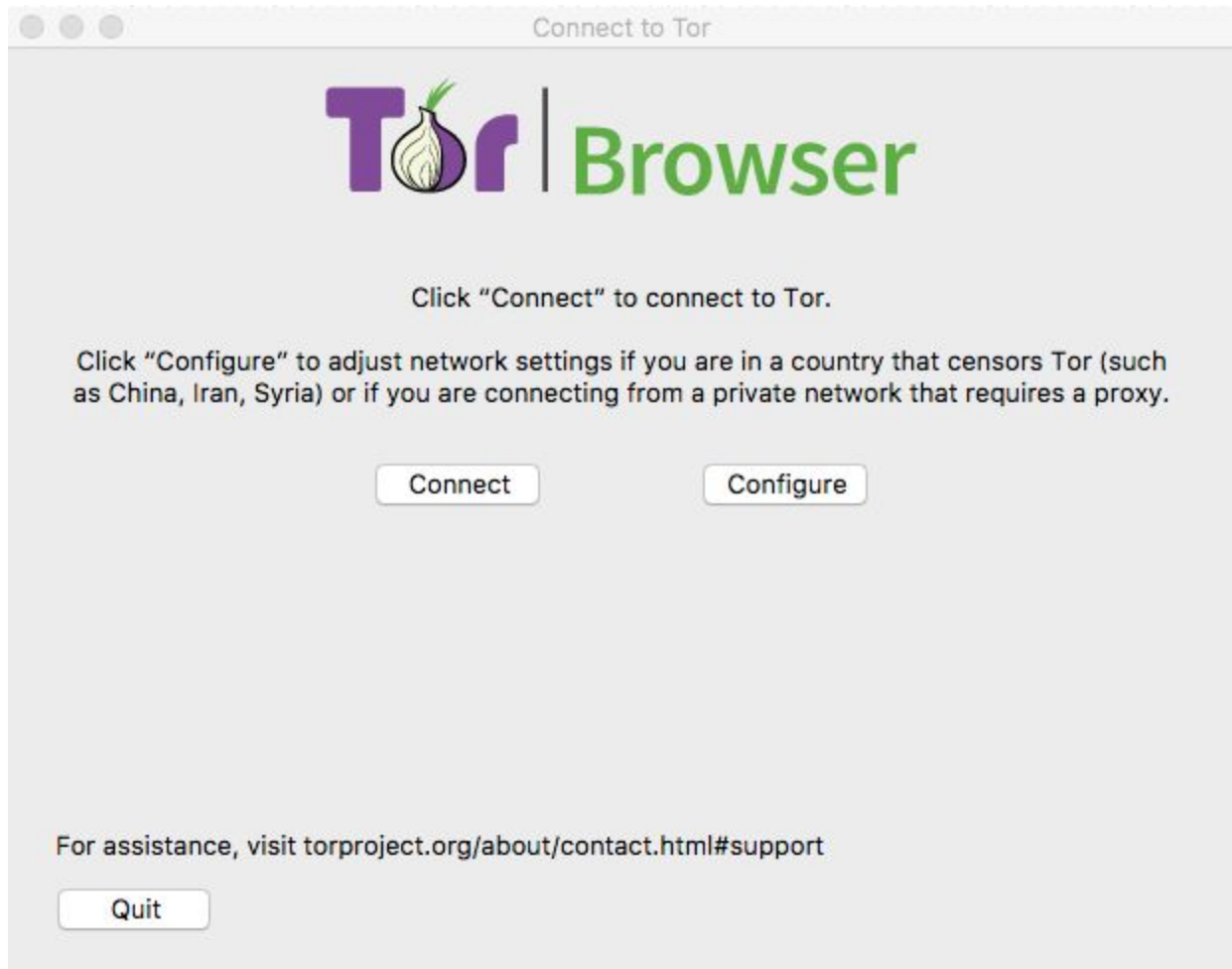


User testing: Tor Launcher desktop

Interview Questions

These are five questions for the five, 5-minute interviews. The details are [here](#). Write your observations in the “comments” section in the user feedback form (on the next page).



Q1: Do you think you would need to click on Configure to connect to Tor?

