

**CLIENT SATISFACTION QUESTIONNAIRE ©
CSQ-8**

Please help us improve our program by answering some questions about the services you have received. We are interested in your honest opinions, whether they are positive or negative. *Please answer all of the questions.* We also welcome your comments and suggestions. Thank you very much, we really appreciate your help.

CIRCLE YOUR ANSWERS

1. How would you rate the quality of service you have received?

<u>4</u> <i>Excellent</i>	<u>3</u> <i>Good</i>	<u>2</u> <i>Fair</i>	<u>1</u> <i>Poor</i>
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2. Did you get the kind of service you wanted?

<u>1</u> <i>No, definitely not</i>	<u>2</u> <i>No, not really</i>	<u>3</u> <i>Yes, generally</i>	<u>4</u> <i>Yes, definitely</i>
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3. To what extent has our program met your needs?

<u>4</u> <i>Almost all of my needs have been met</i>	<u>3</u> <i>Most of my needs have been met</i>	<u>2</u> <i>Only a few of my needs have been met</i>	<u>1</u> <i>None of my needs have been met</i>
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4. If a friend were in need of similar help, would you recommend our program to him or her?

<u>1</u> <i>No, definitely not</i>	<u>2</u> <i>No, I don't think so</i>	<u>3</u> <i>Yes, I think so</i>	<u>4</u> <i>Yes, definitely</i>
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5. How satisfied are you with the amount of help you have received?

<u>1</u> <i>Quite dissatisfied</i>	<u>2</u> <i>Indifferent or mildly dissatisfied</i>	<u>3</u> <i>Mostly satisfied</i>	<u>4</u> <i>Very satisfied</i>
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6. Have the services you received helped you to deal more effectively with your problems?

<u>4</u> <i>Yes, they helped a great deal</i>	<u>3</u> <i>Yes, they helped somewhat</i>	<u>2</u> <i>No, they really didn't help</i>	<u>1</u> <i>No, they seemed to make things worse</i>
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7. In an overall, general sense, how satisfied are you with the service you have received?

<u>4</u> <i>Very satisfied</i>	<u>3</u> <i>Mostly satisfied</i>	<u>2</u> <i>Indifferent or mildly dissatisfied</i>	<u>1</u> <i>Quite dissatisfied</i>
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8. If you were to seek help again, would you come back to our program?

<u>1</u> <i>No, definitely not</i>	<u>2</u> <i>No, I don't think so</i>	<u>3</u> <i>Yes, I think so</i>	<u>4</u> <i>Yes, definitely</i>
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SAMPLE FORM
DO NOT USE

The Client Satisfaction Questionnaire (CSQ) was developed at the University of California San Francisco (UCSF) by Drs. Clifford Attkisson and Daniel Larsen in collaboration with Drs. William A. Hargreaves, Maurice LeVois, Tuan Nguyen, Robert E. Roberts and Bruce Stegner. Every effort has been made to publish information and research on the CSQ for widest possible dissemination. Proceeds from the publication of the CSQ will be used to support postdoctoral training, student academic affairs, and health and human services research activities.

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