

**Hendrix College**  
**Psychology Department Research Participation System (Sona Systems)**  
**Researcher Handout – Fall 2017**

The deadline for **EARNING AND ALLOCATING** research credit is:

**MONDAY, DECEMBER 4, 2017 BY 5:00 PM**

**Research Participation System Coordinator:**  
**Dr. Ruthann Thomas, DW Reynolds 142**  
[psypool@hendrix.edu](mailto:psypool@hendrix.edu)

**Sona Systems Website:**  
<https://hendrix.sona-systems.com/>

This document will describe your responsibilities as a researcher and the policies and procedures that you will need to follow in order to maintain your right to use the Sona System to recruit participants. For more detailed information, please see the Guide for Researchers, where you will find step-by-step instructions for adding new studies, adding individual sessions to studies, deleting sessions, and granting or denying credit to participants. **Please read through this document carefully and email the Research Participation System Coordinator ([psypool@hendrix.edu](mailto:psypool@hendrix.edu)) if you have any questions, as you are fully responsible for the information and policies contained in this document.**

**Sona accounts:**

Sona accounts for researchers are valid within academic years. Thus, if an account is created for you during Fall semester, you will use the same account during Spring semester. Note that all researcher accounts are deleted at the end of each academic year. So, even if you had a researcher account last year, you will need to request a new account for this academic year.

**Requesting a researcher account:**

1. E-mail the Research Participation System Coordinator at [psypool@hendrix.edu](mailto:psypool@hendrix.edu) with the subject line “New researcher account.”
2. Within 48 hours (typically, within 24 hours), you will receive an automated email with your temporary login information.
3. Log-in to your new account **within three (3) days** of receiving the log-in information.
4. Go to “My Profile” to change your temporary password to a password of your choosing.

**If you do not access your account within three days of receiving this email, your account will be deleted and you will need to directly contact the system coordinator to have another account created. PLEASE avoid this!**

**NOTE: A participant account is NOT the same as a researcher account. You must have a researcher account to create and recruit for new studies.**

## General Information

1. Please remember that **participation in research is always optional**. No student is obligated to participate in your research study and your recruitment methods should NOT be coercive. Participants always have the right to withdraw from your study at any time without penalty.
2. **ALL** research in the Psychology Department that intends to use Hendrix College students as participants **must** be advertised through Sona Systems. The purpose of this framework is to centralize our system of tracking research participation in the department, so please ensure that all of your studies are properly represented in this framework.
  - a. **Important related note:** When collecting data via **Survey Monkey**, please make sure that you have a system in place to “catch” Sona users who participate in online research without signing up via Sona Systems. If a online study is advertised through *Hendrix Today* (for example), some Sona users may click on the study link, instead of signing up via the Sona website. For those individuals, a system for manually assigning credit via Sona will be needed (see page 11 of the Researcher Guide).
3. It is **UP TO YOU** to check your Sona profile, regularly, to keep track of your appointments and to make sure that you did not accidentally create a session that you cannot attend. **If you create a session you must either (a) show up to conduct the session or (b) cancel no later than 5:00 pm on the day before the scheduled session. Do not create a session unless you are sure you can make it and already have a testing room reserved. If you fail to show up for an experimental session, both the system coordinator and your faculty advisor will be notified of your absence.**
4. All studies **MUST** be approved by the HSRB and/or a faculty sponsor (class projects ONLY) before being posted to Sona Systems. **Please see page 5 of the Researcher Guide for sample HSRB information.**
5. **The deadline for ASSIGNING research extra credit to participants is ALWAYS 5:00 pm on the last day of classes. However, please note that participants must also be able to allocate their credit to the appropriate class by this deadline. Therefore, it is STRONGLY recommended that you assign all credits at least 24 hours before this deadline.**
6. At the conclusion of a study or the end of a semester, you **MUST** switch your study to “inactive” (see page 11 of the Researcher Guide). If you are not currently recruiting participants for a study, the study should not be labeled as “active.”
7. Recruiting participants through Sona Systems is a privilege. There are two specific ways in which you can lose this privilege:
  - a. **Not following your HSRB/faculty sponsor approved protocol:** If your use of Sona Systems is inconsistent with your approved protocol (e.g., the length of time differs; the recruitment message differs; etc.), **you will immediately lose access to Sona Systems.**
  - b. **Violating standard ethical practices:** If you recruit participants or conduct your study in a way that violates the ethical standards outlined in the Belmont Report (below), **you will immediately lose access to Sona Systems.**

Three principles of the Belmont Report:

    1. **Respect for persons** – Researchers must protect the autonomy of all people and treat them with courtesy and respect, allowing for informed consent. Researchers must be truthful and conduct no deception. If deception is used, it must be undone during the debriefing process.
    2. **Beneficence** – “Do no harm.” Maximize benefits and minimize costs/risks to participants.
    3. **Justice** – Researchers must ensure reasonable, non-exploitative, and well-considered procedures are administered fairly. The distribution of costs and benefits to *potential* research participants must be distributed fairly and equally.

