Norwegian, (Burmese), Norwegian, Portuguese, Romanian, Russian, Spanish, Slovak, Swedish, Thai, URDU, Vietnamese, plus many others.

The **CSQ Scales** are now available as follows:

CSQ-3

A core set of items (Items 3, 7, & 8 from the CSQ-8) most salient to the measurement of satisfaction;

CSQ-4

The core set plus one item (Item 6, an item measuring improvement in self-efficacy);

CSQ-8

The standard scale of 8 items – the scale most frequently used, referenced, and translated;

CSQ-18A

This scale, and its mate the CSQ-18B, are most frequently used in research projects offering more extensive use of desirable items;

CSQ-18B

An 18-item parallel scale containing the CSQ-8 items; and, the

CSQ-31

The expanded set of research derived items used most frequently by investigators in research applications.

Need assistance with Data Analysis

or a Full Service Data Analyst: Contact: Cliff Attkisson (415-310-5396)

Announcing New CSO Resources **New CSQs!**

- Tamalpais Matrix Systems now offers the CSQ-8 in a single sheet **double-sided format containing English plus Spanish or French.**
- CSQ-8 **“Big Print”** versions are now also available in English and Spanish for readers preferring or requiring larger type size.
- CSQ-4 is now available in English, UK English, Dutch, French, German, Polish, Spanish, & Swedish
- A CD-R **Reprint Folio** containing CSQ Scales publications is also available from TMS.
- **TeleForm Versions** in English and Spanish are now available for the CSQ-8 and CSQ-18B plus related TFT software.

Payment options include business check, personal check, or bank draft (in US\$), PayPal, or Master Card, Visa Card, American Express Card, and Discover Card.

TMS will keep you informed about future CSQ Scales developments, including: availability of additional translations, new scales developed for program evaluation and research, and applications of the CSQ to study and assure quality of services.

Please take a moment to update your contact information for future access to the CSQ Scales and TMS services. Contact TMS whenever you need assistance. I look forward to corresponding with you and to a continuation of your association with the CSQ Scales.

Cliff Attkisson
President and CEO

