

Frequently Asked Questions:

1. Why are there different versions of the scale?

There are three official versions of the JSE. One version was developed for administration to physicians and other practicing health professionals (Physician/HP-Version). The other versions are for administration to medical students (S-version) and other health professions students (HPS version). All are similar in content with minor modifications in wording of some items to maintain their face and content validities for the target populations. For example, an item beginning with "My understanding..." in the Physician/HP version begins "Physicians' understanding..." or "Health care providers' understanding..." in the medical student and health professions student versions," respectively.

2. How long does it take to get the forms processed?

Generally reports are emailed within 10 business days of receipt of the forms. If web-administered, reports are emailed within 10 business days of the client's verification notice to close the survey.

3. What is included in a standard report?

A standard report includes:

- a. Descriptive statistics of scores including mean, standard deviation, range, mode and quartiles for the entire sample
- b. A histogram showing distribution of empathy scores for the entire sample
- c. An empathy score for each respondent
- d. Matrix of raw data and individual scores in electronic form (Excel spreadsheet)

4. How does an on-line administration on the Thomas Jefferson University website work?

Procedures for web administration are:

- a. A survey code is created for your test and the web address (link) is sent to you.
- b. You contact each of your participants, giving them the web address and tell them what Respondent ID you want them to use. The ID must be unique for each individual. Scores will be reported by this ID code. It may have a maximum of 9 alphanumeric characters.
- c. Participants use the link to go to the website, log in with their "Respondent ID" and complete the JSE.
- d. You contact us to verify your survey closing date, your data is processed and the standard report is emailed to you.

5. May I post the scale on my own website?

All versions of the scale are available for administration on the Thomas Jefferson University website and scoring is included. In some cases permission has been given for clients to post the JSE on their own website given that certain conditions regarding the text of the items, their order of appearance, instructions, response scale and copyright are met. Scoring services are not available when data are collected on other websites. The cost is the same as posting on our official site.

6. May I post a portion of the scale on my own website?

The psychometric support we have reported is applicable to the entire scale and we recommend that the entire scale is used to maintain integrity in scoring and allow comparability of results. If a portion of the scale is used, the study investigators are responsible for providing evidence in support of psychometrics of the items selected. We strongly recommend that some indicators of psychometric support for the revised version be examined by calculating the Cronbach coefficient alpha (an indicator of reliability) and correlations between responses to each item and the total score (minus corresponding item) that should indicate that each of the items selected contributes positively and significantly to the total score. The cost is the same as posting on our official website.

7. What's the advantage of having forms scored instead of scoring them myself?

We offer our services to insure accuracy and consistency in data entry and integrity in scoring. Our scoring programs include identification and handling of missing data and outliers as well as scoring. If you choose to score the JSE yourself you should have verification of data entry and agree to adhere to our scoring algorithm.

8. May I pay with a credit card?

We do not accept credit cards or purchase orders, only checks; however, we understand that preparing a check may take time. If time is critical to your study, we offer to send the invoice along with the order so your research will not be delayed.

9. Are norms available for the scale?

Norm tables and cut off scores are calculated using data collected from representative samples at the national level. We are hopeful that in the future we will be able to develop national norm tables and determine cut off scores. At the present time, we recommend that the score distribution for your sample be examined. Low and high scorers can be identified at the upper and lower tail of the score distribution by using standard deviation units below and above the mean score, or a certain percent of low and high scores on the score distribution.

10. How are forms sent?

Hard copies of the JSE forms are sent via FedEx. To see a table with shipping charges, [click here](#).

11. Can I get a translated copy of the JSE?

The JSE has been translated into 38 languages/dialects as of January 2011. To see a table of translations and their availability, [click here](#). When you purchase the JSE, the English version of the scale is sent to you with permission to translate the scale into your language. If a translated version in your language is available we will also send that to you along with contact information for the translator. We do not endorse the accuracy of any translation. We suggest that you compare the translated version with the original English version to judge if the translation is accurate. You are welcome to improve the accuracy of the translation if deemed necessary. We highly recommend using the back-translation procedures in translating or improving the translated versions. We also recommend that you examine some aspects of the psychometrics (item-total score correlations, alpha coefficient) with your own sample.

12. May I administer the JSE to patients?

The JSE is designed for administration to students and practitioners in the health professions. We have developed a brief 5-item scale, the Jefferson Scale of Patient Perceptions of Physician Empathy, that is administered to patients to examine the relationship between physicians' self-reported empathy and their patients' perception of the physicians' empathy. Contact us (empathy@jefferson.edu) if you wish to use this scale.