Frequently Asked Questions for Conducting Research Using the Psychology Course Credit Subject Pool

1) Who can use the Psychology Course Credit Subject Pool?

Faculty, post-docs, graduate students and honors undergraduates in the Psychology Department are eligible to use the Psychology Department’s Course Credit Subject Pool.

2) What is the difference between the IRB and the HSC?

The IRB is the Institutional Review Board. It is run by the University and all research must initially be approved by the IRB. Forms for IRB review are available at their website. IRB review may take several weeks, so be sure to plan ahead. The HSC is the Human Subjects Committee. It is run by the department of Psychology. After your research is approved by the IRB, it must go through a second review by a member of the HSC. See the HSC review guidelines for more information.

3) What is a “subject hour”?

One subject hour equals 1 student spending 50 minutes participating in a study. Depending on the length of your study and the number of sessions in your study, your study may cost more than one subject hour to run a single participant.

The easiest way to think about subject hours is as credits. 1 subject pool credit granted = 1 subject hour used.

4) How do I get subject hours?

To request an allocation of hours, you must fill out the Request for Allocation of Subject Hours form (available on the department website). Please email the completed form to the Subject Pool Coordinator (subjects@psych.illinois.edu).

5) Once I have a subject hour allocation, how do I use them in subject pool?

Once you have your subject hours allocation (the Subject Pool Coordinator will e-mail you with the hours you have been allocated), you have to set up a study in the Course Credit Subject Pool. To do this, fill out the study activation request form (available on the department website). Submit the completed form and documentation to the Subject Pool Coordinator.

6) How do participants sign up for my study?

Participants sign up on-line at the Psychology Course Credit Subject Pool website (http://uiuc.sona-systems.com/). Both the Course Credit and Paid Subject Pool studies use the online Sona system, but the systems are kept completely separate and there are separate links and instructions for the two different subject pools.

7) What is the Free-For-All Period?

The Free-For-All is the last 4-5 weeks of the semester (see Subject Pool Calendar for specific dates). During this time, you may run as many subjects as you wish. You are no longer limited to the number of hours you were allocated. This procedure is intended to motivate you to run your allocated subject hours earlier in the semester, while at the same time providing more options to subjects as the semester winds down.
8) How do I get hours for the Free-For-All Period? Do I need to ask for my study to be included?

If your study is active and visible in the Course Credit Subject Pool system, Free-For-All hours will automatically be added to your study. You do not need to send a special request to get them. If you run out of Free-For-All hours, send an email to the Subject Pool Coordinator to get more hours added to your study.

9) What is the pretest/prescreen? How do I use it?

The pretest (or prescreen) is a series of questions that all participants are required to answer when they set up their Course Credit Subject Pool account. It must be done separately for the Course Credit and Paid subject pools, even though both ask the same questions (at this point). It includes a variety of basic informational questions that researchers can use to screen out certain populations, or to recruit a very specific population of participants. To set up requirements using the pretest, from your study’s main page, click on View/Modify Restrictions in the center of the screen. An age restriction has automatically been included in your study’s prescreen restrictions. This is so that under age participants do not participate. Do not remove this restriction. Select any other questions you want to use for prescreening. Click Set Restrictions. Select the response options that you want to be eligible for participation in your study. Click Save Changes.

Researchers have the opportunity to request changes to the prescreen questionnaire once each year. An e-mail will be sent out by the subject pool coordinator each summer notifying researchers of the opportunity, and any changes to the prescreen questionnaire (which must be approved by the HSC) will be implemented during the Fall semester.

10) What is the sign-up/cancellation deadline for participants to sign up for a study?

For both the Course Credit and Paid Subject Pools for most of the semester, participants can sign up for a study or cancel an appointment online as long as it is at least 24 hours before the session. During the last week or two of the semester, this deadline is shortened to 1 hour for the Course Credit system, but not for the Paid system. During this time, participants can sign up for a study or cancel an appointment as long as it is at least 1 hour before the session.

11) I need to add more subject hours to my Course Credit Subject Pool study. How do I do that?

If you want to add more subject hours to a study that has already been activated, send an email to the Subject Pool Coordinator that includes the number of hours you want added, whose hours will be used, and what study number you want the hours added to. No additional forms need to be filled out to accomplish this.

12) I want an additional (or new) study number for a project that already exists in the Course Credit Subject Pool system. What do I need to do?

