

**Focus Group Guidelines**  
**August 9, 2006**  
**Exton, PA**  
**PA-06**

**I. Introduction** (10 minutes)

- Confidentiality
- Mirrors, audio and videotapes
- Respondent introductions
- 

TOM: Divorced, no children, couple of cats and a Harley.

DAVID: Married 17 years, 2 little boys, like sports and outdoors recreational stuff.

BOB: Married, 4 years, first child on the way, like to golf.

JOHN: Married, 10 years, have 3 girls.

DAN: Married, 9 years, no kids. Wife and I like to work. I'm an engineer that screws up traffic.

JERRY: Married for 14 years, a little girl and a boy. Couch baseball and in the free time like to play golf.

TOM: Father of 5 boys, married for 20 years, and I'm surviving.

KEITH: Married for 8 years, one daughter of 4.

BOB: Married, will be 6 years this year. Dog, kids, like to golf.

TODD: From Exton, married 11 years, 2 kids. I used to coach soccer.

**II. Direction of the Country** (20 minutes)

1. Thinking generally about the country, are things moving in the right direction or wrong direction? [**VERY EXTENSIVE – PROBE AND LISTEN**]

Gas prices are going in the wrong direction.

Wrong direction.

Wrong.

Wrong.

Wrong.

- What things are going right?
- What things are going in the wrong direction?

Gas prices

Bush

Division of classes

Poor leadership in general

Morals, seems like morals really changed in the past 10 years in this country

People are getting more self centered

Instant gratification

CEO, people on top of corporations worrying about themselves more than their companies

We feed the world but can't feed our own people

We focus more abroad than in our own country

Lack of leadership. People don't realize what impact they have when they say something, what it does to the markets, when there is no middle class. Institutions are not being regulated enough

For the people putting 40 hours, and they are relying in the pension

I'm appalled by the apathy prevalent in the neighborhood and the country

Pressure for consumption, buy more stuff. Feeling that you are not successful but everyone else is.

Military spreading out everywhere worries me to because of the terrorism and all that.

- **Probe national direction vs. local direction**

2. How about the economy? What's going on with the economy here in Connecticut?

- **[PROBE]** Rising prices (especially gas), employment, any inflation fears
- How did things get to this point?
- What direction do you think the economy will go from here – will it continue to get worse, will it start to get better, or will it continue at the current level?

We expect the economy to rejuvenate, but then you spend your money on your gas.

The middle man is being squeezed. You get a sense that if you are in the middle class you are at the end of the chain.

Many people have 2 jobs or more. I had a job interview today because I can't make ends meet with gas prices. Your discretionary income that you would use for entertainment is going into your gas tank

We are letting politicians giving us lip service and we take it. It is just going to get worse.

Gas pricing is affecting other things. At the grocery store, gas surcharge.

IS THIS INFLATION?

Yes, overall.

As soon as they announce the barrel of oil increase, the stock market goes down.

It's not inflation. The price of oil is the key to what is happening right now. Overall, you look at the economy and I think it's pretty flat. People are working a lot, but it's the price of energy that is driving people crazy.

Unemployment rate is misleading because it only takes into account people applying for unemployment. It doesn't take into account part time employees, etc. It's a misleading indicator and economist weight that too heavily when they put their models together to say where to go with interest rates.

Everything is going up. Prices are going through the roof.

There is energy cost in everything that you do.

I just read an article about ethanol and how Brazil is off oil and ethanol is their main fuel.

All comes down to a root cause. Corporate greed. With the oil they are posting record profits.

We are not unified. Locally and much less nationally. People just don't realize.

3. Let's talk specifically about the war in Iraq...

- **[PROBE]** What are your feelings about our continued involvement over there?
  - **[EXPLORE]** Loss of American lives, cost, no plan or exit strategy, weaker at home

I think our best move is to pull out. This has been going on for many years.

We did the same thing to them as we did to American Indians.

Our government has to take the page out of here. Zero accomplishments, that's where we are going. Seems that there is no plan in place for an exit. If you give soldiers the equipment to do the job...

It's like another Vietnam.

The reason we didn't go in the gulf war is because Bush didn't want to commit troops for 10 years. But Bush went there without a plan and then tried to figure it out.

I'm almost at the point. We need change. Let's get all incumbents out.

