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Reference Table for the Spreadsheet and Audio files

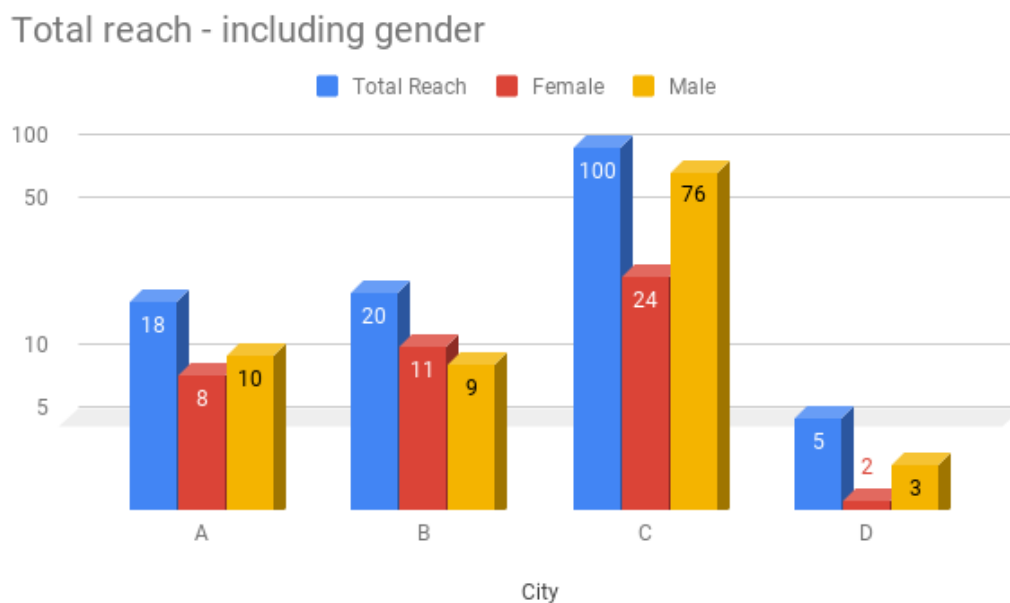
City	Letter	Workshop ¹ #	Interview #
Cali	A	1	1
Cali	A	1	2
Cali	A	1	3
Cali	A	2	4
Cali	A	2	5
Popayan	B	2	1
Popayan	B	2	2
Bogotá	C	1	1
Bogotá	C	1	2
Bogotá	C	2	3
Bogotá	C	2	4
Bogotá	C	2	5
Medellín	D	2	1
Medellín	D	2	2
Medellín	D	2	3

1 Due to conflicted schedules, I missed two workshops in Bogotá (City C).

TOTAL REACH

Researcher Observations

1. Due to some conflicted schedules, the researcher missed two workshops in Bogotá (estimated participants were around ~12 in total).
2. City C had more participants because of the Flisol, a public event. It was done in an University, which also reflects on the gender disparity.
3. Total reach of participants in workshops (without the two workshops missed) were 143.



DEMOGRAPHIC QUESTIONS

Fifteen (15) interviews and one (01) model threatening were done in Colombia. The following charts answers the demographic questions that were done during the interviews.

Demographic Question 1

Do you currently use any Tor related product?

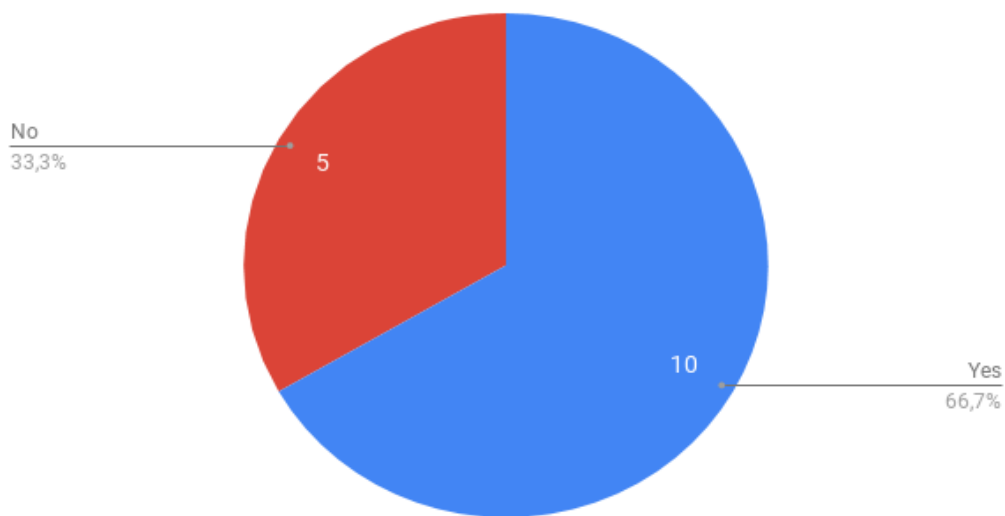


Figure 1: Demographic_Q1

Users Tor Browser Desktop

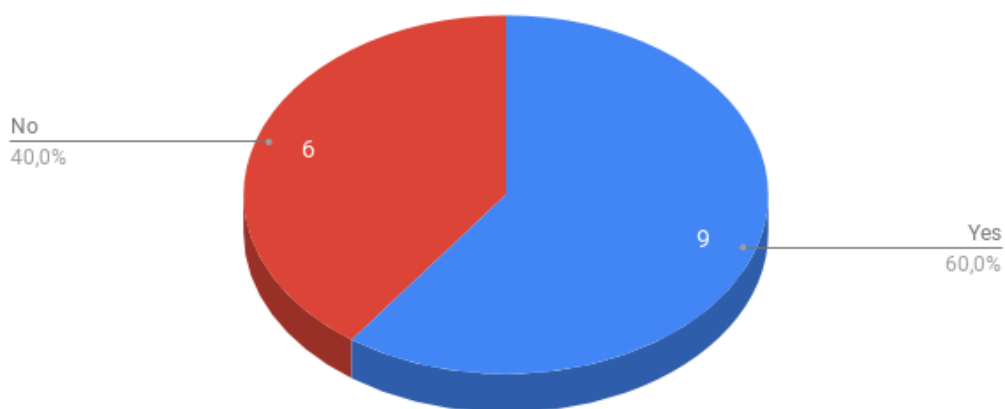


Figure 2: Demographic_Q1.2

Users Onion Browser (iOS)