To request a new study, fill out the Course Credit Subject Pool Study Request form (available on the department website) and attach the most recent IRB approval letter. Shortly after it is received, a new study will be created in the system, subject hours will be added, and you will be able to run your study. You will receive an email when your request has been processed. If you’re requesting a study number in the Course Credit system for a study that already exists in the Paid system, you need to turn in a separate Course Credit Subject Pool Study Request form and include the study number of the study of the corresponding Paid system on the form. If the study has never been approved by the HSC for the Course Credit Subject Pool, see the study request form to find out what material must be included with
the form. (See the “Instructions for Researchers Using the Psychology Course Credit Subject Pool” for more information.)

13) I requested Masters or PhD hours this semester, but I am not going to use all of them before the end of the semester. Can I return them so that I can use them during another semester?

Unused priority hours can be returned for use in a future semester, but with a penalty:

- Priority hours returned before the subject pool opens will not incur any penalty.
- Unused priority hours returned within 3 weeks after the subject pool opens will incur a 25% penalty.
- Unused priority hours returned within 6 weeks after the subject pool opens will incur a 50% penalty.
- Any priority hours that have not been used before the beginning of the free-for-all period will be automatically returned with a 75% penalty.

Email the Subject Pool Coordinator with the number of subject hours to return, what study to take them from (if they have already been allocated to a Course Credit Subject Pool study), the type of priority hours they are, and whose account they will be returned to. After the Free-For-All period begins, you cannot return priority hours even if you have not used them.

14) My research was exempted by the IRB. What do I need to do to use the Course Credit Subject Pool?

If your research was exempted by the IRB, you will not be required to provide a consent form. However, you are still obliged to inform subjects you recruit from the Psychology Course Credit Subject Pool of certain things, specifically:

- how much credit they will earn.
- how much time the procedure will take.
- how a failure to complete will earn less or no credit (depending on whether the study is more or less than 1 hour).
- how a failure to complete will not affect the student's relationship with the University.

You can inform them via a document or by a verbal protocol, either of which should be part of your application to use the Psychology Course Credit Subject Pool. If you feel that your research merits an exception to this rule, you can include in your application a description of why you believe this to be the case. Your proposal will be reviewed by the entire committee, and you may consequently have to wait longer for a response.

15) How do I post sessions for my study?

To create timeslots for your study, from your study’s main page, click View/Administer Timeslots and then click Add a Timeslot. Fill out the timeslot information: the date, time with AM/PM, number of participants in the session, and the location. Include both the building (Psychology or Beckman Institute), and room number. Click Add this timeslot. This automatically deducts from the hours allocated to the study. Repeat this process for every session.

16) I need to give another researcher access to my Course Credit Subject Pool study. How do I do that?

From your study’s main page, click Change Study Information, near the bottom of the screen. This allows you to modify settings including researcher access. In the center of the screen, you will see a Researchers box. While holding down the control key on the keyboard, select the additional researcher names that you want to have access to your study. Click Save Changes when you are finished. If the
Researchers name is not there, then they do not currently have a researcher account set up in the Course Credit Subject Pool system. Email the Subject Pool Coordinator and ask for a researcher account to be created for this person for the Course Credit system. Then follow the steps above to allow them to access your study.

17) I tried to log in and my account says it’s been disabled. What’s wrong?

The Course Credit and Paid Subject Pool systems do not use the passwords that you use for other university services, but instead use passwords that are specific to them. If you already have an account in the Course Credit system but cannot remember your password, click Lost Password. You will be able to retrieve your password by following the steps outlined there. If you still can’t access your account, it may that your account hasn’t been re-activated for the semester yet. Email the Subject Pool Coordinator to request re-activation of your account.

18) I am a researcher but don’t have a researcher account in the Psychology Course Credit Subject Pool system. How do I get one?

Email the Subject Pool Coordinator and a researcher account will be created for you. Typically, this is done automatically when a study is created in the system, so you shouldn’t need to request it separately.

19) I want to run a second short study during my session that is under a different IRB. What do I need to do?

If you want to add another short study during a session that is already in the Course Credit system and the second study is under a different IRB protocol, then it needs to be on file with the Subject Pool Coordinator and it must have been approved already by the HSC. Fill out the Course Credit Subject Pool Study Request form, indicating that you will be using multiple IRBs under one study number. If the new IRB protocol has already been approved by the HSC, this will be processed quickly. If not, then it will be sent out for an HSC review before it can be added to the existing study.