We went in soft. I wouldn't have a problem going in and just kicking ass. We need to send more troops and try to get out.

Bureaucracy has gotten so big and spills all over. There is no plan. People are fighting on what to do, there is no leadership.

**ANYONE DISAGREES WITH GETTING SOLDIERS OUT?**

I disagree, we are in a difficult spot. Civil war was definitely a possibility. We hoped it didn't happen, but it did. But if we leave now, what happens? It's difficult. I'm not saying I'm 100% any more, but I don't see what will happen.

We had Afghanistan and went to Iraq and forgot about where we were. Now we have Israel and Lebanon. But what's next?

Korea is next.

After 9/11 we were all devastated and all Americans were ready to go. Now I will never send my children over there...it's oil...

4. How about the growing violence in the Middle East?
  - What are the implications of this for the U.S. and the broader war on terror?
5. **[OLDER VOTERS AND SENIORS]** How about the new prescription drug program through Medicare? What are your impressions of that?

**III. Associations** (15 minutes)

1. Bill Clinton

Best president we ever had.

Next to Carter

Good leader

Monica

Cigar

Charisma

2. Rick Santorum

Haven't heard about

Pushed morals on people

Too conservative

Pro life

Old fashioned

There was a scandal a few months ago that dropped my opinion a little bit

Ultra conservative

3. Bob Casey

Son

He was a DA. Wasn't he?

4. Jim Gerlach [**Extensive**]

Bunch of emails that work for him. Someone running this in his office really annoys me. If it wasn't so many...we finally got a software to block him.

The only thing I heard about either of them, him or Murphy is about the environment.

We are so used to campaign bashing that we need to decide by ourselves who is saying the truth.

It's obnoxious half the time. He said, she said.

He returned my letter.

5. Lois Murphy [**Extensive**]

Just what I read in the paper

Couldn't tell you

Next month people start paying attention

6. Congress

Crooks

Fat guys

No trust, absolutely no trust

Useless

They don't do a job for the people, they do it for interest groups  
There should be term limits.

- Is the current Congress worse than in times past or is this just politics as usual?

**[Written Exercise – Handouts #1 and #2]**

7. Now I'd like to talk specifically about George W. Bush.

- What good things come to mind when you think of Bush? **[Discuss]**

Can't run again

He has good speech writers

He seems like he means well. But he just can't lead

He would be a good neighbor, but can't lead

Responded strong to 9/11

Supported alternative fuels, ethanol

He round himself with good leadership, Condi Rice, his cabinet was strong.

- What doubts do you have? What worries you about him? **[Extensive]**

Attitude, cockiness, dislike for him is immense.

Does not support stem cell research

Pushes his morals in the country. I always thought the separation of state and church. But then he is against gay marriage because it's not in the bible.

Why are you merging state and church? It turns people off. This is America, we are a melting pot, take into account different views.

Overall disconnect with American people. Everyone hates him, because he is 'my way your way' kind of people

You cannot cut taxes when you are spending a billion dollars a day. Your kids or someone is going to have to pay for it.

Too focused on the war. And not the economy

Oil, defense.

The debacle of FEMA. He made some bad choices. Not important until something happens.

Mishandling of the war and we are putting our military out too much. Iran, Korea.

Even securing our borders, what's your plan Bush? What are we going to do? Are we going to build the wall or not? Everything is kind of wishy washy...

Many times people tear him up because he is such a poor speaker. He has great speech writers but he can't read the teleprompt.

He is throwing away our concern for the environment. I've seen that and I don't want any oil drilling there. Some places ought to remain sacred.

#### IV. Election 2006 (20 minutes)

In a little more than three months, we will have elections for Congress, so let's talk about the upcoming elections now.

1. Are you more or less motivated to vote for Congress this year than in previous years? Why?

##### ■ Probe on whether voting can help affect change

More, just because of how things are going

I'm apathetic about the whole process, because both parties have a machine

It's hard to make a difference. I voted any time. I am an independent so I go back and forth. I don't want either one, but I don't have a choice.

That's why the primaries are so important.

The have not's cannot be a political force because they can't be elected. I used to never write letters, but now I write to everyone. You can say it doesn't make a difference, but to me to vote it makes me feel better.

You can see it more at the local level, because it makes them more accountable.

