

User Research Script - Tor Browser for Android

0/ Starting

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

1/ Intro

Hello, thank you for taking the time to allow us to interview with you. We are testing the new Tor Browser for Android, and at this time we are going to research finding, downloading, installing and onboarding with the Tor Browser for Android. 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)

2/ Finding, Downloading and Installing

Q1 Which option available at torproject.org/download do you prefer? Why?

(free form answer from user)

Q2 *(If they go to Google Play Store)* How do you know which app to trust?

(free form answer from user)

Q2.2 Which steps do you take to ensure that the app is official?

- ☐ Read reviews
- ☐ Look at the developer name
- ☐ Check rating
- ☐ Look at the screenshots
- ☐ Look at the app icon
- ☐ Research the developer or company
- ☐ Read app description
- ☐ None
- ☐ Other _____

3/ Onboarding

Q1 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

Q2 What did you think about the explanations?

- ☐ I liked them
- ☐ Neutral; I neither liked them or disliked them
- ☐ I did not like them

Q3 Did the explanations make sense?

- ☐ Yes
- ☐ Somewhat
- ☐ No

4/ Testing and Visiting Other Sites

Q1 Can you think aloud while you visit different sites? Let's visit a news site. 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 ☐