Activity: Tool Feedback – *Tor Browser Example*
Role: Observer

Task	Observation	Ideas
(1) *Find Software*	User comfortable navigating Internet to get to Tor website	
(2) *Download*	Download button was clear and easy to find on website	
(3) *Start Tor Browser*	Slightly confused about words like **proxy**, **bridge** User hesitated because of this	User different language (or don't use bridge at all, just describe the scenario where I would need to use a bridge – e.g. if I live in an environment where tor is blocked, etc.)
(4) *Tor Network Settings (Setup)*	Chose the first option without understanding what it meant (connect directly to Tor network; did not use proxy because they didn't understand)	
(5) *Open Tor Browser*	It opened shortly; she was happy with the success!	
(6) *Verify Tor is Working*	Went back to settings to try to understand the IP address on "check tor" page (couldn't find information about location right away and therefore wasn't sure if it was working Quite frustrated with landing page because of language and no confirmation of location Unhappy, had to go to a separate website to tell her the IP address location; only numbers on landing page (3m)	Would like to see that her location did indeed change; easy to put location on the landing page alongside IP address so they don't have to go look it up on their own. **check.torproject.org**
(7) *Access Content (blocked safely)*	Successfully accessed	