It takes a coalition to back something up. Unless you have an agenda, the individualism of just going to vote...It doesn't matter.

Because it was so close in the past 2 elections, I felt empowered.

2. For you personally, what is this upcoming election about? What is the most important factor that will determine how you vote for Congress?

##### ■ Probe on personal traits, but push through to issues as well

Moderation. Personally, I don't want someone ultra conservative. Who is a representative for what I am looking for? You never have someone who is the common man. Come down to the real reality here. There I is no real bonding.

He gets to the point, we almost get a sense that these people are different than us and don't get to the real issues. I'd like to ask the people in Washington, how much is a gallon of milk?

I'd like to see someone with new ideas. Economy, fuel, etc. At home. Let's take care of home first.

I agree with that.

Somestic affairs and environment.

Don't shove morals down the public's throat. The constitution doesn't say marriage is between a man and a woman. I can't care less.

There is no parity in taxes between two towns. Our issues are fuel, aging population, what are we going to do? Is social security going to be there when I retire?

It will never happen, but if someone had the courage to end corruption, I would vote for him. like the guy in CT who won last night. He was a common Joe.

3. So what are you hearing so far in this election? Have you heard anything from the candidates here in Pennsylvania, the candidates that you will be choosing from?

Nothing

There is a commercial from Santorum where it says he is conservative and then that he is not conservative at all

I won't start until September.

4. What are the Republicans talking about? Why do they say you should vote for a Republican for Congress?

The division in the democratic party. Lieberman got axed because he supported the war. You talk to one democrat and he says this and someone else says something else.

We are better because they don't have a clear cut candidate.

How are democrats going to handle Lieberman's defeat? Are they all going to jump on Bush's throat?

War on terror, civil war, we've got to finish the job

- Is this a compelling reason to vote Republican? Is it believable?
- As you know, the Republicans now have control of the White House, as well as both the House and the Senate. If Republicans maintain control of Congress, will anything change in Washington?

5. What are the Democrats talking about? Why do they say you should vote for a Democrat for Congress?

Change

I read about the democratic national strategy. And what the hell is this? The problem was that, we need to fix the economy. But what the hell is that?

Bring the troops home

They have an exit plan, supposedly

Environmental

- Is this a compelling reason to vote Democratic? Is it believable?
- If Democrats take back control of the House and/or the Senate, how will things be different in this country? What, if anything, will change in Washington?
  - **Probe if there's any sense of sending Bush a message**

Not sure they are going to be different

Not right away, it is going to take 4 or 5 years to get things moving

DO YOU THINK WE ARE MORE LIKELY TO GET OUR TROOPS BACK IF DEMOCRATS WIN?

Yes,

I don't think they are going to pull out right away, but at least they are going to have a plan. But now they are going to have to pay for what Bush did through taxation and inflation. I envision things getting worse before they get better.

- What are the consequences if Republicans remain in power?
  - **Probe on Iraq, Social Security, gas prices, health care, any other concerns that have been raised**

**V. Ad Testing** (35 minutes)

**[Written Exercise – Handouts #3-#9]**

As many of you have probably seen already, everyone’s favorite part of the campaign season – the television ads – have already begun here in Pennsylvania. I’d like to show you some of these ads, and for each one, I’d like you to do two things:

First, rate how this ad makes you feel about your choice in this election on this scale (explain scale, shown below).

<i>More</i>										<i>More</i>
<i>Likely</i>					<i>No</i>					<i>Likely</i>
<i>Casey (Murphy)</i>					<i>Diff</i>					<i>Santoru</i>
										<i>(Gerlac)</i>
<b>5</b>	<b>4</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>

Then below that, in just a few words or phrases, tell me **in your own words** what this ad says to you – that is, if you were watching television at home and saw this ad, what would you take away from it?

<b>Casey - Economy</b>	
<b>5 Casey/Murphy</b>	
<b>4 Casey/Murphy</b>	
<b>3 Casey/Murphy</b>	<b>3</b>
<b>2 Casey/Murphy</b>	<b>3</b>
<b>1 Casey/Murphy</b>	<b>2</b>
<b>0</b>	<b>2</b>
<b>1 Santorum/Gerlach</b>	
<b>2 Santorum/Gerlach</b>	
<b>3 Santorum/Gerlach</b>	
<b>4 Santorum/Gerlach</b>	
<b>5 Santorum/Gerlach</b>	

He talked about the common person taken away from big business, at home away from corporation.