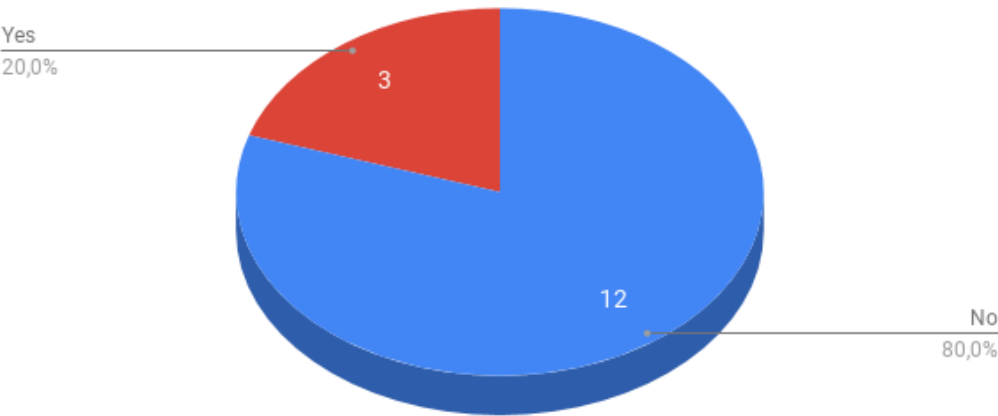


Figure 3: Demographic_Q1.3

Users Orfox/Orbot (Android)

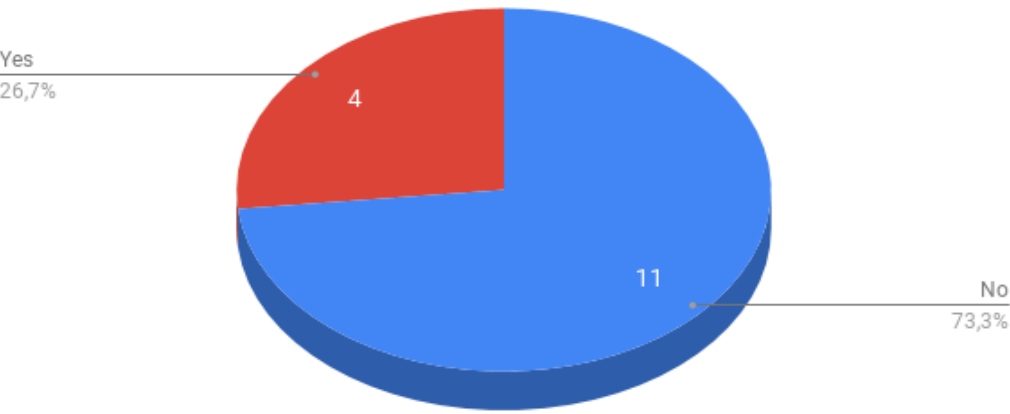


Figure 4: Demographic_Q1.4

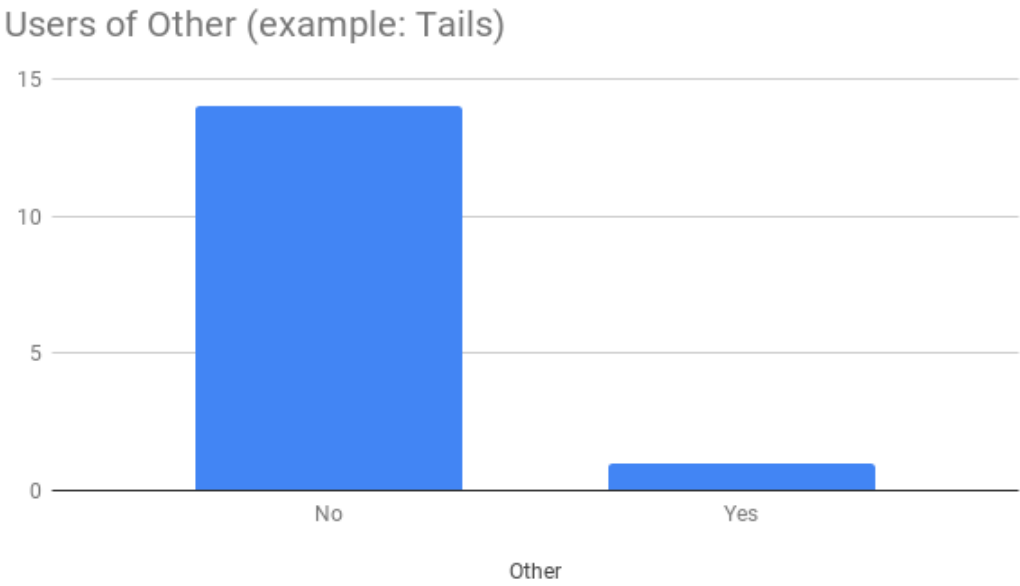
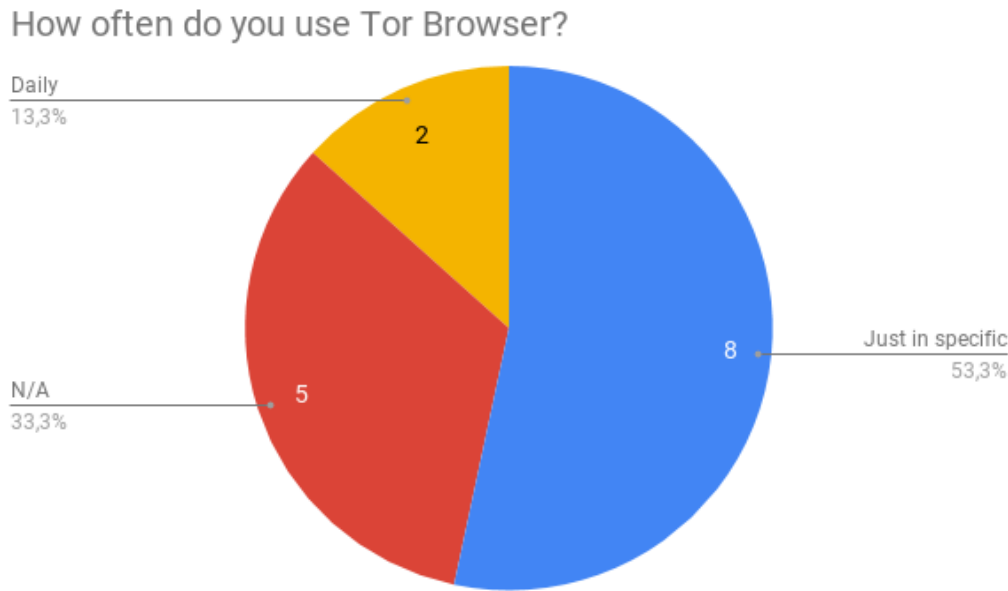


