Frequently Asked Questions about Participating in the
Psychology <u>Course Credit</u> Subject Pool

1) How do I register in the Course Credit Subject Pool so that I can participate in experiments and earn credit for my course?

To register for the Course Credit Subject Pool you must: (1) Create an account in the online system, and (2) Complete the pretest. First, go to the website http://uiuc.sona-systems.com/ and click Request an Account on the bottom left of the screen. Use your NetID email address to register. Your password will be sent to that email address within 24 hours. Next you will fill out a pretest used to determine your eligibility for various studies. The Course Credit Subject Pool is purged at the end of each semester, so you will need to re-register every semester in which you are taking courses that allow credit for study participation.

If you want to participate in some studies for course credit and others for pay, you have to register separately in the Psychology Paid Subject Pool even if you have already registered in the Psychology Course Credit Subject Pool. That includes completing the pretest questions even if you have already done so for the Course Credit Subject Pool. You cannot receive both course credit and pay for the same study, and you cannot change your mind later about which you want to receive for a particular study you have done.

2) How do I sign up for studies?

Once you have registered, you can sign up for studies. To sign up for studies, log in to the Psychology Course Credit Subject Pool website and click the Study Sign-Up box. This will take you to a list of the studies that you are eligible to participate in. You can also click on Studies from the top toolbar and a list will be provided. This page shows studies that are available on a particular day. You can select a different date by using the drop-down menu at the top of the page. For each study you can see available timeslots, and the length and location of the study.

a reminder email the night before the study. However, you are responsible for showing up even if you do not get the email.

3) What is the difference between registration and signing up for studies?

Registration consists of creating an account and completing the pretest questionnaire. This allows you to be eligible to sign up for studies. Signing up for studies occurs after you have registered.

4) I tried to log in to the Psychology Course Credit Subject Pool system, but it says my password isn't valid.

The subject pool system does not use passwords that you use for other university services. Also, the whole system is purged at the end of every semester, so you will have to re-register in the system each semester. In the bottom left-hand corner, click

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Request an account here . If you have already created an account this semester but cannot remember your password, click Lost Password . You will be able to retrieve your password by following the steps outlined there. If you have received 2 unexcused No-Shows, your account may be locked (see below for more information). If you are still unable to log in or retrieve your password, please contact the Subject Pool Coordinator.

5) I have participated in the Psychology Course Credit Subject Pool in previous semesters. Can I reuse my old log-in and information?

The participant account information gets erased at the end of each semester. So even if you have participated in the Course Credit Subject Pool in a previous semester, your account no longer exists. You will have to create a new account, fill out the necessary information, and complete the pretest again.

6) I am under 18 years old and need to participate in Subject Pool for my class. What do I do?

If you are under 18, you still need to register for the Course Credit Subject Pool and complete the pretest. After you register you can complete the under-18 alternative assignment, which allows you to complete simulated experiments online. Instructions on how to complete the under-18 alternative assignment can be downloaded from the Psychology Departments web site here: http://www.psychology.illinois.edu/services/subjectpool/CourseCreditSubjectPool.html

7) It is after the registration deadline, can I still participate in the Course Credit Subject Pool?

Even though it is past the deadline, you can still create an account in the Course Credit Subject Pool and sign up for studies. If you are under-18, you can still create an account in the Course Credit Subject Pool and complete the under-18 alternative assignment. See #6 for information on how to complete the under-18 alternative assignment.

8) I have an account in the Course Credit Subject Pool but I need to change my course/section assignment. How do I do that?

If you have already created an account, here is how you change your course assignment: Log into your account using the user ID and password you were sent. Click on My Profile near the top of the page. Click on Change Courses. Scroll down until you find your correct course/section and click on that course/section and then click Save Changes.

9) I am enrolled in multiple courses that are included in the Course Credit Subject Pool. What do I do?

You can use one account for multiple courses. However, each study can only count towards one class. So if you have 2 classes that each need 3 credits, you would have to complete 6 1-hr studies. If you already have an account in the Course Credit Subject Pool, you can register for both classes under that account. To sign up for both classes: Log in to the Course Credit Subject Pool using the user ID and password provided. Click My Profile near the top of the page and then click Change Courses. Scroll down until you find your first course and select it. Scroll

down until you find your second course. Hold down the control key on your keyboard and then select that course. Click Save Changes. If you do not have an account in the Course Credit Subject Pool, you will have to create an account first (see instructions above). When you are asked to select a course, scroll down until you find your first course and select it. Scroll down until you find your second course. Hold down the control key on your keyboard and then select that second course.

10) I want to change which course my study credit is assigned to. How can I do that?

