

BACK TO SURVEILLANCE SELF-DEFENSE
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A PROJECT OF THE ELECTRONIC FRONTIER FOUNDATION

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SEC

Welcome to the Security Education Companion! SEC is a resource for people teaching digital security to their friends and neighbors.

If you are new to digital security, want tutorials for privacy-protecting tools, or want translated guides in 13 languages, head to [Surveillance Self-Defense \(SSD\)](#).

JANUARY 18, 2018
We are iterating on these resources, based on testing with participant in workshops, feedback from beginner teachers, and advice from digital security practitioners. Check back for updates!
NEW: We added [Hitting the Sweet Spot of Engaged Learning](#) to Security Education 101.

1st Time Trainer?

SECURITY EDUCATION 101 | LESSONS | TEACHING MATERIALS | SECURITY NEWS

QUESTIONS WE ASKED

Imagine that you want to be safer online, and to learn about protecting your personal information from hackers.

Tasks

1. You'll be shown a web page for 5 seconds and then asked to answer 3 questions. DO NOT go to Task 2 until you've answered those questions.
2. Without leaving this page, in your own words, describe what do you think you can do on this website? Be specific.
3. What is your immediate impression of the site? Who is this website for? [Verbal Response]
4. Look at the menu. What do you expect to find at each of the menu items (Security Education 101, Lessons, Teaching Materials, Security News)? [Verbal Response]
5. If you're looking for teaching tips, where would you look? [Verbal Response]
6. Do you know any websites that are similar to this one? If so, explain how this one compares. [Verbal Response]
7. Where would you find a lesson plan for Two-Factor Authentication? Please navigate to it. Was that what you expected? [Verbal Response]
8. What are your impressions of a lesson plan? What can you do on this page? [Verbal Response]
9. What would you expect when clicking on Teaching Materials? What do you think will be here? How would you use a material? [Verbal Response]
10. Now that you've seen a few pages on this site, what other things would you expect to see? [Verbal Response]
11. After using the this website, did your trust in the organization, increase, remain the same, or decrease? Explain your answer. [Verbal Response]
12. If you wanted to provide comments or feedback, where would you find the feedback function? If you wanted to give feedback on the site, what would that look like? [Verbal Response]
13. Now that you've seen the site, who do you think it is for? [Verbal Response]

14. How would you share this site? Who would you share it with? [Verbal Response]

Questions

1. What frustrated you most about this site?
2. If you had a magic wand, how would you improve this site?
3. What did you like about the site?
4. How likely are you to recommend this site to a friend or colleague (0=Not at all likely, and 10=Very Likely)?

SUMMARY FROM MICHELLE & SORAYA AFTER AGGREGATING

INFERENCES + IDEAS:

- Everybody asked for a search bar.
- A few users used <SSD as a back button and were confused.
- A lot of users glossed over View Full Lesson Plan. They only seemed to notice it if the prompt required it. One thing to consider: perhaps it should be expanded by default, in which case we'd need to put View Printable Version higher.
- Should we link to the SSD glossary? (See two-factor authentication point below.)
- One user had no idea what "two-factor authentication" was (same with other terms) and really needed it to be defined immediately. What should we do for a user like her? Navigate her back to SSD, or try to define it in a sentence or two? Idea: hover-over glossary items. Or defining thing. what is this question mark on site.
 - "This is a cool website. But it should be easier to access and understand if you had no idea what any of these meant. Some of this is tier 3 vocab that not everyone would know."
 - "I'm guessing, I'm not exactly sure, who don't know what these words mean...adversary capabilities, frontline communities. I'm guessing if you click on each of these, they'd give you different data right here."
 - All these different things that you can see. But I think it should be a little more clear for people who don't know exactly what this stuff is about."
- Some users wanted to see videos in the teaching materials or got the GIFs confused with videos.
- One person didn't see SEC spelled out. She didn't know what it stood for. (homepage and footer). She didn't make the association of the name (maybe if it was parenthetical when it's first mentioned, people will make that connection more easily.)
- Some users expected to see social media share buttons
- One user navigated all the way through EFF.org by mistake.
- A few users mentioned wanting a more clearly laid out Feedback form. (They found it in contact, but were surprised that it would open up email in another app, or just didn't see it.)
- "Trainer" language wasn't clear for everyone initially.
- It seems like none of them have experienced sites similar to SEC or have heard of EFF
- At first glance, to some users it was not clear who the site was for. There was some confusion whether it was for trainers or trainees.

- One user wanted to see the teaching materials organized by lesson.
- Several users thought Security News would include updates about recent breaches or hacking events
- A few users mentioned that they weren't sure where to look when they did the 5 second test.
- One user got lost in the navigation of the site (went all the way to EFF.org) and was frustrated. The user commented: "Trying to find different places because it didn't have a page called HOME or anything the user can refer back to, it was also a little overwhelming to see all the info at once. They should make it easier for a brand new user to look at."
- A couple users wanted to know if this was something they needed to pay for
- Several users thought they would find teaching tips in Teaching Materials
- Several mobile users were not familiar with the menu being tabs on the bottom
- One user was confused by what "Ratio" meant, even though it was labeled in small text.
- A few users asked for the front page to be more visual, or to have the text broken up.
- Question of whether teaching materials should be as thorough as End-to-end encryption gif. Some people seemed happy / to think that that section was a lesson.
- A few people seemed to like the question framing for the titles in Security Education 101, e.g. "Am I the Right Person?" helped them to understand that these are questions the users should be asking themselves.

