

# User Research Plan - Connect Assist

This is a moderated, in-person and assessment research plan. It means this study will happen with a research facilitator instructing participants, and the assessment research is used to test users' satisfaction and how well they are able to use the product proposed, as well its functionalities.

*(Print this page only once so you can use it as reference)*

## Goals

- Evaluate whether users can easily identify where they need to navigate to connect to Tor in a censored context
- Measure how long users take to complete the given task to connect
- Find blockage points to use Connect Assist

## Audience

Make notes about the audience at the training here (how many participants, gender, etc).

## Questions during the training

## Activities

- [Getting to know the participant](#)
- Usability Testing - Connect Assist

Try scenarios: [moderate](#) and [severe](#) censorship.

### Activity

#### Task 1

Describe your general thoughts about this page (**Connect to Tor**). What information are you seeing? What can you do on this page?

#### Task 2

How would you connect to your project website?

#### Task 3

What do you see? What do you think just happened? How would you try to connect?

*Participants can try "Configure connection" or "Try a Bridge". Notes for the facilitator: how many participants clicked on "Configure connection" or "Try a Bridge"?*

#### Task 4 - Option "Configure connection"

What do you see? How would you configure the connection? *Notes for the facilitator: did the participant successfully connect to Tor? If not, where did they get stuck? Where did they click?*

#### Task 4 - Option "Try a Bridge"

What just happened? Are you satisfied with the results?

### **3. Debriefing**

Follow-up questions:

- How hard was it to connect to Tor in a censored environment?
- What did you expect to happen?
- Did you see that Tor was using your location to find a bridge? (if user clicked on 'Try a bridge')
- If you had three wishes to make your experience better when navigating with the Tor Browser, what would you wish for?