Purpose: At Linda's paper some people were confuse with the option to configure your network settings to connect to Tor. They thought they needed even though they didn't. We tried to improve the copy to make it clear when someone would need that.

Look for: how quickly they respond, if they answer correctly (most times should be 'no'). If they understand words like 'proxy'.

Tor Network Settings

Tor is censored in my country

Select a built-in bridge ?

Provide a bridge I know

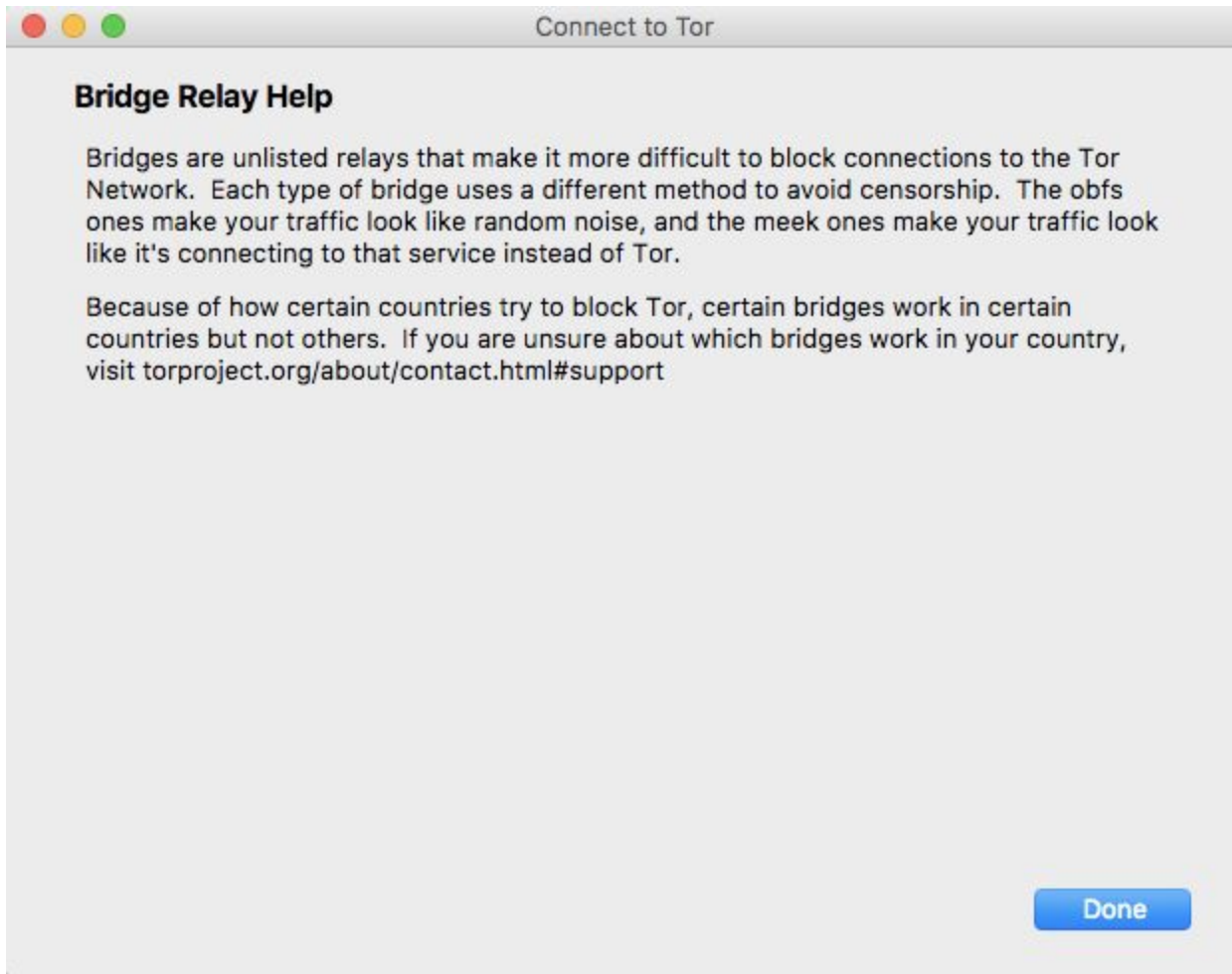
I use a proxy to connect to the Internet ?