When you sign up for a study in the Course Credit Subject Pool, you select which course you want that credit to be assigned to (if you are registered for more than one course). If, after you have completed the study, you want to switch which course the credit is assigned to, you must email the Subject Pool Coordinator to request the change. Students cannot change the credit assignment online once the study has been completed. Only the Coordinator can do that. Credit assignments may be changed at any time during the semester, and up to 1 day after the last day to participate in studies. (That is when the credits are sent to the instructors.)

11) When I try to sign-up for studies it says that studies are not available. Am I doing something wrong?

First, make sure you are looking in the right spot for studies to sign up for (see #2 above). Second, the system only shows you the studies that you are qualified for. Do not panic if there are no studies posted for the first few weeks of the semester. Studies are posted throughout the semester as researchers are ready to run them. There is no specific schedule for when studies are posted, which is why you need to check the site frequently. Dates and times fill up quickly, so you must check often. It often takes a few weeks at the beginning of the semester for studies to be posted, but eventually you will find them scheduled for every day of the week and at many different times. You must schedule studies via the website and attend only the studies that you

12) How do I know how many credits I have earned?

You can keep track of your appointments and the credits you have earned using the online system. Log into your account and click on My Schedule and Credits.

13) I need 3 credits for my class. Do I need to complete all 3 credits through one study?

Studies in the Course Credit Subject Pool are worth anywhere from 1 to 3 credits, depending on their duration. You may participate in any combination of credit hours to complete the credits needed for your class. However, you will not be awarded extra credit for any hours over the maximum amount of credit allowed for you class.

14) I received a No-Show. What does that mean?

A No-Show includes any situation in which the participant does not complete a study session and receive credit. A No-Show is not necessarily a penalty because it does not remove credit earned - it just does not add a credit to your account. There are two kinds of No-Shows: Excused and Unexcused.

An Excused No-Show is granted when a participant does not show up and has a valid documented excuse   Excused No-Shows are also granted whenever a Researcher cancels a time slot with more than 24 hours notice, or if a participant chooses to withdraw from a study. If you have been granted an Unexcused No-Show and can provide a valid documented excuse, e-mail the Subject Pool Coordinator and/or drop off your documentation in the mailbox on the door of room PSYC 305. If approved, your No-Show will be changed from Unexcused to Excused.

An Unexcused No-Show is granted when a participant does not show up and has no valid documented excuse (e.g., forgetting about a time slot, arriving late, failing to complete an on-line study by the deadline). If you receive two Unexcused No-Shows, your account will be locked. While your account is locked, you will be unable to sign up for studies, although you can still take part in any studies that you have already signed up for and will receive credit for any studies completed thus far. See #16 for information on how to unlock your account.

15) I missed (at least) two studies, and now I can't log into my account. What happened?

If you missed at least two studies without providing proper documentation, then you were marked as an Unexcused No-Show for those absences and your account has been locked/disabled. See #16 for information on how to unlock your account.

16) My account has been locked. What can I do?

Accounts are locked/disabled if a participant has received 2 Unexcused No-Shows. You can be marked as an Unexcused No-Show if you do not have a valid excuse for missing a study, if you arrive late to a study, or if you do not complete an online study by the deadline. While your account is locked, you will be unable to sign up for studies, although you can still take part in any studies that you have already signed up for and will receive credit for any studies completed thus far.

There are two ways in which you can get your account unlocked:

First, you can provide documentation justifying at least one of the unexcused No-Shows. Documentation would include a letter from the emergency dean, McKinley, or other authorized professional. You can submit your documentation via email or drop it off in the box on the door of PSYC 305.

Second, you can follow these steps to complete additional online ethics training:

a) Go to the CITI Program website here: https://www.citiprogram.org
b) Click "Register Here .
c) Select University of Illinois at Urbana-Champaign from list of participating institutions. Also complete sections 2, 3, 4, and 5 on this page (you can select "no" for ubmit .
d) Fill out the information on the next page (for the "what is your role in research question you can just select "student researcher - undergraduate"). Click ubmit .
e) Click to enroll in the Core Basic Training with the option that reads "Basic: Social and Behavioral Research". You can ignore or click "n/a" for all the other options. Click ubmit .
f) Click "no" on next page (to indicate that you do not want to affiliate with any other institutions).
g) You will then come to your main menu. Here you should see "Social and Behavioral Research, Basic Course" listed under "My Courses". Click "Enter".
h) You need to complete the following 6 required modules that are part of that basic training:

Belmont Report and CITI Course Introduction (ID: 1127)
History and Ethical Principles - SBR (ID: 490)
Defining Research with Human Subjects - SBR (ID:491)
Assessing Risk in Social Behavioral Sciences - SBR (ID: 503)
Informed Consent - SBR (ID: 504)
Privacy and Confidentiality - SBR (ID: 505)

i) Submit the completion certificate to show that you have successfully completed the ethics training. You can submit the completion certificate via email (e.g., as a PDF, as an image, or as a screen shot copied into a Word document) or drop it off in the box on the door of PSYC 305. The dates on your completion certificate must reflect that you completed the ethics training after your account was locked.