Walking with people, being with people, mentioning the tax cuts.

Going after the corporations for the common guy.

Living within means

Balanced budget. Because who is going to pay for that? Balanced budget has 2 sides.

You have to balance the budget, but who is going to pay for that.

It’s another campaign ad. ‘I approve this message’ ...If I hear this one more time...It reminds me is an ad for a politician just making promises.

No difference, but how many times have we heard this with nothing ever happening.

**Santorum – Oil**

<b>5 Casey/Murphy</b>	
<b>4 Casey/Murphy</b>	
<b>3 Casey/Murphy</b>	
<b>2 Casey/Murphy</b>	
<b>1 Casey/Murphy</b>	
<b>0</b>	<b>6</b>
<b>1 Santorum/Gerlach</b>	<b>3</b>
<b>2 Santorum/Gerlach</b>	<b>1</b>
<b>3 Santorum/Gerlach</b>	
<b>4 Santorum/Gerlach</b>	
<b>5 Santorum/Gerlach</b>	

I liked breaking the dependency on foreign oil. I'm on board with breaking Middle Eastern ties

I agree with messages, but the commercial with the firing is too harsh. Something softer would be more straight talk

He is playing the terrorist card of 5 years ago. Tell me how many jobs you created with that money and for what county.

You tell me you are doing all this. But what is this doing for me? How much money are you taking from oil companies?

He is promoting hate to promote his agenda.

The question is how much of a difference did he make.

How much would a company that is building that plan...how much tax breaks is it taking? Does it pay off?

And in what country does that company reside?

<b>Gerlach - immigration</b>	
<b>5 Casey/Murphy</b>	
<b>4 Casey/Murphy</b>	
<b>3 Casey/Murphy</b>	
<b>2 Casey/Murphy</b>	
<b>1 Casey/Murphy</b>	<b>1</b>
<b>0</b>	<b>5</b>
<b>1 Santorum/Gerlach</b>	<b>2</b>
<b>2 Santorum/Gerlach</b>	
<b>3 Santorum/Gerlach</b>	<b>2</b>
<b>4 Santorum/Gerlach</b>	
<b>5 Santorum/Gerlach</b>	

He speaks his mind to Bush, but I don't know if he does. Like the idea of no amnesty for illegal immigrants.

At least he acknowledges the fact that Bush is not always right

Stands for what he believes in

I'm always skeptical of those lines. Just makes me very skeptical, it looks like he is trying to cover himself.

With the other ad they were talking more home base, and he went very national. He didn't touch anything locally.

I take all these ads with a grain of salt. I see and then I make my own decision based on what my gut tells me. Is it real or is he just another politician?

<b>Murhy – Attack response</b>	
<b>5 Casey/Murphy</b>	
<b>4 Casey/Murphy</b>	
<b>3 Casey/Murphy</b>	<b>1</b>
<b>2 Casey/Murphy</b>	<b>1</b>
<b>1 Casey/Murphy</b>	
<b>0</b>	<b>6</b>
<b>1 Santorum/Gerlach</b>	
<b>2 Santorum/Gerlach</b>	<b>1</b>
<b>3 Santorum/Gerlach</b>	<b>1</b>
<b>4 Santorum/Gerlach</b>	
<b>5 Santorum/Gerlach</b>	

I just have the sense that it's like an exposure. Caught red handed. If you are going to make an accusation like that, you'd better be able to support it. I give her the benefit of the doubt.

The feeling that I got from him was reinforced by hers.

She doesn't state where she stands. She doesn't say where she stands on immigration, or the economy.

She didn't really say anything to me except bashing. And whenever I hear bashing I tune off.

She was just trying to bash. A good start is showing his voting records, but he needs to follow up. You throw a slow ball out there, but you need a fast ball to follow up.

To me this doesn't make a good candidate.

<b>Chocola – Tax attack</b>	
<b>5 Casey/Murphy</b>	
<b>4 Casey/Murphy</b>	
<b>3 Casey/Murphy</b>	
<b>2 Casey/Murphy</b>	
<b>1 Casey/Murphy</b>	
<b>0</b>	<b>8</b>
<b>1 Santorum/Gerlach</b>	<b>2</b>
<b>2 Santorum/Gerlach</b>	
<b>3 Santorum/Gerlach</b>	
<b>4 Santorum/Gerlach</b>	
<b>5 Santorum/Gerlach</b>	

You don't tell me what you are going to do for me, you are telling me what the other guy is going to do.