For assistance, visit torproject.org/about/contact.html#support

Quit Go Back Connect

Q2: What does the checked options do?

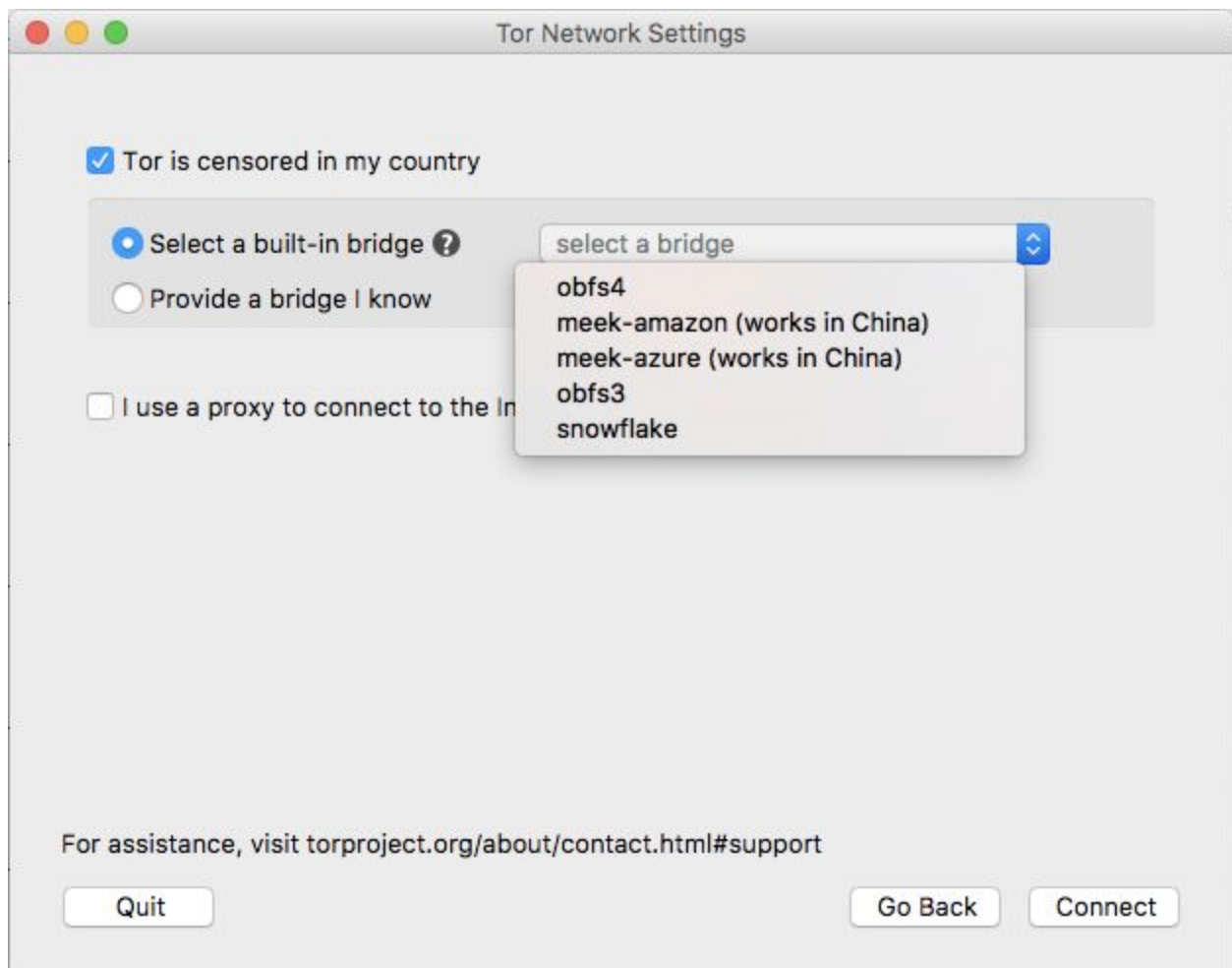
Purpose: to test user comprehension of what a bridge does, which is to help bypass censorship.
Look for: if they sound confused, their answer, which setting they talk about most.