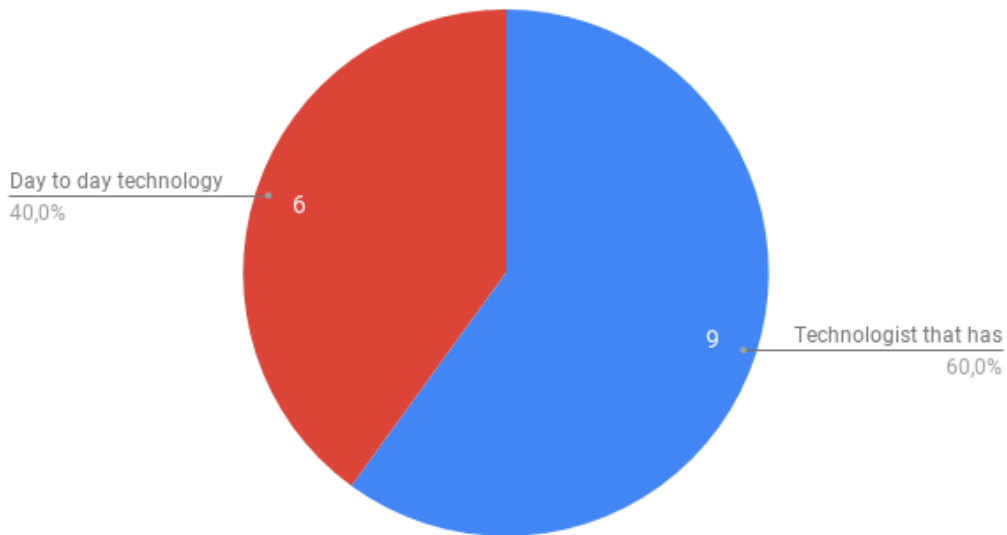
Figure 5: Demographic_Q1.5

Demographic Question 2



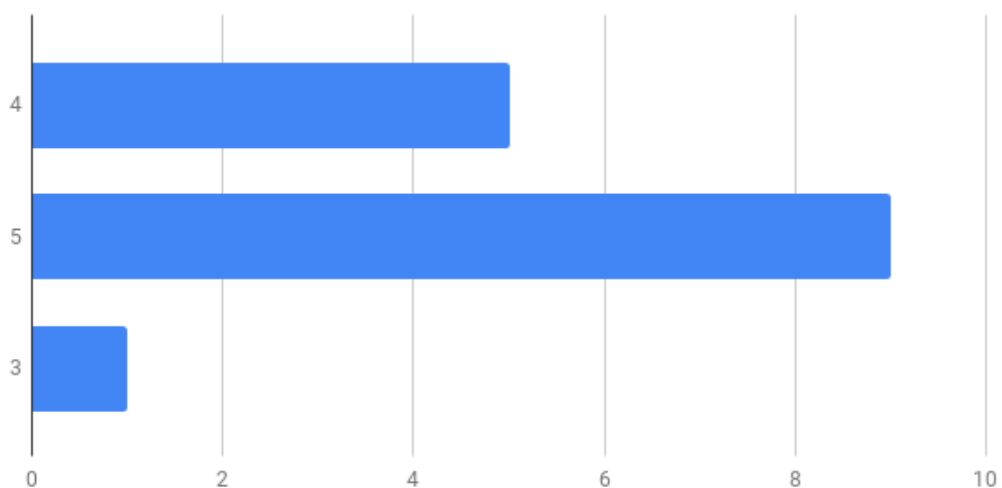
Demographic Question 3

Would you describe yourself mostly as a...



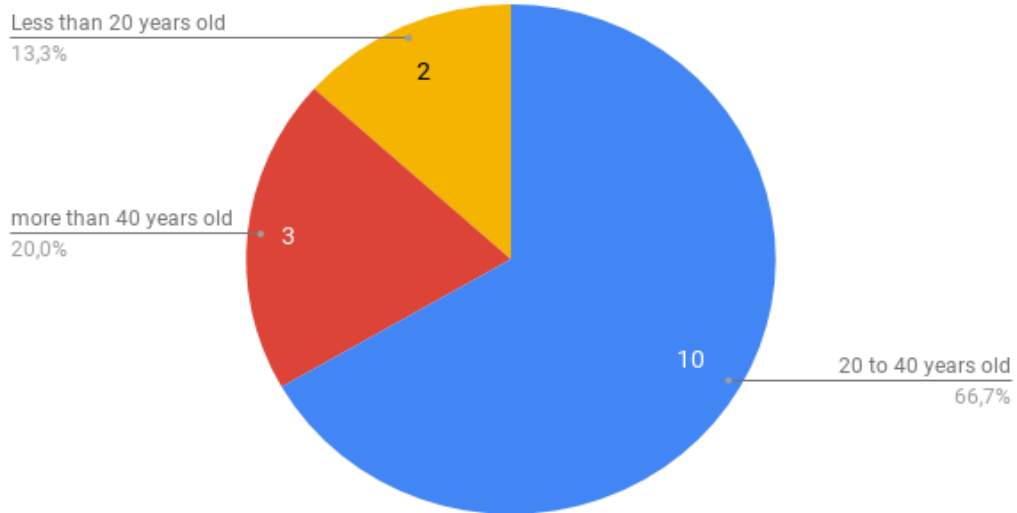
Demographic Question 4

How much do you believe you need protection for your privacy and security online?



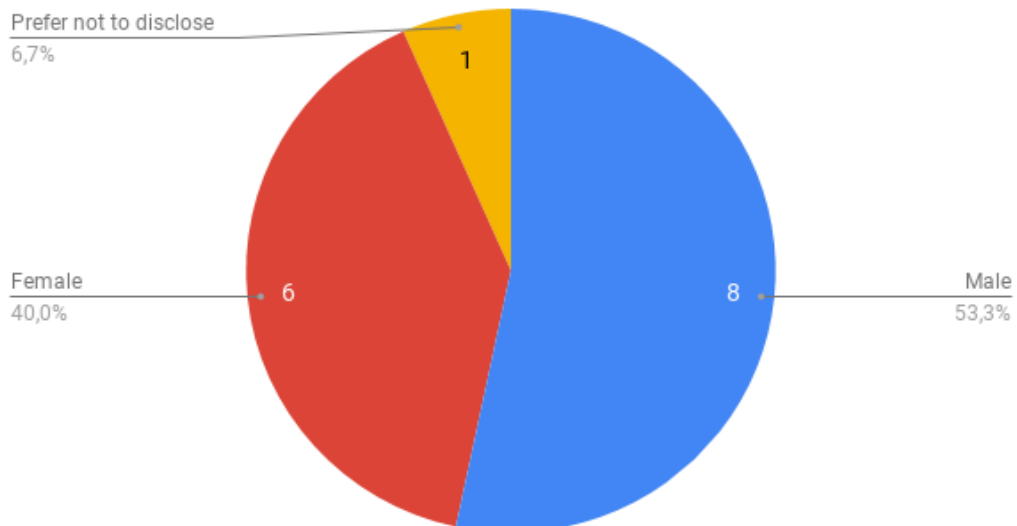
Demographic Question 5

How old are you?



