**TSA Pre✓®Application Program Focus Groups**

**Instructions/Scripts**

Focus groups will gather information on high level questions of awareness, customer value proposition, and adaptation disposition.

Instructions/Questions include:

* In your own words, can you describe the difference between TSA Pre✓® and Global Entry?
* As a group, let’s list all of the benefits that TSA Pre✓® provides to travelers. Now please rank them in order of importance to you.
* As a group, you’ve come up with multiple reasons why you believe TSA Pre✓® is not right for you, and written them in Column A. Please fill out Column B with a potential solution or solutions that would get you to change your mind. If nothing would change your mind, write that in too. Now we want you to circle the line that you think is the biggest barrier to you getting TSA Pre✓®.