20) The Subject Pool Calendar says that it ends on reading day. Can I still run studies on Reading day?

Yes. You can run subject pool studies until the end of the day on Reading Day. However, you must make sure that you record credit promptly, since the credits are sent to instructors the following day.

21) There are multiple email addresses for the Subject Pool. Which one do I use?

subjects@psych.illinois.edu

22) What do I do with the sign-in sheets after participants have signed them?

Each day, researchers must print out the Sona attendance sheet for each study. (These can be printed out from the Course Credit Subject Pool online system.) It must show the date and time, the participant's name, and the study number. Participants must sign this sheet at the beginning of the session. Attendance sheets should be turned in to the box on the door of the Subject Pool Coordinator’s office weekly.

23) A participant forgot to sign in during a session. Is this a problem?

Sign-in sheets ensure that the participant is at the correct study on the correct date and time. It also provides confirmation that a participant did in fact show up for their study and should receive credit, if there is ever a discrepancy. If a participant fails to sign in, you should write next to the participant’s name
that they were there but forgot to sign the attendance sheet, and make sure to have all participants sign in for future sessions.

24) I need to email the participants who have signed up for my study. How can I do that?

There are two ways to do this. (1) From your study’s home page, click Contact Participants. Select the type of participant you wish to contact, enter the message you wish to send them, and click Send Message. (2) From your study’s home page, click View/Administer Timeslot. Select the session, and click Modify. At the bottom of the screen (below the Update Sign-Ups button), click Contact All Participants. This allows you to email all participants who are currently signed up for that particular timeslot. Enter the message you wish to send them, and click Send Message.

25) I want to exclude students in certain courses from signing up for my study. How can I do that?

From your study’s main page, click Change Study Information, near the bottom of the screen. This allows you to modify settings including class restrictions. Scroll down until you see the Advanced Settings section. Look for the Course Restrictions box. While holding down the control key on the keyboard, select all the courses that you want to include in your study. That is, the courses that you want to exclude from participating in your study should not be selected. Click Save Changes when you are finished.

26) I need to recruit a very specific sub-population from the subject pool. Can I email all eligible participants directly?

Researchers are not able to directly email all participants who qualify for their particular study. However, if you are recruiting from a particularly limited sub-population and are having trouble getting participants to sign up for your study, you may ask the Subject Pool Coordinator to contact all of the eligible participants. Send the Subject Pool Coordinator an email explaining the situation, and include the Course Credit Subject Pool study number and the text of the message you would like to send to the eligible participants.

27) I need to recruit two different sub-populations separately for the same study. How can I do that?

If you want to recruit two different sub-populations simultaneously for the same study, you can ask for an additional Course Credit study number to be created (see Instructions for Researchers Using the Psychology Course Credit Subject Pool). Set each study to have one of the restrictions, which will allow you to separately recruit both sub-populations at the same time.

28) What is the difference between an Excused and Unexcused No-Show?

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 (e.g., Doctor’s note, letter from the Emergency Dean). 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.

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).
29) A participant showed up late to my study. Am I required to run them in my study?

If a participant is late, you are not required to allow them to participate. If there is enough time remaining, or both you and the participant are willing to stay after the originally scheduled end time, you may choose to run the participant. However, participants are told that they will not be allowed to participate if they show up late, so you are under no obligation to run them. If you choose not to allow them to participate, mark them as an Unexcused No-Show, and write in the Comments box that they showed up late for their scheduled appointment.

30) A participant is being disruptive, on their cell phone, or purposely giving inappropriate answers. Is there anything I can do?

Researchers should remind participants to turn off and put away all cell phones, pagers, iPods, or anything else that may be distracting. If these devices are used during the study, the researcher may ask the participant to leave. If participants are being disruptive, purposely providing inaccurate or inappropriate responses, or acting in a manner which makes the researcher believe that the data will be unusable, a researcher can ask the participant to leave and they will not receive any credit for the session. When updating attendance in the online subject pool system, the researcher should mark the student as an Unexcused No-Show and describe the conduct of the participant in the Comments box.

31) A participant wants to withdraw from my study. What procedures do I need to follow?