Demographic Question 6

I define my gender as...

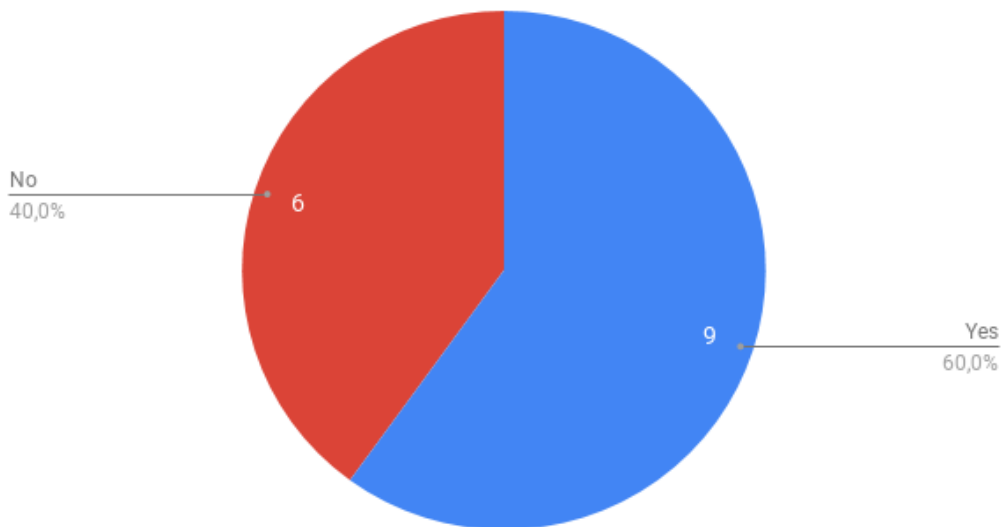


STARTING THE USER TESTING

Researcher's observations: some of the demographic questions were recorded, but most of them weren't. After some interviews, I decided to record only from the "Starting the User Testing".

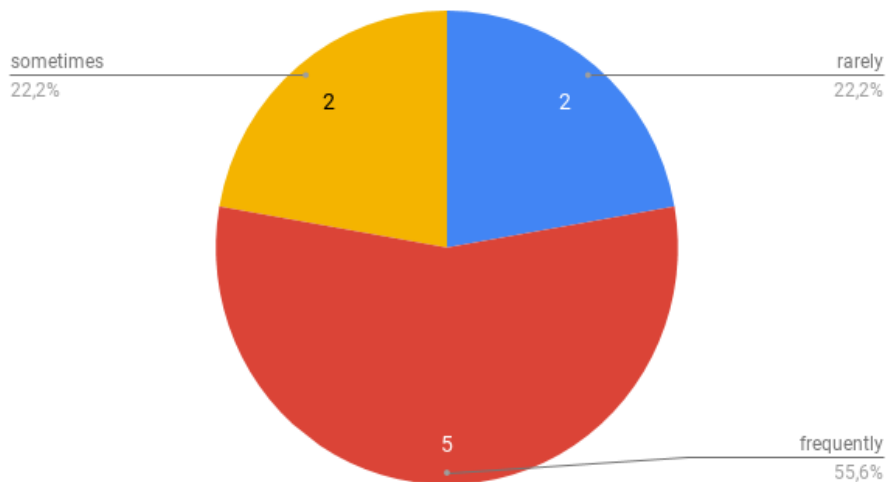
Start Testing 1

Have you used Tor before? If so, how often?



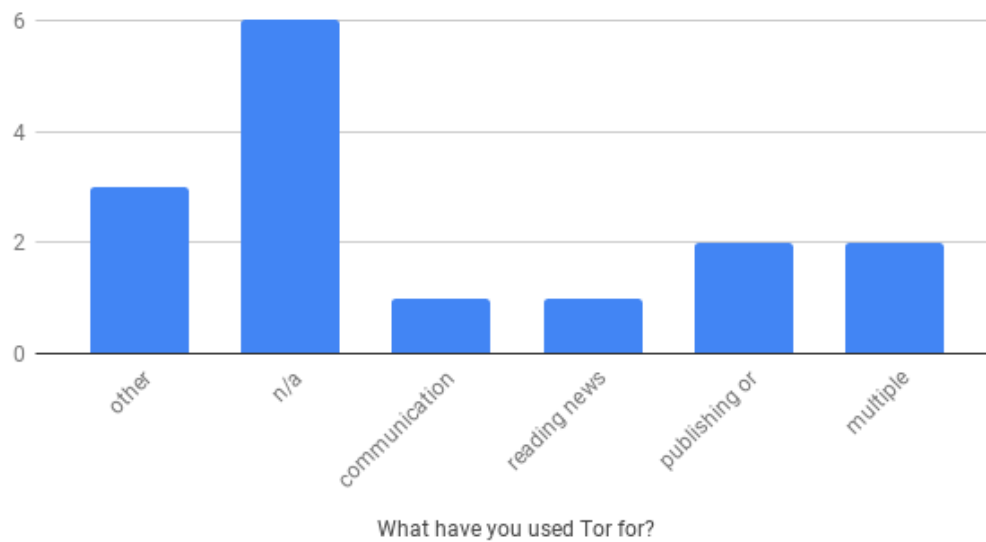
Start Testing 1.2

Usage amount



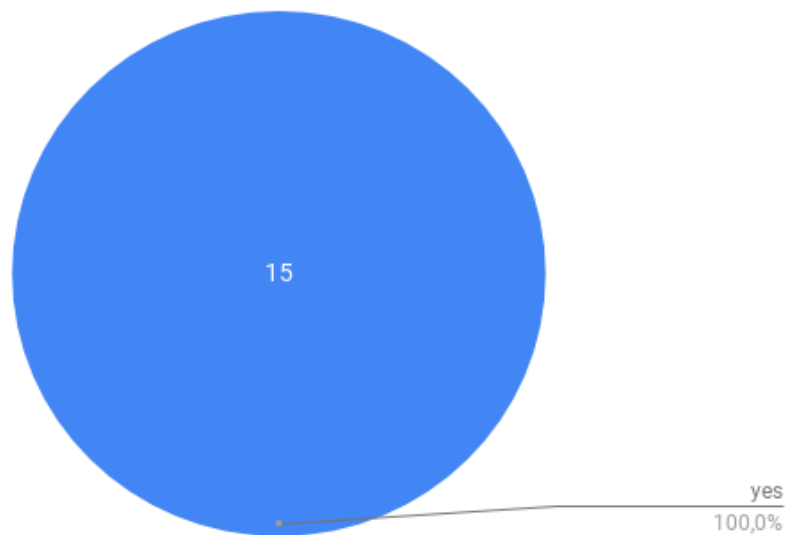
Start Testing 2

What have you used Tor for?