SORTED THEMES BELOW

NAV:

- Bulgaria, 34 M, Mobile: For the teaching materials, I would expect to see first a menu to choose from or some type of tree to navigate. Right now I have to do a lot of scrolling and I'm losing myself for some reason.
- Bulgaria, 34 M, Mobile: Not familiar with the buttons on the bottom of the device. I would normally expect them to be on the top.
- United States, 22, F, Mobile: Finding the menu was confusing at first, unconventional placement but I still like it once I figured it out
- United States, 46, F, Desktop: Overall I feel like this site is easy to navigate. The dropdowns come up quickly (Clicking on the nav items)
- United States, 32, M, Mobile: Was confused by the buttons at the bottom of the device and thought they were anchor links:
 - "At the bottom, this looks like...I imagine that these are anchors to each of the page. Yes so it takes you to the top of the page. Oh wait, it's a completely different page."
- United States, 28, M, Desktop: "As I'm looking at the tabs, it looks like it's an easy link to whatever page you're looking into. Whether it's lessons, your security education 101, teaching materials that you have access to, and news on internet security. An easy link to get to anywhere you need to get to."

HOME PAGE BUTTON:

- United States, 32, M, Mobile: "If I click on SEC, it seems like it takes me back to the website I was on."

BACK TO SSD:

- United States, 18, F, Desktop: She ended up clicking to SSD because she treated it as a back button.
- South Africa, 22, M, Mobile: While looking for Share buttons, clicked in SSD
- United States, 22, F, Mobile: While answering other expectations question and looking for a search bar, clicks into SSD
- United States, 32, M, Mobile: Clicked on SSD to go back. Then realized it goes to a different site.

SEARCH:

- Bulgaria, 34, M, Mobile: I would like to see some search field. Some help menu. Some tips. A search menu would be a great thing to have.
- United States, 22, F, Mobile: Would like search bar accessible from every page
- South Africa, 22, M, Mobile: While looking for 2 factor authentication: Wonder if this site has a search toolbar function. Don't seem to find it.

NAME + ORGANIZATION MENTION:

(Should note that mobile users only see the acronym at the top, rather than it written as "Security Education Companion")

- United States, 22, F, Mobile: Maybe on every page having an explanation of what SEC stands for.
- United States, 32, M, Mobile: Was able to infer from the 5 second test that "SEC" might refer to security.

COLORS:

- United States, 18, F, Desktop: "I would change the color scheme and make it more appealing to incoming viewers."
- United States, 32, M, Mobile: "The colors good, neutral. It looks pretty good as a resource for somebody who is interested in teaching security."

IMAGES:

- United States, 32, M, Mobile: "There's no pictures at the bottom just tabs..."
- United States, 32, M, Mobile: "This is teaching material I think. It makes more sense now. I should have known that because it's a logo of a key and a pencil. A pencil is a general icon for education. "

TYPEFACE/READING COMFORT LEVEL:

- United States, 46, F, Desktop: the font is large enough that I could see it easily.
- United States, 32, M, Mobile: “My immediate impression is it works really well on mobile. Text isn’t too small. Text is the perfect size up here. (points to main paragraph that introduces the site).”

TONE:

- United States, 18, F, Desktop: “This is a cool website. But it should be easier to access and understand if you had no idea what any of these meant. Some of this is tier 3 vocab that not everyone would know.”

5 SECOND TEST:

- Bulgaria, 34, M, Mobile: To be honest, I wasn’t able to remember much. It was an information site about security things. There was a button back. The logo on the top, two texts.
- United States, 22, F, Mobile: “What I remember so far, it’s a security education training service. I’m assuming I can take training courses on how to protect myself from hackers, how to increase my security on my computer, or I can bring someone out to my workplace to have a session with my coworkers about how to protect your information. Couldn’t tell if it was an online or something you can enroll for. Trying to figure out if it’s from the perspective for people who are doing the trainings or people looking for trainings. Not sure who it was for. Assuming for people who want to be trained. But something that I saw, it seemed like it could be for people who are doing the trainings.” Saw first time trainers, that’s what made her think it was for trainers
- United States, 18, F, Desktop: “I remember it’s about security and education. I’m not exactly sure what you can do, all I got to read is the different headings. I’m thinking it’s about your education and keeping your educational files secure. I’m pretty sure it’s for college students. It seemed a little too sophisticated for schools.”
- South Africa, 22, M, Mobile: “Security. It’s sort of like a website that’s asking you your opinion on security related issues in regards to you being online. You can sign up for a program that asks you to...” Navigates back to page and scrolls to the bottom.
- United States, 32, M, Mobile: “I remember the banner. It said SEC. Security I believe...There’s a website address with a logo on it. There’s a paragraph at the very beginning. There’s teal or green at the very top. There was something at the bottom that I hadn’t gotten to yet. I believe it was to keep yourself secure online. I was reading it so fast I don’t really remember. People who want to be more proactive online about their security. How to protect themselves from thieves or stuff like that.”

GENERAL IMPRESSIONS:

- Bulgaria, 34, M, Mobile: It’s a site that helps you teach, to learn about security. There are some tutorials, lessons, teaching materials, security news. Pretty much information site to inform yourself about different security stuff, training, lessons. Thought the Gifs were videos. As far as I see, the menus on the bottom of the website are actually all on one page and this is their only buttons, that actually forward you to the concrete material. It’s

self-learning security site for all type so of security for mobile, for lots. The idea is to teach people who teach other people about security, workshops and so on