Students who are uncomfortable with a study can withdraw at any time. If it is a 1-hour study, they will not receive any credit for the session. If the study is longer than 1 hour or is multi-session, participants can receive pro-rated credit for partial completion. You must provide a Voluntary Withdrawal Form (available on the department website), which the student must fill out and return to the Subject Pool Coordinator to receive partial credit.

32) I accidentally ran a participant who did not sign up for my study? What do I do?

By accident, a researcher may run a participant who has not signed up for their study (i.e., the researcher goes to award credit to the participant and realizes that their name is not on their credit page). If this happens, the researcher must email the Subject Pool Coordinator explaining the situation and providing the following: student’s name, email address, study #, session date/time, and amount of credit that they should have received. The Coordinator will review the information and assign credit as necessary.

33) A participant showed up for my study, but they do not meet the pre-requisites. What do I do?

Participants are asked to only sign up for studies whose pre-requisites they meet. If they do not meet the pre-requisites that are posted with your study or those that you have selected using the pretest, then you may choose not to run them. Mark the participant as an Excused No-Show and write in the Comments box that the participant did not meet the pre-requisites for the study. They will not receive any credit for the session.

34) I need to cancel a session for my study, what do I do?

When you cancel a session, you must email the participants and the Subject Pool Coordinator. Include a list of the participants’ names in the email to the Coordinator.

If it is more than 24 hours before the study, select the session you want to cancel and click Modify, which brings up the credits page. Change each participant’s status from No Action Taken to Excused No-
Show. In the Comments box write Researcher Cancelled. This lets us know that this was a cancellation and it will be considered an excused No-Show. Make sure there are no additional slots available during the time you wish to cancel, otherwise more participants could sign up.

If it is less than 24 hours before the study, select the session you want to cancel and click Modify, which brings up the credits page. Change each participant’s status from No Action Taken to Participated. In the Comments box write Researcher Cancelled. This lets us know that this was a cancellation and the participant will receive credit.

35) A participant emailed me to cancel their appointment. What do I do?

If a participant needs to cancel, and it is more than 24 hours before the session, tell them they can cancel online under My Schedule/Credits. If it is less than 24 hours, then it is too late to cancel online. On the credits page, mark them as an Unexcused No Show and in the Comments box write Participant emailed too late to cancel. This will not excuse their No-Show, but it provides information about the No-Show, in case they appeal to have it excused.

36) A participant missed their appointment and emailed me explaining their absence. What do I do?

If a participant misses a study, they must be marked as an Unexcused No-Show. Information about the absence must be included in the Comments box. This can include whether they emailed to explain the absence, the justification for missing the study, etc. This information will be reviewed and in certain cases (emergency, documented illness, etc), the No-Show may be Excused. Typically, if they cancel less than 24 hours in advance or miss an appointment, it will be considered an Unexcused No-Show. After two unexcused No-Shows, people will be locked out of the system and won’t be able to sign up for any more studies.

37) A participant missed their appointment, and asked if they can reschedule or do a make-up appointment so that they won’t be marked as an Unexcused No-Show. Can I do that?

No. Researchers can’t offer make-up appointments or reschedule their appointments within the Course Credit Subject Pool system. You must mark them as an Unexcused No-Show. However, participants can still sign up for your study again online in the Course Credit Subject Pool.

38) I want to give participants money and credit depending on their performance in the study. Can I do that?

No. Payment cannot be offered for participating in studies in the Course Credit Subject Pool. Participants cannot receive additional payment for a study they are doing for course credit, nor should they be enticed to stay late with the offer of payment. At the completion of the study (but not before), the researcher can ask a participant if they would like to provide their contact information in order to become part of a database of people willing to be contacted about future participation in paid studies. Participating in Course Credit Subject Pool studies is meant to be part of the student’s educational experience.

39) I want participants to complete follow-up questionnaires or provide third-party data. Can I do that?

When a participant will be asked for third party data, they should know before signing up for the study. This information should be posted as a requirement for the study. To ensure that no coercion is involved, the consent form must emphasize that recruiting third-party data is entirely voluntary, and in no way alters course credit received for the study. There must be no additional compensation offered for recruiting a third-party participant (e.g., no extra credit, no monetary payment). The time involved to recruit a third party should not make the total amount of time spent participating in the study exceed what they have been told will be required. If a third party participates in research, the usual IRB guidelines

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regarding their informed consent apply. The debriefing procedure should make clear why third party data are important to the research.