Start Testing 3²

Do you ever user other browsers, too?



2 Most users didn't feel comfortable answering the question that follows "If so, for what?", also the question Q5 "When do you separate activities between browsers?" got vague answers, when got answers...

ONBOARDING THE BROWSER

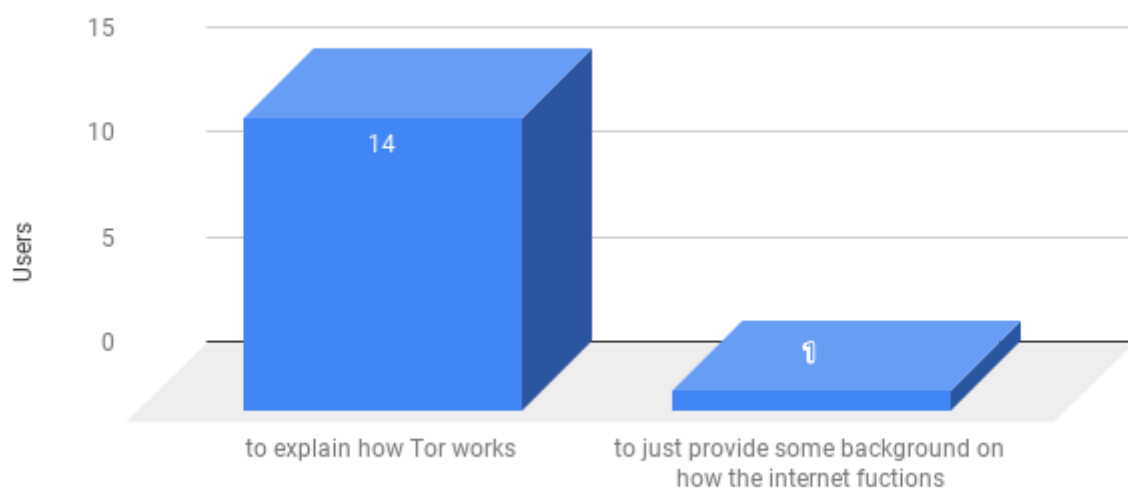
Observations:

Q1 and Q2 are qualitative questions. Listen to the audio files.

Q1 *Can you click on this widget and think aloud as you go? Click “start”. What do you think this widget does?*

Q2 *What do you think a cookie is? What do you think this page does?*

What do you think was the point of the process you just went through?



What do you think was the point of the process you just went through?