- United States, 22, F, Mobile: Not exactly sure who the website is for, trainers or trainees.
- United States, 46, F, Desktop: Overall I feel like the site is focused on anyone who is interested in securely being online also wanting to keep their passwords secure, banking information secure. Basically, it's trying to help anyone who's fearful that their info will be stolen. Overall I feel like this site is easy to navigate. The dropdowns come up quickly (Clicking on the nav items) and the font is large enough that I could see it easily.
- South Africa, 22, M, Mobile: I would image it's for people who are interested who do lots of high security stuff online. Online banking for example, major corporations who have a lot of important information that needs protection and cover.
- United States, 32, M, Mobile:
 - "It looks like if you wanna teach yourself how to be safe online, it's a website for that. There's an update...(reads more)
 - "There's material for courses you can do...lessons obviously...teaching materials (scrolls all the way down on the) security news, which is good for teachers to know. So a teacher can get educated that way..."
 - "This is teaching material not for people who want to specifically get informed about teaching in general. It's for the next step."
 - "This site is for security teachers. My immediate impression is it works really well on mobile. Text isn't too small. Text is the perfect size up here. (points to main paragraph that introduces the site). The colors good, neutral. It looks pretty good as a resource for somebody who is interested in teaching security."
 - "Feedback in general...The look of website is very nice. It's made for mobile. I imagine it'd look pretty good. It caters to the size of your screen which is good."
 - "The content on it is very relevant for the purpose of the website and the objective it's trying to convey and perform."
- United States, 28, M, Desktop:
 - "I see a very baseline website. It looks it has everything it needs. You have the tabs at the top to navigate around the page. I can definitely see using a artistic side to it, just to make it pop a little more. I'd make it more visually appealing. I probably wouldn't mess with the tabs right here, because it looks [fine]... I see there's a little news bulletin here. I see as you scroll down past the homepage, you get a little more of a news feed.
 - (reads the name and intro paragraph) "I don't see a lot that needs to be done with this. Everything is where it needs to be on the front page. If you take a little bit of time to read it, you'll know where to click, where to go."
 - "I can see it's a site for someone who wants to teach their friends and neighbors about digital security. Anything online that's security related. Whether that has to do with whatever websites you're viewing or applications that are internet related that you'd want to use or teach somebody or learn how to be safe on those websites and protect yourself and your personal information. Other things that are involved with risks of going online."

- “It’s for someone who wants to teach their friends and neighbors about said internet security.”

●

SECTION NAMES:

Security Education 101

- Bulgaria, 34, M, Mobile: I’m not sure if this is correct, if this is ok for a menu name. Educate the person in detail, a way to express themselves, to lecture other people about security
- United States, 22, F, Mobile: Wasn’t able to see the menu items at the bottom. They were a bit hidden. She went to SSD. Seemed to think the menu should be at the top. “That’s the basics, the steps I would take to teach the people around me about internet security.”
- United States, 18, F, Desktop:
 - “Sec Education 101 they tell you about different things like: Am I the right person? How to teach adults. Tips about how to secure your stuff, your computer, how to share your digital stuff and do it with other people. Just knowing that you’re the right person for this website. And Security Education 101 is like, what to do and how to use it.”
 - “This is useful because it asks questions for you. This thing on the side (points to topic) because it asks things for. It asks questions like Am i the Right Person? I’m pretty much guessing you learn how to share your digital security. This teaches you how to do it safely.”
- United States, 46, F, Desktop: I would expect that to be your basic what type of security, what does it mean, basic terminology.
- South Africa, 22, M, Mobile: Would expect to find information on digital security. That digital security is, what it does, and it’s important and so on.
- United States, 32, M, Mobile:
 - Immediate impression: “There’s a Security Education 101 class, so you can teach yourself about that if you want. I guess it’s for people specifically trying to teach security education online perhaps?”
 - After seeing more of the site, he inferred: “Since 101 is the generic class, it’s probably something for people wanting an introduction on how to become a security educator. There’s even a link for Am I the Right Person.”
 - “Maybe put a table of contents?...Wait maybe it is a table of contents?”

Lessons

- Bulgaria, 34, M, Mobile: Reading materials, structured lessons about. No that’s wrong. I want to find an option to get lessons, to receive lessons about security
- United States, 22, F, Mobile: Guidelines for step by step lessons

- United States, 18, F, Desktop: Repeatedly pointed to not knowing what the terms meant (e.g. didn't know two-factor authentication and kept expecting to see a definition somewhere early on).
 - "Lessons of what you should understand about security. These are all things you need to learn. People can teach them to you or you can learn them yourself."
 - "When you scroll down to lessons, it says duration, 1 hour, as though the lesson will be one hour. This is useful because it tells you who it would be for. It says "beginning, intermediate". This is helpful."
 - "If I was to click on one of these lessons... I clicked on Passwords. It says duration 1 hour. Then it tells you learning objectives. I think this is showing different things that after this lesson, you will learn. So like, becoming a master in passwords. You'll be able to give examples of passwords. These are all things a teacher would know."
- United States, 46, F, Desktop: Would expect to break it down to individual snippets of information you're going to learn
- South Africa, 22, M, Mobile: Would be teaching you step by step how to go about starting out in digital security space or tutorials and stuff like that.
- United States, 32, M, Mobile: "Listing of lesson plans that people can use as a resource. (Clicks and looks at the items listed) Yeah, so yeah your passwords, 2FA, how to install Signal, etc. Yeah, things in an IT security class."