# Important Policies

The policies outlined below are in place for the mutual benefit of participants, researchers, and instructors. These policies reflect the goals of respecting the time of each member of the research community and conducting research efficiently. **It is important that you read and understand these policies on the first day of class. A lack of awareness or understanding of a policy will not excuse you from being held accountable to the policy.**

## 1. Cancellation Policy

- a. Please show up for your sessions on time. Plan in advance and give yourself enough time to get to the experiment location and set-up before your participant is to arrive.
- b. **If you must cancel, then it is necessary for you to do so by 5:00 pm on the day before the scheduled experiment.** There are three ways to cancel:
  - i. using the "cancel" option on the website (**preferred; see pages 9-10 of Researcher Guide**);
  - ii. e-mailing the participant; or
  - iii. calling the participant on the phone.The e-mail address and phone number of the experimenter can be found by going to “My Schedule & Credits” and clicking on the name of the study (in some cases, you may need to click on “View Sign-Up History”).
- c. **If you must cancel AFTER 5:00 PM on the day before the scheduled experiment (reserved for extenuating circumstances, such as unexpected illness), make every effort to contact the participant using as many of the above options as necessary, in order to being reported to the system coordinator and your faculty advisor.**
- d. Participants are held to the same cancellation policy as researchers; that is, participants are expected to notify researchers of any cancellation **by 5:00 pm the day before a scheduled session** and make every effort to reach researchers if a cancellation must occur after this deadline (only under extenuating circumstances).

## 2. Researcher No-Show Policy

- a. If a participant shows up for an appointment and you are not present to conduct the study, the participant will **notify the Research Participation System Coordinator** ([psypool@hendrix.edu](mailto:psypool@hendrix.edu)) with the study information and the participant will receive full credit for your study. The system coordinator will then notify your faculty advisor.
- b. If a participant shows up for an appointment that was cancelled by at least 5:00 pm on the previous day, he or she will not receive credit.

## 3. Participant No-Show Policy

- a. If a participant fails to show up for a scheduled experiment without cancelling in time or contacting the researcher, **the participant will not receive credit for that study and will be considered an unexcused no-show.**
  - i. Showing up to the incorrect location or arriving at the wrong time **will be counted as an unexcused no-show.**
- b. If a participant contacts you before the beginning of a session to cancel, please mark this as an excused no-show.

#### 4. Credit Assignment and Dispute Policy

- a. Researchers are expected to grant or deny credit to participants **within 24 hours of each session**. If the researcher does not take credit assignment action within 48 hours of a session, the researcher will be contacted directly by the Research Participation System Coordinator. The System Coordinator will enforce timely credit assignment action on behalf of the participant and will be automatically notified of any delinquencies by Sona Systems.
- b. If a participant believes that a researcher has made a credit assignment error, **the participant is to contact the researcher directly within 24 hours of the credit assignment action**.
  - i. If researchers and participants cannot resolve the credit dispute themselves, the researcher's faculty sponsor (Principal Investigator) should be contacted.
  - ii. If the Principal Investigator cannot resolve the credit dispute, please contact the Research Participation System Coordinator.
- c. **All credits must be assigned to participants NO LATER THAN 5:00 PM ON THE LAST DAY OF CLASSES. There will be no exceptions to this policy.**

#### 5. Participant Rights Policy

- a. In order to protect the rights and safety of all participants, all studies available through the Sona Systems website must be approved by either the Hendrix College Human Subjects Review Board or the supervising faculty member (for class projects—e.g., research methods final projects—ONLY). This ensures that someone other than the researcher has determined that the procedures for a study follow strict ethical guidelines.
- b. Any potential risks must be revealed to participants prior to providing consent to participate and participants have the right to refuse consent for any study.
- c. Despite these safeguards, there are still wide variations in people's reactions to the different kinds of tasks they are asked to perform in research studies. **If a participant feels that he or she has been mistreated by a researcher or asked to perform tasks that make him or her uncomfortable, the participant has the right to leave any experiment at any time.** If a participant leaves an experiment early—for any reason—**the participant will still receive full credit or payment for his or her participation.**
- d. If you have any ethical concerns about a particular study, please contact the Chair of the Human Subjects Review Board at [HSRB@hendrix.edu](mailto:HSRB@hendrix.edu).

If you have any questions/concerns about any of these policies, or about particular studies you are conducting, you may contact the Research Participation System Coordinator via e-mail ([psypool@hendrix.edu](mailto:psypool@hendrix.edu)) or by using the below information.

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