Figure 6: Onboarding Q3

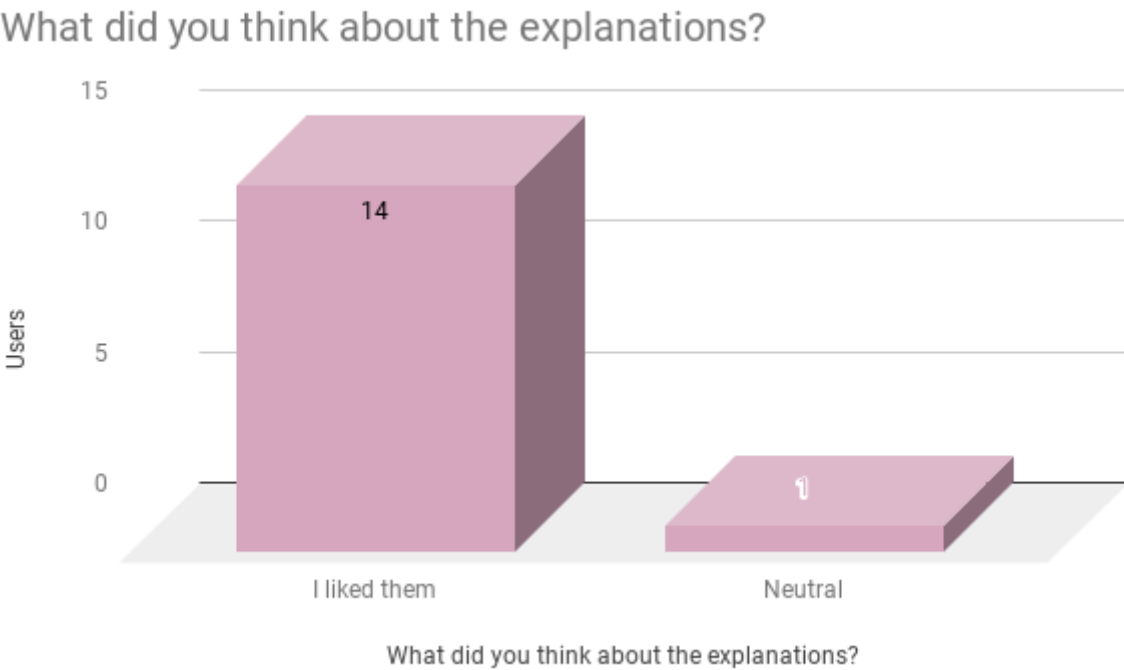


Figure 7: Onboarding Q4

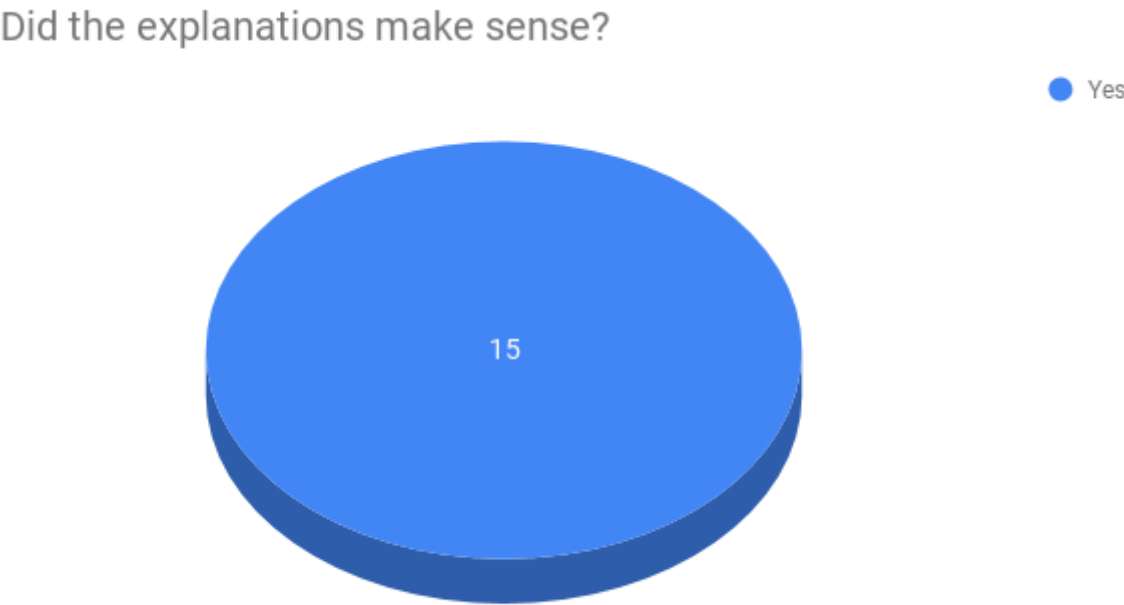


Figure 8: Onboarding Q5

TESTING AND VISITING OTHER SITES IN THE TOR BROWSER

Q1 “Can you think aloud while you visit different sites? Let’s visit a news site” is qualitative question, please listen to the audio files.

What do you notice?

