

# **CSQ Scales® Requirements for Electronic Administration**

**Communication From: Tamalpais Matrix Systems, LLC**

**The following requirements pertain to electronic administration of all versions and translations of the CSQ Scales® (CSQ®).**

A written and signed License Agreement is required to use The Client Satisfaction Questionnaire© (CSQ®) in any and all electronic formats. Electronic administration can create conditions that are vulnerable to unauthorized uses, ill-advised modifications, and illegal distribution of the intellectual property that comprises the CSQ Scales®. The License Agreement is one component in efforts to protect the psychometric integrity of the CSQ® and advance its use world-wide in a fair and protected manner.

The written license process for electronic administration can be quickly executed and is not a cumbersome process. Pricing is the same as for paper use/administration of the CSQ Scales®. The Reprint Portfolio is required for all electronic license purchases and all uses that are approved and depart from the standard forms provided for CSQ® use by Tamalpais Matrix Systems, LLC.

Tamalpais Matrix Systems, LLC will be pleased to consult with you regarding possibilities of entering into a license agreement for electronic use. Please take the following steps to get the process started:

1. Very briefly summarized your proposed use of the CSQ® and identify the electronic platform you will use to administer, store, and use the data collected. Please include a clear statement of your plan to protect the intellectual property, prevent unauthorized uses and distribution, and to monitor your use of the CSQ®. In your statement describe the time frame of your proposed use of the CSQ®. Is this a multi-year study? What is the nature and expected duration of the proposed use of the CSQ®?

2. Quantify the number of proposed administrations of the CSQ® and indicate the specific version(s) and translations required to undertake your research or quality assurance plan.
3. Tamalpais Matrix Systems, LLC will prepare and submit to you an Invoice for payment. Payment in full is required prior to full execution of the Agreement. All initial electronic use Invoices will include the cost of *The CSQscales® Reprint Portfolio*.
4. Provide your shipping and billing addresses. Also provide the name of the specific project director (PI) and the name and title of the individual in your institution who is authorized to sign license agreements for the managed use of intellectual property. In addition, provide that each individual's organizational title, physical address, zip or street mail code, email address, phone number, and fax number.
5. Provide a "screen shot" (subject to review and approval) of the proposed use of the CSQ® exactly as the instrument will appear on the electronic platform or within a paper compendium of companion measures. The screen shot must include a footnote indicating permission to use copyright information. The footnote appears as the paragraph numbered "7" in the Agreement and is also presented in Step 6 that follows.
6. Send to Tamalpais Matrix Systems, LLC the screen shot of the proposed use of the CSQ® on the selected electronic platform. The "screen shot" and each electronic presentation of the CSQ® must include the following footnote:

**This survey uses items and item responses from the Client Satisfaction Questionnaire© by permission of the copyright holder. Copyright©2019. Clifford Attkisson, Ph.D. Use, transfer, copying, reproduction, merger, translation, modification, or enhancement (in any version, format, and/or media including electronic), in whole or in part, is forbidden without written permission by Dr. Attkisson.**

**Contact: [Info@CSQscales.com](mailto:Info@CSQscales.com).**

7. A formal license agreement will then be developed for signatures.
8. Note carefully: The text of the CSQ® items and the item response options cannot be modified in any way. However, you can edit the

introductory paragraph in the electronic format to make the focus of the respondent fix upon the particular intervention you are evaluating and the time frame you are proposing.

9. During implementation of this CSQ Scales® License Agreement, access to the instrument must be password protected and cannot ever be on a website open for view and/or use by the public.
10. Terms of the Agreement will include provisions for revision, extension, and/or termination of the Agreement.

February 1, 2020  
Clifford Attkisson, PhD