*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.

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 50 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World Wide Web and Unpublished Reports

Attiksson, 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 CSQ Scales® 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 CSQ Scales® Reprint Portfolio, and the use of the CSQ Scales.

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