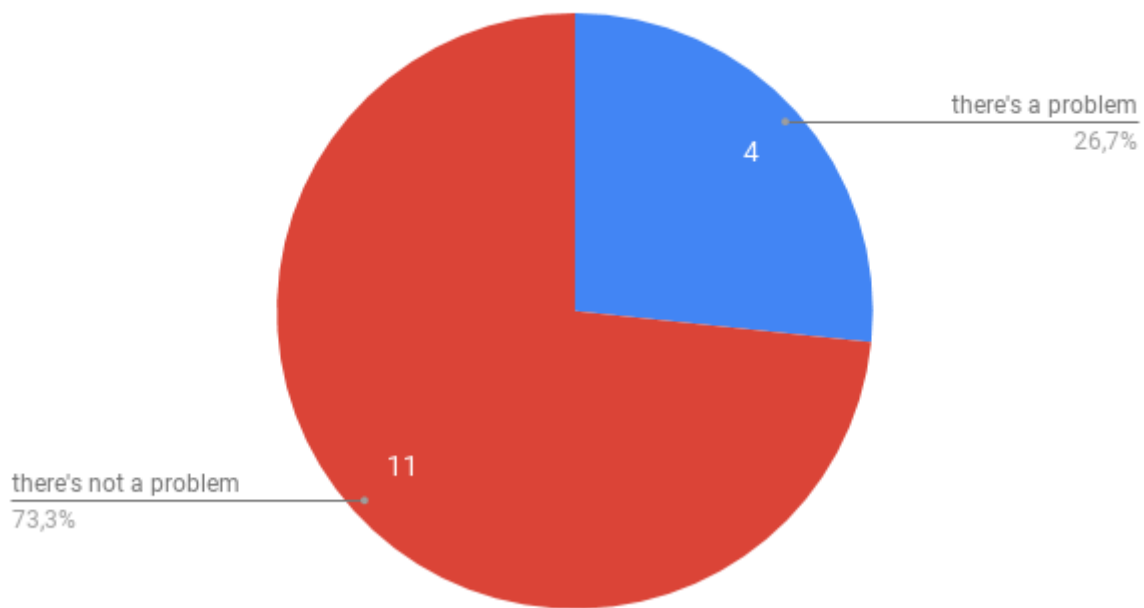


Figure 9: Testing Q2

:::prompt user to attempt to fix the issue

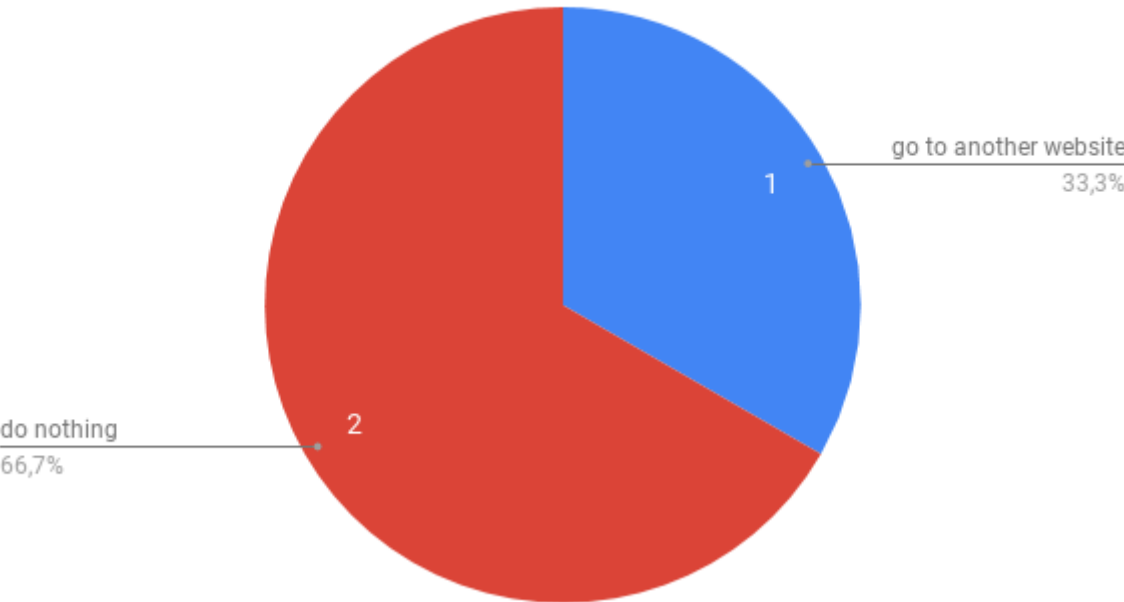


Figure 10: Testing Q3

User to download an image

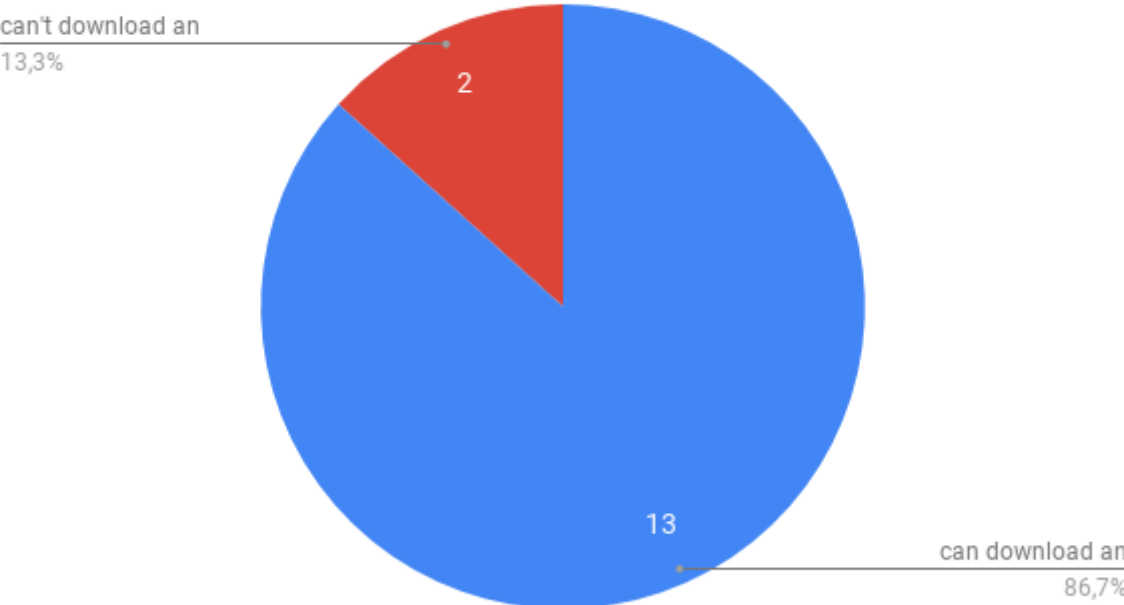


Figure 11: Testing Q4

GENERAL THOUGHTS AND SUGGESTIONS

Most of the places where the interviews were conducted were loud and didn't have an appropriate place to be alone or comfortable with the interviewees. Some of the interviews were made in the same space where conversations about the workshops were happening. In other cases, it was made outside, but without a table or chair to make the interviewees comfortable, however it worked in all the cases. The difficulty in these cases was to take notes while making sure the interviewees were being and feeling heard.

Demographic – Changings suggestions

The *demographic* section is already questioning if the person uses Tor, but the *Start* section has another question about it, so it seems redundant – I would leave it only in one of the sections. As most of the people never used Tor before, I want to suggest to ask if they have heard about Tor before, and what they heard about it *or* what do they think Tor is (of course, it depends on the purpose of the research).

Onboarding Browser – Changings suggestions

Usually, the first instinct of the users is to maximize the window, then they tend to start the navigation without even having a look on the start page, so in my opinion it is good to say to them: “take your time”. Then, start with the first impression of the Tor start-page:

Q1 Can you say aloud what do you see in this page? What do you think it shows to you?
It will make them go to all the info the page shows, when she talks about the widget, ask her to click on it. If she doesn't, just ask for it.

Q2 Can you read the info on this widget and say aloud what you think about it?
*Comments about the question Q2 **What do you think a cookie is? What do you think this page does?** For me it is unclear how these two questions are related – there is no specific page about “cookies” even though the “Privacidad” section talks briefly about cookies...it doesn't clarify what page it is, I assumed it was the widget page yet. My impression is that it doesn't make sense for the interviewees either.*

Q3 What do you think is the goal of this page? What do you think about the explanation? Does it make sense? *In the **Onboarding** section, these questions are separated, however, most of the users answered all the questions when asked Q3 or Q4 – so my suggestion is to compress these questions in only one and giving them more time to talk about it. This way, it won't be as redundant as it is when asked separately.*

Q4 Is there anything you want to know about Tor or how Tor works and it is not in this page? add

Testing and Visiting – Changings suggestions

Q1 Let's visit a news site or a site you usually visit. Can you say aloud how this navigation is going on? If it's normal or is there anything different than usual. *For me it seems that the users are a bit uncomfortable telling their impressions, so giving them more elements in the questions (like usual or unsual) might help them express their feelings.*

Q2 What do you think a cookie is? *If NoScript Popup shows up, ask them to read the page and tell what they think it is, and to make their own decision on accepting it or not (usually, they look to the researcher to find an answer on how to react to the pop-up).*

Q3 Did you find any kind of problem while navigating? Was it slower than usual? Or any other problem? [List of the problems already done]

Q4 :: prompt user to attempt to fix the issue :: (same)

Q5 User download an image³ (same)

Q6 User watching a video (add)

FAQ

Comments: *My impression is that all the questions are very distinct, but I listed the ones that were made at least 3 times. All the questions are listed on “General Overview”, on each city section.*

- *Why does it uses 3 servers?*
- *Is it possible to use Facebook on Tor?*
- *Does Tor protect my network from hackers/sniffers?*
- *If Tor Ips are public, they aren't anonymous or safe?*

3 Usually they just search for a randomic img on *duck duck go*, and download it.

GENERAL OVERVIEW

City A

Workshop #1

Delay: 30 minutes

External problems: rain, drip, small room.

Men (M): 4

Women (W): 3

Age: 30-50

Internet: Ok

M – What Tor does is to protect my localization?

W – And my information?

W – Will it show the location of the last server?

M – Why does it uses 3 servers?

M – Is there a VPN connection between my connection and the first Tor's server?

W – What is a VPN?

W – How to hide that we use Tor?

M – So, the Tor traffic is encrypted even in the case there is a sniffer in my network?

W – So, with Tor it is not possible to have or use a cloud?

M – So Tor will never allow to know our localization? Then our information will always be safe?

M – A government can ask Tor to give them our information?

M – Can I choose the country from where I'm going to be connected?

M – About the other browsers, which is the best?

M – Y las camisetas? Hay que motivar a la gente para ser entrenador.

M – Does Tor also protects you from hacker's attacks?

M – Can I download Tor on my USB? So, where I execute it, it will stay there.

M – If all Tor's Ips are public, they are not anonymous?

M – If there is websites that are malicious, they can perform attacks even if I am using Tor?

M – Javascript makes the security using Tor poorly?

M – Can't I choose to block or not the publicity on my cell phone?

