

TSQM Scale scores computed by adding the items loading on each factor. The lowest possible score is subtracted from this composite score and divided by the greatest possible score minus the lowest possible score. This provided a transformed score between 0 and 1 that should be multiplied by 100. (see below) *[Note that only one item may be missing from each scale before the subscale should be considered invalid for that respondent]*

EFFECTIVENESS

$((\text{Item 1} + \text{Item 2} + \text{Item 3}) - 3) \text{ divided by } 18) * 100$

If one item is missing

$((\text{Sum}(\text{Item 1?} + \text{Item 2?} + \text{Item 3?})) - 2) \text{ divided by } 12) * 100$

SIDE-EFFECTS

If Question 4 is answered 'No' then score = 100

Else...

$(\text{Sum}(\text{Item 5 to Item 8}) - 4) \text{ divided by } 16) * 100$

If one item is missing

$((\text{Sum}(\text{Item5? to Item8?})) - 3) \text{ divided by } 12) * 100$

CONVENIENCE

$(\text{Sum}(\text{Item 9 to Item 11}) - 3) \text{ divided by } 18) * 100$

If one item is missing

$((\text{Sum}(\text{Item9? to Item11?})) - 2) \text{ divided by } 12) * 100$

GLOBAL SATISFACTION

$(\text{Sum}(\text{Item 12 to Item 14}) - 3) \text{ divided by } 14) * 100$

If either Item 12 or 13 is missing

$((\text{Sum}(\text{Item12? to Item14?})) - 2) \text{ divided by } 10) * 100$

If Item 14 is missing

$((\text{Sum}(\text{Item12 and Item13})) - 2) \text{ divided by } 8) * 100$