Q3: Describe with your words how a bridge will help users.

Purpose: this help text has been updated on this new version as well. For the new experience we decided to use the world bridge for PT and bridges. We want to see if users can understand what this term means/does.

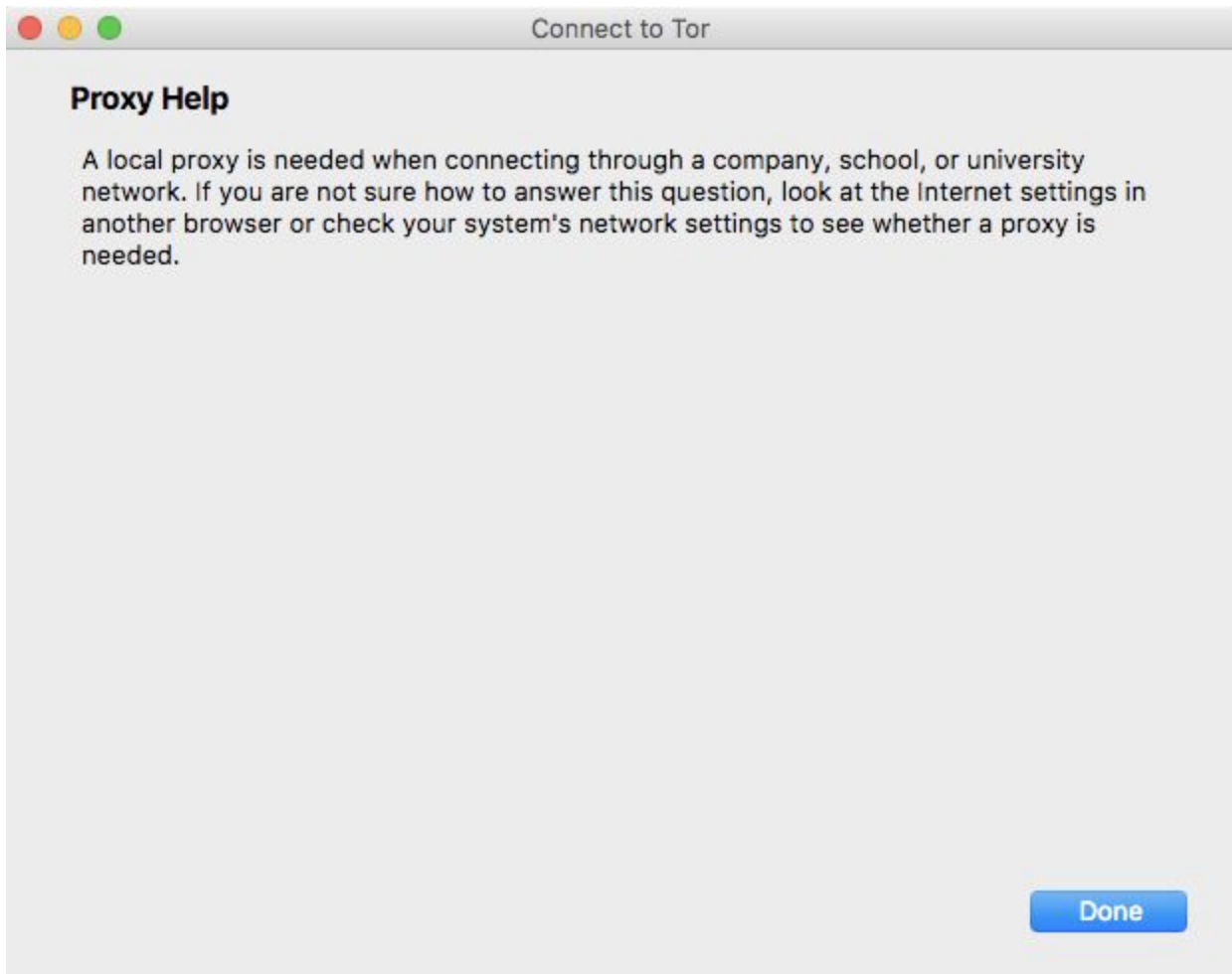
Look for: if they hesitate, tone of voice, if they have a hard time to explain it.