M – There is onion browser and Tor browser on the app store...

M – I was looking for an information about a colombian famous person but I couldn't find it, does it mean that it is blocked? Can Tor circumvent this?

M – Should I use bridges or not?

W – Where do I connect to a bridge?

M – Why is there private mode on Tor, if it is not needed? #BUG

Workshop #2

Delay: 40 minutes

External problems: N/D

Men: 6

Women: 5

Age: young

Internet: Ok

M – I heard Tor started as a military project, is it true?

M – The first Tor server uploads data from your/mine computer?

M – Does anyone, like my partner, would know my traffic?

M – Is it always 3 servers?

M – One of the Ips always change, right?

M – The last one isn't fixed? Is it volunteered too?

M – What happens with all this informations? Does it get lost?

W – Is there a software where I can choose from where my IP is going to come from?

M – Is there Ips that were considered illegals?

M – If there is a hacker in my network, is there something we can do about it?

W – How does Tor articulate with apps that track our data, as whatsapp, etc?

M – Using an VPN with Torify is ok?

City B

Workshop #1

Delay: 30 minutes

Internal problems: a lot of people coming in and out, causing dispersion. Very loud.

Men: 6

Women: 9

Age: most young.

Internet: Ok

*Comments: this workshop was made with campesinos. They had more doubts concerning the uses of cell phone, apps and surveillance. One of them said she tried to use Tor with her e-mail and got blocked for 24 hours, some of them were interested on how to use **Facebook** on Tor. When talking*

about propaganda (engine search and talking or writing on cell phones and getting an advertising about what you just typed) they were impressed.

The threatening model was made with this group.

They didn't ask many question, but talked about their experiences.

Workshop #2

Delay: 50 minutes

Internal problems: open culture center, a lot of people coming in and out, including people selling things in the middle of the workshop.

Men: 4

Women: 1

Age: half young, half very old.

Internet: didn't work well.

M – Who run the servers are volunteers? Is there any chance that the government is also running servers?

M – How to access my e-mail using Tor?

W – What is a safe protocol? Encryption?

M – What happens if I use a page without https?

City C

Public presentation

Delay: 25 minutes

Internal problems: N/D

Men: 68

Women: 15

Age: young.

Internet: No.

Comments: Everyone laughed when heard that Linux users are considered “danger” by the NSA. A lot of people took pictures. One person knows Tor since 2008.

Comments 2: this was a free software public event in the University, that's probably why there was more men than women. Also, only men asked question. Even though it is a bad gender balance, the public was very interested and brought different questions – they also seemed interested in getting involved with Tor.

M – Each layer is already chosen or is random?

M – Why wouldn't the ISP know where the traffic will go? My https package doesn't indicate where I'm supposed to be going?

M – How does Tor improve without data tracking?

M – Why do we have to use two apps?

M – The server knows that I'm trying to connect using Tor, right? **Because I already tried to connect on Facebook using Tor and I couldn't...**

M – How does it work in China, that has such hard Internet regulations?

M – How to use cookies? How does the tracking work on Tor?

M – How can I have my Tor server/relay?

M – Is there any kind of project that Tor has to talk with governments?

Workshop #1

Delay: 90 minutes

Internal problems: The person with the key to open the space was very late.

Men: 0000

Women: 4

Age: young.

Internet: Ok.

Ai, que genial las personas de Tor!

Genial, genial! Me encanta!

Comments: this was a very good and productive workshop. They were very aware of the risks they are facing and have a good idea of their threatening model. They were also very committed with the workshop. They got very excited not only with Tor, but also with Tails.

Comments: One person couldn't connect to Tor through her cell-phone.

W – With Tor, can we re-open our Youtube account? (their youtube account was closed)

W – Can I use Tor for everything or would I be spending Tor resources? (i.e. should I only use Tor for activism?)

W – How do you do to protect the Tor Network, if it is all opened?

Workshop #2

Delay: 40 minutes

Internal problems: N/D

Men: 8

Women: 5

Age: young.

Internet: Ok.

Comments: as we had some problems using their computer, Gus started by using and introducing Tails.

Comments: one person couldn't install Tor on her machine (MacOS)

M – This O.S. is for people that already knows Tor?

W – What is Tor? Is it a search engine?

M – I heard it is like a VPN, but what are the differences?

W – What is proxy?

M – Where is my IP on the Tor circuit?

M – Should I separate my activities using Tor? **Is it possible to use Facebook on Tor?**

W – We have our office, if someone hacks it, they can see everything we do?

W – Do the ISP can block our Twitter accounts?

M – When I open Tor or try to search for something there is thing called “duck duck go”...

M – Is there an option on using a router with Tor?

M – I was looking Tor on my mobile, and there is this option of a private tab? #BUG

W – What about the info we have in the cloud? Is there any other option?

City D

Workshop #1

Delay: 0

Internal problems: N/D

Men: 0

Women: 2

Age: young.

Internet: Ok

Comments: they were part of the network (City C #1) and are going through some problems regarding physical security. We didn't had a projector, so we made a talk about Tor and model threatening, introducing some secure alternatives to them.

Bug: after installing Tor Browser, by trying to search on the first page (about Tor), duck duck go was identified as doing cross script.

Workshop #2

Delay: 45 minutes

External problems: this was the day for the preparation to May 1st, so many people couldn't attend

to the workshop.

Men: 3

Women: 0

Age: young.

Internet: Ok

Recommendation: be always aware of special dates like this.

M – Are there only 3 servers on Tor?

M – How to find your localization through your computer? Is it through the browser? How to identify you using the browser?

M – Why the guard-server is always the same?

M – If the Google search engine affects your safety, using other Google services affects it too?

M – Is Tor slower because it is running from a common directory on the computer?

M – How to know if using .onion is better than using .net or anything else?

M – How can I get a domain .onion?

THREAT MODEL

City B – Workshop #1

The threatening model was done only in City B, workshop #1. Part of the public were already aware of Tor, as they had another workshop in 2018. Most of the threats they are facing is related to *life* of themselves or the ones they love/care. (Please see pictures of the exercise on the “pictures” folder).

PROTECTION			
Life	Territory	Ideas	Information
Family	Social Movements Files	Talks in social media or other softwares	Personal information
Bodily integrity	Organization activities	Privacy	Meeting reports
	Water		E-mail and accounts

THREATS			
War	Politicians	Multinationals	Media
The state intelligence	The government	The right wing	The democratic center
Militia	Paramilitares	Taxes	

ASSETS			
Popular education	(these) trainings	Social union	Workshops for security
Being more careful	Organizational process	Have more discipline	