Taxes is a hot button. You didn't convince me totally, but enough to pay attention because of the tax issue.

Reject for the negative tone. But you don't know if this guy is paying for this.

You can't see the source

When you really equate to any kind of competition, it's nearly inevitable. Again, you have to keep it. I would never...let's kill this guy.

You kind of need to back it up with something.

I attribute it to a 30 second spots. They don't have much time.

<b>Chocola – Oil attack</b>	
<b>5 Casey/Murphy</b>	
<b>4 Casey/Murphy</b>	
<b>3 Casey/Murphy</b>	
<b>2 Casey/Murphy</b>	<b>1</b>
<b>1 Casey/Murphy</b>	<b>4</b>
<b>0</b>	<b>5</b>
<b>1 Santorum/Gerlach</b>	
<b>2 Santorum/Gerlach</b>	
<b>3 Santorum/Gerlach</b>	
<b>4 Santorum/Gerlach</b>	
<b>5 Santorum/Gerlach</b>	

Serious numbers there.

It was stuff that you can easily go look up. How much stuff did he get from oil companies? He is running for public office. Where is his vote going to go? He doesn't want the stock to go down.

Again, they are there for themselves, not for their constituents.

Negativity. But what are you doing?

The difference is that this one was from the democratic committee, not the candidate.

This was more effective because it shows what he is personally doing and what he personally owns.

There is some legitimacy to that.

It's going to catch the attention because everyone is waiting for a price increase in the next week or so.

Does he really support big oil? It's food for thought. We are talking about big money.

**DOES THIS REINFORCE FEELINGS OF CORRUPTION IN CONGRESS?**

This confirms my feeling.

Sure.

**DO YOU ASSUME GERLACH IS AS BAD AS THE REST OF THE CONGRESS OR DO YOU GIVE HIM THE BENEFIT OF THE DOUBBT?**

I look at their record and where they stand on certain issues.

I think that is a great idea. I look for that many times.

That is the same thing I do as we get closer to election date. I just check different things to see where they stand. This is what they said at this public event.

I always give the challenger a head start because I always see the incumbent as negative.

Right at the gate, the challenger has a head start because of where things are today.

<b>Hostettler – pay raise/ military</b>	
<b>5 Casey/Murphy</b>	
<b>4 Casey/Murphy</b>	<b>1</b>
<b>3 Casey/Murphy</b>	
<b>2 Casey/Murphy</b>	<b>4</b>
<b>1 Casey/Murphy</b>	<b>2</b>
<b>0</b>	<b>3</b>
<b>1 Santorum/Gerlach</b>	
<b>2 Santorum/Gerlach</b>	
<b>3 Santorum/Gerlach</b>	
<b>4 Santorum/Gerlach</b>	
<b>5 Santorum/Gerlach</b>	

I've been in the national guard and I've been in the military for years. The pay raise thing.

I know reserves that left jobs to go there and left good paying jobs. It hit me 'what a jerk'. No matter what. How can you not support the troops? Were there other things tagged on to the bill?

When I was in the air force, sergeants had a second job because they couldn't support their families. Shut down pay raise but voted one for him.

The military deserves more money because they put their lives on the line

They definitely deserve more. But a politician to vote himself a raise when they also have allowances.. They should do without something, because the military families are living without something, or without a parent being there.

I don't vote a pay raise for myself. What kind of job is that?

**VI. Election Debate (15 minutes)**

Now I'd like to talk in more detail about a couple of specific issues and the role they will play in your decision making in this election.

**TAX AND SPEND**

1. You remember that one of the ads we watched tonight was about taxes, raising questions about the Democratic candidate's position on the issue of taxes. Let's watch it again, just as a reminder.

**[Written Exercise – Handout #10]**

2. We saw a couple Democratic responses to this ad. But now I'd like to look at what some other Democrats are saying about this. So flip to Handout #10 now. I'll read this message out loud, you follow along with me and then rate it, just as you did the ads we watched earlier.

