



Advancing Excellence in Human Services

About the CSQ

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

Order Now

Payment options

include business check, personal check, or bank funds transfer (in US\$), PayPal, or Master Card, Visa Card, American Express Card, and Discover Card. Purchase orders are accepted.

Tamalpais Matrix

Tamalpais Matrix Systems, LLC (TMS), established in 2006, manages dissemination of the CSQ and SSS Scales. TMS's mission is to advance the quality of CSQ Scales products and services and to make them available worldwide.

Order the CSQ-8 or Other Versions of the Client Satisfaction Questionnaire

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New CSQ Website

The CSQ Scales website has received a major re-design and contains many new features. The new site features greater ease of use, many valuable content additions, previews of available scale options and versions, and an e-commerce portal to speed transactions and enable rapid delivery of materials to our clients! Up-to-date information on use, versions, translations, and prices is posted on the CSQ Scales web site. 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. Visit our new website today and explore!



Visit: www.csqscales.com
Follow CSQ Scales on Twitter: @CSQinfo #CSQ Scales

CSQ Scales are available in 40+ languages

Language translations of the CSQ-8 and CSQ-18B now include Arabic, Burmese, Castilian, Cambodian, Chinese (traditional, Hong Kong (Cantonese), and simplified characters), Czech, Danish, Dutch, UK English, Farsi, Finnish, French, German, Greek, Gujarati, Hebrew, Hindi, Hmong, Hungarian, Icelandic, Igbo, Italian, Japanese, Khmer, Korean, Laotian, Lithuanian, Malay, Myanmar, Malayalam, Norwegian, Polish, Portuguese, Romanian, Russian, Runyankore, Setswana, Spanish, Slovak, Swedish, Tagalog, Thai, URDU, Vietnamese, plus others including additional African languages in development.

Service Satisfaction Scale

The **Service Satisfaction Scale** is now available from Tamalpais Matrix Systems. Request information about the SSS-30 and the SSS-18.3 by sending an email message to: info@csqscales.com

A custom version of the CSQ-8 is available for pregnancy-related services.

New CSQ Scales

- Tamalpais Matrix Systems now offers the CSQ-8 in a single sheet **double-sided format containing English and Spanish**. Also: a **French and English** double-sided version.
- **SSS-30** and **SSS-18.3** now available. Request samples.
- CSQ-8 **“Big Print”** versions are now also available in English and Spanish for readers preferring or requiring larger type size. A “Big Print” update is now in progress.
- A CSQ-8 **“Children & Youth”** version and a **“Child Services — Parent Rated”** version were recently added in English, French, Norwegian, Spanish, and Swedish.
- A CD-R **Reprint Portfolio** containing CSQ Scales publications and reports 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. These forms can be directly scanned for production of electronic data files.
- A MidWifery, Pregnancy, & Childbirth version of the CSQ-8 is now available in English, Japanese, and Spanish
- New, Tagalog, Hungarian, and Chinese (Hong Kong/ Cantonese) versions of the CSQ-8 and CSQ-18B have just been completed.
- New CSQ-8 and CSQ-18B versions in Farsi and Runyankore have just been completed.

- 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.

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