

## Starting the User Testing:

Rationale: Understanding if the user is a power user or average user, how they use the Tor browser, and if they use other browsers and what for.

### Intro:

Hello, thank you for taking the time to allow us to interview with you. We are testing new improvements in the Tor Browser, and at this time we are going to research installing and onboarding with the Tor Browser. It is different from what you have been using/seeing before so will be helpful if you could think aloud and say thoughts as they occur.

Q1 Have you used Tor before? If so, how often?

☐ Yes      ☐ No

- *Usage amount*
  - ☐ frequently
  - ☐ sometimes
  - ☐ rarely

Q2 What have you used Tor for?

☐ everything

☐ communications (like email)

☐ publishing or sharing content or information (hosting a blog, using different servers or websites to distribute content)

☐ reading news

☐ social networks

☐ other

Q4 Do you ever use other browsers, too? If so, for what?

☐ Yes      ☐ No

- *browsers*
  - ☐ Chrome
  - ☐ Firefox
  - ☐ Internet Explorer
  - ☐ Safari
  - ☐ Opera

Q5 When do you separate activities between browsers?

*(free form answer from user)*

## Onboarding the Browser:

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

What do you think this widget does?

*(free form answer from user)*

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

*(flow from ‘welcome’ to ‘privacy’ to ‘tor network’ to ‘circuit display,’ etc)*

*(free form answer from user)*

Q3 What do you think was the point of the process you just went through?

☐ to explain how Tor works

☐ I’m not sure

☐ to just provide some background on how the internet functions

Q4 What did you think about the explanations?

☐ I liked them

☐ Neutral; I neither liked them or disliked them

☐ I did not like them

Q4 Did the explanations make sense?

☐ Yes

☐ Somewhat

☐ No

## 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.

Q2 What do you notice?

☐ there's not a problem

☐ there's a problem:

- Page Won't Load ☐
- Page Slow To Load ☐
- Page Won't Render ☐
- Page Slow To Render ☐
- Images Won't Load ☐
- Images Are Compressed ☐
- Videos Won't Load ☐
- Videos are Compressed ☐

Q3 ::prompt user to attempt to fix the issue::

☐ Do they reload the page?

☐ Change/downgrade security settings?

☐ Do nothing

☐ Go to another website

Q4 User to download an image

☐ Can Download an Image

☐ Can't Download an Image

**Q4a. Does the user.....**

☐ Reload page

☐ Change/downgrade security settings?

Once ☐

Twice [ ]

Multiple Times [ ]

Change the settings on the NoScript XSS Warning [ ]

[ ] Do nothing

[ ] Go to another website

Research materials:

[https://docs.google.com/document/d/1aGFP-\\_3FIGwT\\_oqtmJkXLC1gvXd6wjrWnQFox6lfXDg/edit](https://docs.google.com/document/d/1aGFP-_3FIGwT_oqtmJkXLC1gvXd6wjrWnQFox6lfXDg/edit)

[https://docs.google.com/document/d/1yPsLWfMaY8itDIOkrDwdLsvO7nhpc5\\_cRJ9V8kWiFl/edit](https://docs.google.com/document/d/1yPsLWfMaY8itDIOkrDwdLsvO7nhpc5_cRJ9V8kWiFl/edit)

[https://docs.google.com/spreadsheets/d/1u2VCiimvwJpo2ImRb\\_CbgOc8couvYHIPi6cdkQQ0xf4/edit?ts=5c616661#gid=1777902628](https://docs.google.com/spreadsheets/d/1u2VCiimvwJpo2ImRb_CbgOc8couvYHIPi6cdkQQ0xf4/edit?ts=5c616661#gid=1777902628)

<https://trac.torproject.org/projects/tor/ticket/27010>

<https://trac.torproject.org/projects/tor/wiki/org/teams/UxTeam/UserResearch>

[https://storm.torproject.org/shared/OBx\\_LJdbEuZLmKnyzp\\_FsfT5NABveu8wnooOfujlCLV](https://storm.torproject.org/shared/OBx_LJdbEuZLmKnyzp_FsfT5NABveu8wnooOfujlCLV)

[https://storm.torproject.org/shared/FzBt\\_Z-n4Tse3tcDqT1VILOYv2VfTSNRUGfl9xYOmKS](https://storm.torproject.org/shared/FzBt_Z-n4Tse3tcDqT1VILOYv2VfTSNRUGfl9xYOmKS)

[https://storm.torproject.org/shared/OBx\\_LJdbEuZLmKnyzp\\_FsfT5NABveu8wnooOfujlCLV](https://storm.torproject.org/shared/OBx_LJdbEuZLmKnyzp_FsfT5NABveu8wnooOfujlCLV)