*Democrats say, Americans are struggling to keep up with the skyrocketing costs of gas, health care, and education. President Bush and Jim Gerlach's economic policies have produced record deficits while giving away billions in tax cuts to their corporate backers and shifting the tax burden even further onto the middle class. We should repeal tax giveaways to companies that send jobs overseas and millionaires who don't need relief, and instead pass fiscally responsible middle class tax cuts: making college tuition tax deductible, tax credits for first-time homebuyers, and tax breaks for caregiving expenses on behalf of an aging parent.*

■ **Show of hands, then discuss**

<b>5 Casey/Murphy</b>	
<b>4 Casey/Murphy</b>	
<b>3 Casey/Murphy</b>	<b>5</b>
<b>2 Casey/Murphy</b>	<b>1</b>
<b>1 Casey/Murphy</b>	<b>2</b>
<b>0</b>	<b>1</b>
<b>1 Santorum/Gerlach</b>	
<b>2 Santorum/Gerlach</b>	
<b>3 Santorum/Gerlach</b>	
<b>4 Santorum/Gerlach</b>	
<b>5 Santorum/Gerlach</b>	

We should repeal tax breakes, waste.  
 Make college tuition tax deductible, college tuition tax deductible.  
 It hits all the hot buttons of things that would probably improve the economy for the majority. Almost everyone can relate to that.  
 These are things I can see more directly.

None of these acts have new manufacturing plans, plans to stimulate our own economy. Everything in this room comes for other countries. Let's reinvest it here. That's a good point. What are we manufacturing locally? If we are not making anything, we are service oriented. It's inevitable. They didn't give a solution on how to solve skyrocketing prices.

**Mail – Gerlach**

Poor quality.  
I would trash it.  
\$2,000 savings...I never saw that. I never saw those saving. I'm pretty sure I haven't saved that. I don't believe it.  
It's confusing, no real clear cut.  
I would change it so that it's not so much dirt.  
The print is so tiny that I wouldn't notice it either.

**Mail – Murphy First**

It's too big an issue for one person to deal with.  
THE PICTURE, IS IT MORE LIKELY TO GET OPENED?  
It's a little weak  
\$3.19 might be a bargain by the time it goes out.  
I would at least look at it.  
With the price of gas, I would have looked at it for another second.  
I think it makes the point that she is not for special interest and he is.

**Mail - Murphy Second**

He is only dealing with one issue. Where does she stand on everything else?  
Too much wording on the front.  
Short statements.  
I thought she made a point.  
To me, this is blind promise.  
What's the likelihood that it is going to get done?  
I'd rather have that than someone who is not going to try. Because we all said we were going to have change.  
Thee second one is more effective, makes the point easier.

## SECURITY

### [Written Exercise – Handout #11]

3. Now I want to talk about one other issue and see what candidates from both parties have to say. Again, I'll read them out loud, you rate them, and then we'll discuss. Let's start with the Republican candidate.

*The Republican candidate says, we are making significant progress in Iraq. After holding three successful elections, there is now an Iraqi government with a new constitution, and a quarter of a million Iraqi troops are trained and equipped. But there is still more to do, and the United States can't afford to bail out on Iraq before we complete the mission. If we follow my opponent's advice to cut and run, al Qaeda will have a new terrorist haven in Iraq and the whole world will see that America doesn't have the stomach to fight the war on terror.*

#### ■ Show of hands, then discuss

### [Written exercise – Handout #12]

4. Now, let's hear from a Democratic candidate.

*The Democratic candidate says, we need to chart a new course in Iraq. Our military has done its job in Iraq, and it is now time for Iraqis to take control of their own future. But my opponent and President Bush offer no plan to end the war and are sending even more troops to an urban war zone in Baghdad. With over 2,500 Americans dead and 3 billion dollars a week going to a war that has no end in sight, we need a change in policy. We won't withdraw precipitously or allow terrorist elements to seize control, but we must begin a phased withdrawal of U.S. forces before the end of 2006.*

#### ■ Show of hands, then discuss

## VII. Final Ballot (5 minutes)

### [Written exercise – Handout #13]

1. Finally, I want you to choose, if the election were held today, which one you would vote for – based on everything we've discussed tonight. Circle which candidate you would choose, then briefly write why in the space below. **[Written only]**