Teaching Materials

- Bulgaria, 34, M, Mobile: Videos, teaching materials, lecture by lecture different types of security
- United States, 22, F, Mobile: Guides
- United States, 18, F, Desktop:
 - "It's saying things like resources...teaching materials... Then it's showing us Google Fonts...I'm guessing this is something teachers can use for their students."
 - "Teaching materials. This is what a teacher would use for teaching to someone else. I don't know what these are. They're showing me different pictures and gifs... There are things like Threat Modeling handouts for learners. These are activities that they'd give to their students."
- United States, 46, F, Desktop: List anything you're going to need for the lessons
- South Africa, 22, M, Mobile: That would have documents with more information in regards to digital security.
- United States, 32, M, Mobile:
 - "Probably resources for a teacher, I imagine? Workbooks? Graphical explainers? (clicks on it) There ya go, gifs.. It seems pretty self-explanatory here. (Clicks on handout) Gives you a lot of information."
 - "I think I already clicked on it, so I kind of ruined what I was going to expect. Previously I said, I thought like, PDFs and whatnot. Kind of like

how to have a secure password, and I dunno, maybe if it's IT specific, safe port numbers? I'm not sure." (reads aloud the different names)

- "This is pretty much what I expected. Nothing involving ports or something like that. If I click on this, does it describe what it is? Oh awesome, that's really useful. (appreciated the description) Password manager probably would be very useful."

Security News

- Bulgaria, 34, M, Mobile: I'd like to see some news about different technologies, new types of breaches that could come from our devices that would steal our information.
- United States, 22, F, Mobile: If there's been any recent events in network security, if there's been a recent hacking, if there's a big update on a software.
- United States, 18, F, Desktop:
 - "Security news...I'm not sure what I'd exactly do here. (read description) They have all these things like this. (Clicks on tag.)
 - So this is literally what it says: (Reads aloud headline from David Ruiz's blogpost on section 702.) I'm guessing, I'm not exactly sure, who don't know what these words mean..."adversary capabilities", "frontline communities". I'm guessing if you click on each of these, they'd give you different data right here. All these different things that you can see. But I think it should be a little more clear for people who don't know exactly what this stuff is about."
- United States, 46, F, Desktop: Should go over any breaking information. Any improvements in security technology, keeping you up to date with the latest information out there
- South Africa, 22, M, Mobile: The latest up to date news on digital security, cybersecurity and privacy and so on.
- United States, 32, M, Mobile:
 - "I imagine like what was on the front of the site, stuff that's going on, current events. A bunch of stuff about privacy. Key surveillance. Yeah. Kind of what I expected. What I clicked was pretty much what I expected. Kudos. Good job."
 - "The security news [section] is perfect. I would have suggested that. I know that there's a lot of places where you can find news online, but it would be great if it was an aggregate of where you could find IT security news. I know Are Technica posts a lot of IT security type information. Other websites. Maybe just an aggregate of all these here would be cool."
 - "Oh these are actually posted by people. I'm not sure if this is a link to a different website. I like that."
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INFORMATION HIERARCHY:

TASK: LOOKING FOR TEACHING TIPS

- Bulgaria, 34, M, Mobile: In Security 101
- United States, 22, F, Mobile: Would go towards lessons, maybe. Security Education 101, I really do like that there are bolded subtitles for the subsections. It really helps me find what I'm looking for.
- United States, 18, F, Desktop: "I'd probably go to teaching materials. If I was to open one of these, it gives you a lesson that a teacher could use."
- She looked at the Transit Encryption vs End to End Encryption gif and description and said: "This could literally be the lesson."
- United States, 46, F, Desktop: Would go to Teaching materials, just because I feel like that should be anything that's teaching related should be. Should give you a question and answer on the teaching information.
- South Africa, 22, M, Mobile: Would go to teaching materials
- United States, 32, M, Mobile: "For teaching tips, I'd probably go to teaching material? Maybe? This maybe what an educator would give to a student? It might be in lessons? I can't imagine it'd be in this one..."
 - (goes to 101) Oh maybe this is it. I thought this was maybe more about ...For someone looking into becoming a security teacher. This may actually have tips in it. So yeah, here's a bunch of tips. Yeah, it says "recommending tools".
 - (Reads Recommending Tools.) This looks like it's giving a tip to a teacher about how to explain. I like those examples above. I guess Security Education 101 is where those tips would be found. Maybe there'd be a good idea to put another button to put a link down below for tips? I'm not sure. It didn't take me that long to find the tips."
- United States, 28, M, Desktop: "I would probably going to teaching materials. Some links to lessons and materials and whatever fonts. This is where you can find all your materials and teaching stuff. I'd definitely go there and see where I need to go."

TASK: LOOKING FOR 2-FACTOR AUTHENTICATION LESSON

- Bulgaria, 34, M, Mobile: Lessons. It is exactly where I would look for it. It was what I expected. To be honest, there could be a plan button. Next to beginning on the lessons page. Should have different user buttons for beginning vs intermediate.
- United States, 22, F, Mobile: Go to Lessons. It's right there, that was really easy. There's two different kinds beginning, intermediate. Liked the icon. Can't tell if there's any search for the lessons.
- United States, 18, F, Desktop:

- “When they say two-factor authentication, how would someone know what that is. (Starts reading the gotchas and problems you might hit)...This still doesn’t tell me what it is. Oh so there’s different types of this stuff. Then it gives you recommended readings and links, so I think these are for college students or high school students who might want to learn this stuff. Or teachers who might want to teach it to their kids... I wish they would define these, since not everyone would know what this is.”
- “I found 2 factor authentication earlier. You go to lessons, click on it. I was thinking...If I saw two factor authentication, I wouldn’t think it would be in lessons, because I don’t know what two-factor authentication is. I wouldn’t think to look in there...”
- United States, 46, F, Desktop: I would think that would fall under Lessons. I’m going to show you where lessons is. I’m going to click on the tab. Under the lessons tab is says Two- Factor Authentication. As I click on it, I see the two different lessons, beginning and intermediate. Beginning is going to focus on how 2FA works and your account and different ways it could happen. Intermediate is on settings and how to turn it on. So far it has been easy to find the information and that was exactly what I expected from the tabs.
- South Africa, 22, M, Mobile: Let’s try Security Education 101 and see what’s there, because I don’t quite know what 2FA is. Looks for it. Doesn’t seem to be on this page. Wonder if this site has a search toolbar function. Don’t seem to find it. Would be able to find it under Lessons. Finds it. Sees beginner and clicks into Intermediate. Saw Objectives. It was not what I expected. When I read lesson plan, I was expecting to see a time table outlining when particular topic will be touched on. Didn’t expect to just see the learning objectives.
- United States, 32, M, Mobile:
 - “Lesson plans...Go down to Two Factor Authentication... (clicks in) You can click on it here (clicks on beginning and intermediate tabs) That was pretty easy to find.
 - (scrolls to the bottom, doesn’t click to expand lesson plan, and scrolls back up) Yeah that was easy to find. It looks like first of all, you can see last time when it was modified, which is good. Security changes so quickly. It’s nice to see how updated it is. It shows the duration of how long each course is, learning objectives, that’s perfect. It lays out exactly what you’re going to learn.
 - “ Ratio, I’m not sure what ratio means...”
 - (reads gotchas and problems) “ I think this is going into the actual lesson itself...2FA I think is two factor authentication.”
 - “At the bottom you can see the full session and a printable PDF.”
 - “My impressions are it looks very informative, and it’s very long, which is good. The lesson says it’s about an hour long. This content looks like it could be about an hour long.”
 - “It has questions and answers here. This is good as a teacher resource because it trains you to expect what your students are going to ask you.”

- “I don’t know if I’ve gotten to the actual bottom. Printable PDF version. Oh here’s the actual lesson content.”
- “I don’t know what Ratio means....Not really clear what it means... A little confused with that.”
- United States, 28, M, Desktop:
 - “I’d go to lessons and 2-factor authentication. The duration is 1-2.5 hours. There’s a beginner and intermediate to stage to it. Once clicking to it, I imagine that’s a full lesson on how to implement two-factor authentication on your online internet accounts.”

WHERE TO FIND LESSON PLANS & IMPRESSION

- Bulgaria, 34, M, Mobile: I would like to have it point by point structured, general information. Maybe the whole structure. Different topics in each section. Other than that, it’s pretty much what I expected.
- United States, 22, F, Mobile: Expected to see same subtitles for Intermediate and beginning. Noted the ratios. Can print, view full session. Expected a video explaining how to do it. Clicks view full lesson. Oh I really like this, there’s activities, etc. This is a very thorough lesson plan.
- United States, 18, F, Desktop: She asked herself “what is a lesson plan” and then defined it: “It’s how someone plans out a lesson. How they plan to teach something.”
 - “On the lessons page...It shows you everything that’s in the lesson and what you’re going to learn. And then it says the session.”
 - “You can learn a whole bunch of things, it tells you how long it’s going to be, how to do it.”
- United States, 46, F, Desktop: Clicks on the Passwords Lesson. Reads the learning objectives. “Even just reading through this, I see that there are some things I might need to learn from this. So overall, going through this lesson would be beneficial.”
- South Africa, 22, M, Mobile: So on the 2FA Lesson Plan page. It seems you can only learn on this page. See the view full session, and the Printable Version. Clicked on view Full session. Reading through the lesson. After all the information, there’s an activity that happens. I’m assuming one will have to go out and try to practice this activity. Explaining how the security guard activity relates to the activity. The Lesson Plan, from what I can gather, helps you understand what you’re going to learn on this particular topic depending on your level of knowledge with regards to security on cybersecurity. Probably assume that if you’re not beginner or intermediate, you’re well-versed in this material.
- United States, 28, M, Desktop: Went to the Teaching Materials section.
 - “I’m assuming that has to do with teaching materials. You get a lesson plan here.
 - You have lots of different types of lesson plans here. (Reads aloud the different teaching materials) You download this document this gif and it kind of teaches you how to go about teaching a password manager or two factor authentication. It looks pretty simple. It looks how i would lay it out if I was to run a website like

this. I think ease of access and ease of use is a point of interest for people visiting websites.”

WHAT TO EXPECT FROM TEACHING MATERIALS, HOW TO USE THEM

- Bulgaria, 34, M, Mobile: Normally a person would like to see a structured section by section lessons, and from there you would find the different videos, information or texts or documentation. To be honest right now, everything is on one page. If I go inside, it's not like it's not ok. I don't expect to see directly a Gif or video. I would expect to see first a menu to choose from or some type of tree to navigate. Right now I have to do a lot of scrolling and I'm losing myself for some reason. If I was on this lecture I would go inside a certain material. I can read it and teach myself. The teaching materials should be everything that is said or learned in the lesson.
- United States, 22, F, Mobile: Expect to find handouts that go along with the lessons. Easy responses to common difficult questions. Using these teaching materials as a resource. To print out and hand out beforehand.
- United States, 18, F, Desktop:
 - “I'm guessing it'll give you ideas and help to teach people.”
 - “I'm seeing a bunch of different handouts, lessons, lesson ideas. You click on one of these, and it gives you a PDF, and editable version of the handout for the teacher to edit.”
 - “If I click on something else... (clicks on MRPWMNGR) I think...this is the material...”
 - “The teachers can add it to slides, it says that you can change it in your favorite image editor. This would be useful for teachers...because they can find whatever they want on that topic.”
- United States, 46, F, Desktop: It explains gif plans, handouts and activities and many printable documents to accompany the lessons to get the most information. I would think this is a printed version you could hold and make notes on during the lesson so that you can have it quickly review when you're not in the current lesson itself.
- South Africa, 22, M, Mobile: Expect to see a lot of PDF files, maybe some videos, but mainly PDF files. Turns out teaching materials are for those intent on teaching digital security instead of those who are learning. My guess would be to download the fonts and to use the materials. Reading the editable portion. You can edit the materials, they are templates to edit to suit your own particular teaching style. And provide a presentation using Google Slides, Powerpoint, etc.
- United States, 28, M, Desktop:
 - “I'm assuming teaching materials go about different lesson plans and documents about how you can teach your friends about online security. Everything is explained in the first couple of paragraphs about what it is. You have different documents and fonts for how to show people how to do.
 - “Gifs are super easy to save and send. You can forward these different PDFs and gifs to your friends to teach them about online security.”

OTHER EXPECTATIONS — WHAT ELSE WOULD YOU EXPECT TO SEE?

- Bulgaria, 34, M, Mobile: I would like to see some search field. Some help menu. Some tips. A search menu would be a great thing to have. Help button with different section with small letters without much explanation would be great. Not familiar with the buttons on the bottom of the device. I would normally expect them to be on the top.
- United States, 22, F, Mobile: A search bar would be really good for people who might get confused. Menu bar question was confusing because I expected it to be on the top. Any promotional videos, ways to teach people through videos. Clicks to SSD and sees the search menu. Thinks the search bar should be consistently available.
- United States, 18, F, Desktop: "The other pages wouldn't be exactly about teaching. These are based on students. Someone would show this kids, students or teachers. It's a school based thing. It's more about how to use it in the real world, in offices, at work. In different areas of the world."
- United States, 46, F, Desktop: I would think that there would be info on how much these lessons cost. As I'm looking through I don't see that and as a skeptical person, I would assume that there will be a fee for these things. So clear the lane out if this is a free service or if it's something to pay for.
- South Africa, 22, M, Mobile: Probably a video explaining what everything here is about. There doesn't seem to be one. There's a lot of reading that has to be done. Me, who is someone who is a bit lazy, would rather watch a video than read.
- United States, 32, M, Mobile: "Not really sure... I think it pretty much covers everything especially for a teacher or what not. Kind of a little background of what to expect. If you participate, are you the right person for the job, it even has information about planning your workshops. This is pretty thorough website for anybody who wants to teach security, I think. This pretty much covers the basics of how I would approach it, if I was building a website for that."
- United States, 28, M, Desktop: "Personally... I see links and lesson plans and educational material. For a website like this, I don't know what else I'd be expecting to see. There are links... This is everything you'd need right here. I have never visited a site like this. I think it gets the job done pretty well."

TRUST

- Bulgaria, 34, M, Mobile: According to the dates, it's pretty much updated. I wasn't able to go through different sections in detail. Right now there isn't that much information but it's a good start. Most security issues are here, even some that aren't used by a regular user like end-to-end encryption for phone apps. Trust remains the same, maybe because I haven't used it yet. I haven't had a lecture or anything to make myself more trusted in the org. But I'm looking at it positively because it covers the main security issues.
- United States, 22, F, Mobile: I would say probably remains the same. No distrust coming into it. Maybe if I had more distrust if it was trying to sell me something. But this is supplying me with the resources. I have more trust in this company seeing that they're really empowering people to teach themselves and others about internet security."

- United States, 18, F, Desktop: “I think my trust remained the same. When I saw it for five seconds... It seemed like something trustworthy. It showed tabs, information, it seemed like something I wouldn't mind looking at. I still like this website. There's a lot to look at. It has a lot of information. It's not a small thing that's one page long. There's a lot of information.”
- United States, 46, F, Desktop: I think as I look through it I'm just skeptical that in some way shape or form, that it's going to collect some personal information from me to be used at a later time to maybe scam me. So overall I would I want to see if it was related to the better business bureau, if it was approved by police. Having that information would make me more comfortable with the website itself.
- South Africa, 22, M, Mobile: I'd say increase. The information that they have seems useful. Just on the Security Information 101, reading through it. It's got a nice layout with good information. They also have lesson duration, and for different levels of understanding.
- United States, 32, M, Mobile: “It's a security website, so I'd say my trust in it is high to begin with because it's trying to teach you how to be secure. But as I started using it and saw what it has to offer, I think it actually increased my trust in the organization that put this together. Especially since it covers a lot. The lesson plans cover a vast arrangement of ways to keep people safe online.”
- United States, 28, M, Desktop: “Personally, my trust in the website increased when I first saw it. It has a lot of helpful stuff on here. I can't see how it would be distrusted. It's trying to be helpful. I don't see how it would put you in jeopardy, it's informational. It's teaching you how to be more secure. Personally, I think it's a good website and I trust it more than when I started.”

FEEDBACK

- Bulgaria, 34, M, Mobile: I would go to the bottom of the page. The contact form for this organization. I see no other way to. He looks through the lessons. There's no way to give a command. I expect that. The people who made the website are more into security than I am and I'm not supposed to tell them how to do these things because they know better than me. I would just go to the contact. Otherwise a command field in the lessons or materials, but would expect a bunch of bulk responses, so contact field is enough. Contact URL did not work for him.
- United States, 22, F, Mobile: Typically the bottom. Probably go to contact. It didn't work. Typical contact form and a feedback form to make it easier. Expect it to be in the contact link.
- United States, 18, F, Desktop: Got lost at this point of the user test. She ended up clicking to SSD because she treated it as a back button.
 - She ended up giving useful feedback about SSD's feedback form instead: “I go to a menu...I see about, contact, glossary, credits. I don't find anything about comments or feedback. I'm skimming through this. Here at the bottom. I had to go in menu to find feedback at the bottom. It wasn't on the footer before.”

- United States, 46, F, Desktop: Would probably go down to the bottom to see if there is a place for feedback. Just see “Contact”. Don’t see anywhere to leave feedback. Would expect a chat or email email function.
- South Africa, 22, M, Mobile: Would expect to find it under contact. Clicks on Gmail. Feedback section is basically an email.
- United States, 32, M, Mobile: “The feedback function...Let’s see if there’s a way. There’s something at the bottom...send feedback. Oh here we go. Contact. I believe it’s at the bottom of every page. Oh..so...it’s trying to send an email. There’s not an actual contact page. It’s just an email link.”
- United States, 28, M, Desktop: He had some trouble with separate apps working and maybe wasn’t expecting the mail application to open.
 - “I’d probably go to the bottom. I would hit “contact”. That’s where I would send them any feedback I would have. Any issues that I have for them to work on. I’ll click on it, I don’t think anything is loading. THat’s where I would go to do that.”

WHO IS IT FOR

- Bulgaria, 34, M, Mobile: This website is for people, organizations who actually teach other people at companies about security and how to protect themselves in the web and on their devices. It’s also for people who can teach themselves. It can mainly be used for companies to use for their employees to be aware of breaches, to save companies’ data or personal data. For everyone pretty much to educate themselves on their security of devices.
- United States, 22, F, Mobile: For a lot of different people. Maybe children who want to educated their parents. For people who want to educate themselves.
- United States, 18, F, Desktop: “My immediate impression is that it seems it’s for a specific audience. Security...not everyone has something that they want to secure. There are people who really don’t really care and there are people who are interested in this stuff. Like teachers and students. This website is mostly for people who are learning about technology and things like how to save their passwords.”
- United States, 46, F, Desktop: It’s a way to learn about internet security. Especially those who are new to banking online or creating accounts online or fearful of doing these things this would help understand what passwords are harder to hack. Probably everyone would benefit from it.
- South Africa, 22, M, Mobile: It’s for companies. Businesses who require serious security. People in higher positions meant to teach others about importance of digital security. How to effect it, etc.
- United States, 32, M, Mobile: “It’s definitely for people trying to teach computer security. (read over the description paragraph for 101) It’s not technically for someone who wants to teach this for a living, but something to give to your neighbor/friends, you don’t have to necessarily explain it, say: go to this website, and learn all about how it works and whatnot. The person teaching can do the same thing as a resource. And say, “Hey, we’ll go over this as a resource if you want.”

- United States, 28, M, Desktop: “I believe this is for people that have had issues with internet security in the past and want to spread awareness to their friends and neighbors. For people who don’t use the internet a whole lot, this is an easy way to navigate around there. If they’re starting to begin their use of the Internet more, they want to do it as safely as possible. I think this is a great website to know how to be safer on the Internet and how to spread awareness for such.”

SIMILAR WEBSITES?

- Bulgaria, 34, M, Mobile: To be honest, I haven’t met a site like this one, normally because in the companies I’ve worked in, we’ve had someone come in and explain this information on security and how to protect ourselves. It’s not common that for companies to ask us to look for information ourselves. They find people to come in and lecture.
- United States, 22, F, Mobile: Don’t really know about these companies. First thing I thought of was a website where I would go and get trained. Can’t think of any websites that train you on internet security right off the head.
- United States, 18, F, Desktop: “I don’t know websites like this. I wouldn’t need this because I don’t teach or learn security. I would come to this website if I needed to learn more. I don’t know any websites similar to this one at all.”
- United States, 46, F, Desktop: Never been to a security education type of website. I’ve always assumed that my banking site pays for security because they’re ultimately at risk for any breach. So I just got a blind faith I guess that that information is secure. And since my internet is password protected that people aren’t necessarily able to get to it.
- South Africa, 22, M, Mobile: This is the first website of this nature that I’ve seen. So I don’t know of any websites similar to this.
- United States, 32, M, Mobile:
 - “I don’t know anything about a website where it’s specifically catered to the person trying to teach about security, but there are websites where you can learn how to become smarter with security. Any security website has some current events or IT news, usually has news on IT security, password breaches, there’s a website called HowToGeek that I go to often. How to use secure passwords, how to use a VPN, they can teach you how to use a VPN.
 - “The website itself is kind of a teacher, instead of this website which is more focused on being the teacher. Other than that, I haven’t seen something exactly like this.”
- United States, 28, M, Desktop:
 - “I’ve never visited a site like this before for online security education. I’ve never taken a lesson on that or tried to teach it. For the most part I know very little about internet security on that sense.”

SOCIAL MEDIA SHARING

- Bulgaria, 34, M, Mobile: I would definitely share it with my mother and father because they need personal education on malware. Maybe I should go myself to the lessons and then lecture to them. I could share it on FB, LinkedIn.
- United States, 22, F, Mobile: It doesn't seem like there's any function to share specific lesson plans. I would probably send them the name. Had trouble finding out what SEC stood for. Would ask them to google the name or send them the link.
- United States, 18, F, Desktop:
 - "I'd definitely share it with a technology teacher. Someone who is able to show this to students and help them, good at technology, someone who has a job who works with a lot of technology and a lot of information and they need to keep it safe."
- United States, 18, F, Desktop: tried to find share buttons but ended up accidentally navigating to eff.org. She was frustrated that she couldn't find share buttons on SEC or EFF's sites:
 - "I'm going to try to find a way to share the site. I don't think it's in the menu. (navigates to menu) I don't think it's at the bottom either. (navigates to contact) (navigates to index) Unless I share the link with someone, I don't see how to send it to someone."
 - "I'm guessing you would just send a link. I really can't find how to send it to someone."
- United States, 46, F, Desktop: Share it with my family. Don't see where to link it, so would probably tell them by word of mouth or email.
- South Africa, 22, M, Mobile: Didn't come across any share buttons. Clicked into SSD, EFF.org. Can use browser share tool.
- United States, 32, M, Mobile:
 - "I'd probably share it with my parents because they're terrible about things like saving passwords in the browser. I'm sure they'd give out their password on a whim."
 - "I'd probably share it via copying and pasting the link." (clicks on the link, sees how long it is, and says I guess not that one)
 - "Or...I guess if someone asked me about "Hey, Spencer—that's my name—I don't know anything about Signal. Tell me how to install it. I can say OK I can say hey, I have this website I can tell you to go to and read up about it if you want. This is a resource for how to install Signal and what it is and how to work it. I guess you could even share it on a social media site like Facebook if you wanted to. There's actually a lesson about that. Yeah, locking down social media. That'd be very relevant to post something like this or similar to this. Posting this online on a Facebook page would be beneficial to people trying to teach to their friends."
- United States, 28, M, Desktop: "I'd probably send out a social media link, whether that's Twitter or Facebook. I'd forward it on email if I were to do that. People I'd be sharing it with would be friends and family. Maybe specific people I know that have had issues on online security in the past."

POST-SITE IMPRESSIONS:

- United States, 22, F, Mobile: Having the search bar continuously, easy feedback on the contact page. Maybe on every page having an explanation of what SEC stands for. It already seems like it would be an easy to function page. If anything, on the lesson plan, having some kind of referral to see the full lesson.
- United States, 18, F, Desktop:
 - “It’s useful. It’s very well-detailed. I would definitely use it and show it to people. I’d definitely share it with people.”
 - “It’s for people that wanted to secure themselves. People who had a lot to secure...”
 - “But honestly, it could be easier for people to use. It’s not in bullet points. It’s a little overwhelming when you see the page. If it was more spaced out, it would be nice. As I was seeing all those things at once in the 5 seconds, it was a little overwhelming.”
- South Africa, 22, M, Mobile: Would include share button in the bottom. A share button for twitter, Facebook, whatever site they may be using. Also a search toolbar, for someone who is looking for specific information. If the search engine is optimized, it would provide information that is pretty useful and accurate.
- United States, 32, M, Mobile:
 - “It’s a great website. It looks pretty good.
 - All the resources and texts and images work for my screen size which is great.
 - It took me a while to find the tips, I don’t know what really I was looking for.
 - The 101 page had a lot of information on it. I’m not sure how exactly... Maybe put a table of contents?...Wait maybe it is a table of contents?
 - (reads over the description) I guess it is for people trying to teach a workshop. Overall, it’s a functional website. I haven’t run into any quirks, any weird elements on the page, not working correctly. Yeah, I think it works pretty good.”

LAST IMPRESSIONS (TYPED UP BY THE USERS):

“What frustrated you most about this site?”

- United States, 22, F, Mobile: Finding the menu was confusing at first, unconventional placement but I still like it once I figured it out
- Bulgaria, 34, M, Mobile: Too much scrolling
- United States, 46, F, Desktop: I was a little skeptic that this site was legit.
- United States, 18, F, Desktop: “Trying to find different places because it didnt have a page called HOME or anything the user can refer back to, it was also a little overwhelming to see all the info at once. They should make it easier for a brand new user to look at.”
- South Africa, 22, M, Mobile: A lot of reading was required to find the required information.

- United States, 32, M, Mobile; “This is a bit nit-picky, but a few of the pages seemed a bit too long with walls of text. But the overall experience wasn't at all frustrating. I feel like I might not have fully grasped who the site was really for (IT security teachers who want to perform workshops?)”
- United States, 28, M, Desktop: “Nothing, it was very simple and easy to navigate for what i was looking for.”

If you had a magic wand, how would you improve this site?

- United States, 22, F, Mobile: Search bar accessible from every page
- Bulgaria, 34, M, Mobile: I would have made it one page, more colorful. Easy links, no big GIFs
- United States, 46, F, Desktop: I would show approvals or comments from government agencies or officials
- South Africa, 22, M, Mobile: Have a well-optimized search engine
- United States, 18, F, Desktop: I would change the color scheme and make it more appealing to incoming viewers, I would space out the information and make sure all tabs are in sight so its not confusing to get somewhere.
- United States, 32, M, Mobile: “Nothing major sticks out as needing improvement. The site is well designed and simple which is great for a website that is trying to keep the focus on its content than aesthetic. The contact link was at the bottom of the page which didn't take too long to find, but it wasn't immediately clear how to find the link without a little digging.”
- United States, 28, M, Desktop: “I would add a search bar, websites need those for ease of navigation.”

What did you like about the site?

- United States, 22, F, Mobile: I like how straightforward the information was and how it equips almost any person to be an instructor.
- Bulgaria, 34, M, Mobile: Covers the main aspects of security
- United States, 46, Desktop: The site was easy to operate
- South Africa, 22, M, Mobile: The information provided under each tab was relevant to that particular tab. Also site caters to both beginners and intermediates
- United States, 18, F, Desktop: “I liked that it had many options and had different audiences based on what your job was and how the site could help you.”
- United States, 32, M, Mobile: “Clean design keeps the focus on the content. The sections are well thought out and I know pretty much what will appear when I click each link. I like the fact that this site even exists, since explaining or teaching someone about IT security isn't always fun or easy to do without a central resource that provides you with an easy way to teach someone about security topics.”

- United States, 28, M, Desktop: “It was very simple to use and got the job done, I didn't find myself confused or lost looking for a specific thing.”

How likely are you to recommend this site to a friend or colleague (0=Not at all likely, and 10=Very Likely)?

- United States, 22, F, Mobile: 9
- Bulgaria, 34, M, Mobile: 8
- United States, 46, F, Desktop: 6
- South Africa, 22, M, Mobile: 7
- United States, 18, F, Desktop: 7
- United States, 32, M, Mobile: 9
- United States, 28, M, Desktop: 8