



Data Collection Worksheet

Please Note: The Data Collection Worksheet (DCW) is a tool to aid integration of a PhenX protocol into a study. The PhenX DCW is not designed to be a data collection instrument. Investigators will need to decide the best way to collect data for the PhenX protocol in their study. Variables captured in the DCW, along with variable names and unique PhenX variable identifiers, are included in the PhenX Data Dictionary (DD) files.

Summary of the Client Satisfaction Questionnaire-8 (CSQ-8)

The Client Satisfaction Questionnaire-8 (CSQ-8) is an 8-question self-administered instrument. The questions ask the respondent to rate the quality of the service, whether they got the type of service wanted, whether the service met their needs, whether they would recommend the service, whether they are satisfied with the service, and whether they would use the service again. Each question is scored on different four-point Likert style scales (e.g., 4 = almost all of my needs have been met, 3 = most of my needs have been met, 2 = only a few of my needs have been met, 1 = none of my needs have been met). The scores from the individual items are added together to yield an overall score (8-32) with higher scores indicating higher satisfaction.

The CSQ-8 is a proprietary instrument and administration requires a license from Tamalpais Matrix Systems, LLC.

Contact Information:

Tamalpais Matrix Systems, LLC (TMS)

Website: <https://csqscales.com/product/csq-8/>

Telephone: 415-310-5396

Email: info@CSQscales.com

Protocol source: <https://www.phenxtoolkit.org/protocols/view/590701>