Without documentation justifying an Unexcused No-Show or showing your completion of the ethics training, your account will remain locked for the remainder of the semester. Contact the Subject Pool Coordinator if you have any questions.

17) Can I cancel a time slot?

If it is more than 24 hours before the appointment, then you can cancel online in the Course Credit Subject Pool system. Log in and click My Schedule/Credits. This screen shows studies that you are signed up for. If an appointment is more than 24 hours away, there will be a Cancel button next to it. Once you click Cancel, you will need to confirm that you want to cancel the appointment. Print a copy of this page as a record of your cancellation. If it is less than 24 hours before the appointment, or if you miss an appointment, you need to email both the researcher in charge of the study and the Subject Pool Coordinator ASAP. Please include justification for the cancellation/absence and any supporting documentation. This information will be reviewed and in certain cases (emergency, documented illness, etc), the No-Show may be

Excused. Typically, if you cancel less than 24 hours in advance or miss an appointment, it will be considered an Unexcused No-Show.

18) I am sick/have an emergency/other legitimate excuse and I can't make it to my appointment. What should I do?

As soon as you realize that you are not going to make your appointment, you need to email both the researcher in charge of the study and the Subject Pool Coordinator ASAP. Please include justification for the cancellation/absence and any supporting documentation. This information will be reviewed and in certain cases (emergency, documented illness, etc.), the No-Show may be Excused.

19) An experimenter cancelled my appointment. Do I still get credit?

Sometimes, a researcher must cancel a study. If a researcher cancels less than 24 hours in advance, they should email both you and the Subject Pool Coordinator and explain that the session was canceled, and you will receive credit for the study. If it is more than 24 hours in advance, it will be marked as an Excused No-Show in the SONA system.

20) I completed a study, but the status for that study is still awaiting action?

Researchers must record credit within 48 hours of the study. If it has been more than 48 hours, and it still says awaiting action, contact the researcher in charge of the study and Subject Pool Coordinator.

21) I didn't receive study credit, and was told that it would be an Excused No-Show. What does that mean?

There are 3 reasons you can get an Excused No-Show. 1) A researcher cancels a study more than 24 hours in advance. 2) If you are being disruptive, or purposely providing inaccurate or inappropriate responses, you will be asked to leave and will be marked as an Excused No-Show. 3) If you have provided valid documentation for missing the study, you will be marked as an Excused No-Show. If your situation does not fall into any of these categories, contact the Subject Pool Coordinator.

22) I need credit for Subject Pool, but I don't want to do experiments. What other options do I have?

As long as your account has not been locked due to Unexcused No-Shows, you can be given an alternative assignment instead of participating in Course Credit Subject Pool experiments. Please see your instructor for details about this alternative assignment.

23) I am uncomfortable with a study that I am participating in. Can I withdraw from the study in the middle?

If you feel that a study violates your moral, religious, or ethical values, or makes you feel uncomfortable, you can withdraw from the study. If you withdraw from a one hour study, you will not receive any credit for the session. For studies that are longer than one hour or studies that include multiple sessions, you can receive pro-rated credit for partial completion of the study. The researcher must provide you with a Voluntary Withdrawal Form, which you must fill out and return to the Subject Pool Coordinator to receive partial credit.

24) I signed up for a multi-session study, but missed one of the required sessions. What do I do?

If you sign up for a multiple session study it is your responsibility to attend all of the sessions or cancel your participation in the entire study. However, you may receive pro-rated credit for partial completion of a multi-session study. Ask the researcher to provide a Voluntary Withdrawal Form, which you must fill out and return to the Subject Pool Coordinator to receive partial credit.

25) I showed up to an experiment, but the researcher said I was not signed up for it. What do I do?

The researcher should have a current sign-up sheet printed out from the Psychology Course Credit Subject Pool website. If possible, login and check your Course Credit Subject Pool account and make sure that you are at the right study location and time. If you can verify that you are at the correct time/place/study #, then you should be able to participate. If not, then you will not be able to participate.

26) I accidentally participated in an experiment that I was not signed up for, and haven't received credit. What should I do?

Email the Subject Pool Coordinator and provide as much information as you can about the study (time, location, room, researcher name, study description) ASAP.

27) I got an email from a researcher asking me to complete additional follow-up questionnaires or come in for an additional session. Do I have to do it?

Understand that you are only required to participate in each experiment for its specified duration (1, 2, or 3 hours for the Course Credit Subject Pool). You are not required to do anything that you were not informed about before you began the study. On occasion an experimenter might email you before or after an experiment and ask you to complete additional sessions or surveys. Unless this is part of a multi-session study, you are not required to complete this additional information, but may do so voluntarily.