Q4: If Tor is censored in India, what bridge would you use?

Purpose: another attempt to test if user understands what bridges do and the options available to them

Look for: if they hesitate, if they have a straight answer, if they ask questions back, like 'but that will depend on what type of censorship?' or 'should i just pick the ones from the drop down menu?'.



Q5: Have you ever had to configure a proxy? Would you know how to look for Internet settings in another browser or check your system's network settings?

Purpose: I know we can't fix this easily but maybe will help us know if our help prompt has the most important information for users or not.

Look for: if this looks like a very difficult question for them, if they hesitate, how long they take to answer the question, how they answer the question (if the answer was correct or not).

Feedback Form

We suggest that you print out this document, write things in, and scan/take a photo and send it to us.

User 1

User demographics (circle the appropriate answer; it's okay to leave some blank):

1. Do you currently use any Tor related product (browser, msg,)?
 - a. Yes
 - b. No (if no jump next question)
2. How often do you use Tor?
 - a. Daily
 - b. Weekly
 - c. Just on specific situations
3. Would you describe yourself mostly as a...
 - a. Day to day technology user
 - b. Technologists that has a good understanding of tools and how things works
 - c. Hacker
 - d. Other: _____
4. Age: <20 20-50 40+
5. Gender: male female other

Comments:

Question 1:

Question 2:

Question 3:

Question 4:

Question 5:

User 2

User demographics (circle the appropriate answer; it's okay to leave some blank):

1. Do you currently use any Tor related product (browser, msg,)?
 - a. Yes
 - b. No (if no jump next question)
2. How often do you use Tor?
 - a. Daily
 - b. Weekly
 - c. Just on specific situations
3. Would you describe yourself mostly as a...
 - a. Day to day technology user
 - b. Technologists that has a good understanding of tools and how things works
 - c. Hacker
 - d. Other: _____
4. Age: <20 20-50 40+
5. Gender: male female other

Comments:

Question 1:

Question 2:

Question 3:

Question 4:

Question 5:

User 3

User demographics (circle the appropriate answer; it's okay to leave some blank):

1. Do you currently use any Tor related product (browser, msg,)?
 - a. Yes
 - b. No (if no jump next question)
2. How often do you use Tor?
 - a. Daily
 - b. Weekly
 - c. Just on specific situations
3. Would you describe yourself mostly as a...
 - a. Day to day technology user
 - b. Technologists that has a good understanding of tools and how things works
 - c. Hacker
 - d. Other: _____
4. Age: <20 20-50 40+
5. Gender: male female other

Comments:

Question 1:

Question 2:

Question 3:

Question 4:

Question 5:

User 4

User demographics (circle the appropriate answer; it's okay to leave some blank):

1. Do you currently use any Tor related product (browser, msg,)?
 - a. Yes
 - b. No (if no jump next question)
2. How often do you use Tor?
 - a. Daily
 - b. Weekly
 - c. Just on specific situations
3. Would you describe yourself mostly as a...
 - a. Day to day technology user
 - b. Technologists that has a good understanding of tools and how things works
 - c. Hacker
 - d. Other: _____
4. Age: <20 20-50 40+
5. Gender: male female other

Comments:

Question 1:

Question 2:

Question 3:

Question 4:

Question 5:

User 5

User demographics (circle the appropriate answer; it's okay to leave some blank):

1. Do you currently use any Tor related product (browser, msg,)?
 - a. Yes
 - b. No (if no jump next question)
2. How often do you use Tor?
 - a. Daily
 - b. Weekly
 - c. Just on specific situations
3. Would you describe yourself mostly as a...
 - a. Day to day technology user
 - b. Technologists that has a good understanding of tools and how things works
 - c. Hacker
 - d. Other: _____
4. Age: <20 20-50 40+
5. Gender: male female other

Comments:

Question 1:

Question 2:

Question 3:

Question 4:

Question 5: