**Sona Systems, Ltd.**

**EXPERIMENT MANAGEMENT SYSTEM**

**Researcher Documentation Set – UVM**

**Version 2.76**

# RESEARCHER/P.I. DOCUMENTATION

## Introduction

The Experiment Management System is used for the scheduling and management of research participants and the studies they participate in. Participants, researchers, principal investigators, and instructors all use the system for their respective purposes. As a researcher, you can set up your studies in the system, schedule the sessions (timeslots) when participants may participate, and grant or revoke credit after the session. All of this is handled through a simple web-based interface that you can access at any time, from any popular web browser.

The system is highly configurable by the administrator, to enforce the rules for the research participant pool exactly as your organization desires. It should be noted that the documentation herein may refer to features that are not enabled on your system. Contact your local administrator, whose contact information appears at the bottom of every page on the system, for more information.

### System Basics

In the system, you create <u>studies</u>. Each study may have a number of <u>timeslots</u>, which are the times when you plan to run the study. <u>Participants</u> <u>sign up</u> for the timeslots by viewing a list of studies and available timeslots. You grant or revoke credit to participants after the session occurs.

## Getting Started

The system works best if you use any popular web browser that is less than 2 years old, like Internet Explorer, Firefox, Chrome, and Safari. It will work with other web browsers, and with older versions of popular web browsers, however the layout may not be as clean. No functionality will be lost by using an older web browser.

Ask your system administrator if you need help with installing or using a web browser. This documentation assumes you have a basic knowledge of how to use the web. On this system, it is not necessary to use the Back button. You can always use the toolbar on the top to navigate to anywhere on the site.

### Logging In

Your administrator will provide you with a username and password to login to the site, as well as the URL (web address). When you go to the front page of the site (the login page), you may see a link to request an account. This form is *only* for participants. Do not use this form to request an account, as participant accounts have an entirely different set of privileges, and the privileges are not appropriate for a researcher.
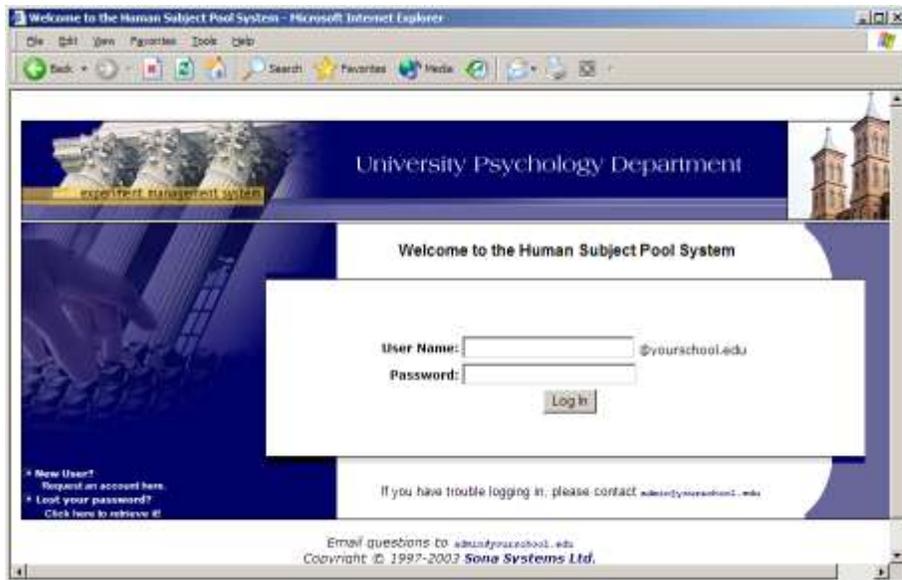
**Figure 1 - Login Page**

Once you login, you may be asked to review and acknowledge your organization's human subject policy. If required by the administrator, you will need to acknowledge this once every 6 months. You will see the Main Menu after you acknowledge the policy.



**Figure 2 - Main Menu**

Your login (also known as a session) will expire after a certain period of inactivity, usually 20 minutes. This is done for security purposes. If this happens, you can always log in again. When you are done using the system, it is better to explicitly log out, to prevent any problems that may arise if someone uses your computer before the session expires.

## Retrieving a Lost Password

If you have forgotten or do not have your password, and the feature is enabled on the system, then you may choose to have your password emailed to you. You will see an option on the main login page if this feature is enabled. Your password will be emailed after you submit the form, and should arrive in your email box momentarily. If you provided an alternate email address (see the Email Address Options section of this documentation), it will be sent there. Otherwise, it will be sent to your main email address, which is derived from your user ID. If you requested that the system email a password to you, and it has not arrived after 30 minutes, then check in your email program's junk mail folder in case the email was delivered there.

## *Logging Out*

When you are done using the system, choose Logout from the top toolbar to log out. You are now logged out. It is always a good security practice to close all your web browser windows as well, especially if you are using a computer that is shared by others.

## *Changing Your Password and Other Information*

If you would like to change your password or other information about yourself, choose My Profile from the top toolbar. If you would like to change your password, type your new password (twice, for confirmation) in the provided boxes. If you would *not* like to change your password, simply leave these boxes empty.

If you change your password, please be sure to select a password you do not use on any other systems or websites. This is good computing practice, and especially important as in some cases, your password may be sent over email.



**Figure 3 - Updating Your Profile**

It is recommended you provide your phone number and office location, as most human subject committees require that this information be made available to research participants. If you are a researcher, this contact information will be displayed to participants when they view information about the study. If you are a principal investigator, this contact information will be displayed if a

participant explicitly chooses to view it (since the researcher is the primary point of contact for a study).

Researchers may also choose to receive a daily reminder (by email) with information about all of their study sessions scheduled for the following day.

## Email Address Options

There are certain events in the system which will cause an email notification to be sent to you. Most often, these are notifications that a participant has signed up or cancelled their sign-up for your studies, but there are a few other cases where it may be used as well. The email address is also displayed to the participant when they view information about the study, in case they need to contact you with questions.

You have two choices for your email address. When you update your personal information, you will see a box where you may provide an alternate email address. If you provide such an address (this could be a Gmail account, for instance), this is the address where any notifications will be sent, and this is also the address that will be displayed to other users (including participants in your studies).

In situations where the system is configured so you may enter an email address on this page, you will be asked to enter it twice when changing the address, to ensure it is typed correctly.

In some cases, depending on how the system is configured, you will be required to provide an email address (which will be listed as "Email Address" instead of "Alternate Email Address") and all emails to you will go to that address.

# Working with Studies

Most of your time on the system will be spent, not surprisingly, using the study-related features of the system. Be sure to read this section closely, in its entirety, as there are special features and situations you should be aware of.

## *Web-Based (Online) Studies*

If enabled, you may set up studies that are web-based (online), and these studies may be set up internally in the system (online survey study) or outside the system (online external study). The options will vary depending on how your system is configured.

There are a few things to note about web-based studies:

- Once you indicate to the system that the study is web-based, you will not be able to change it so that it is no longer web-based (but you can deactivate or delete the study). So, make this choice carefully
- Web-based studies are typically set up so there is one timeslot, and that timeslot contains the maximum number of participants you would like to participate, and the *last* date and time when they can participate (often, this is the end of the term). It is not recommended that you set up multiple timeslots for a web-based studies (it confuses participants),

though the system will support it. It is acceptable to have multiple timeslots where more than one is not active at a time. For example, one could have had a deadline date of the end of the previous semester (and thus is currently in the past), while the current timeslot has a deadline date of the end of the current semester (i.e., in the future).

- It is generally assumed that participants will participate in an online study shortly after they sign up. Because of this, the system will expect you to grant credit to them soon after they sign up. If you are creating an online survey within the system, credit will be granted automatically, immediately after the participant completes the survey.

Throughout the sign-up process, participants are notified that the study is online.

If the study is not administered by the system (online external study), then participants are not given the URL for the website until they have signed up, to ensure they do complete a sign-up in the system for the study. They can see the URL after sign-up, and while the timeslot they signed up for is still in the future. Once the timeslot they have signed up for is in the past, they no longer have access to the study URL. This is done to prevent participants from accidentally clicking on the URL in a subsequent semester and participating in the study twice. This restriction regarding viewing the study URL applies only to participants, and only to web-based studies administered outside the system. Online external studies are discussed in more detail in the section Online External Studies, later in this document.

Online survey studies (surveys administered by the system) are discussed in great detail in the section Online Survey Studies, later in this document. Please read it carefully before setting up an online survey study.[**KB NOTE: ONLY EXTERNAL ONLINE STUDIES ARE ALLOWED PER UVM IRB**]

## Studies for Pay

You may have a situation where participants are compensated for their participation in the study. They may or may not also receive credit for the study. If the study is not for credit, you may set it up as a pay-only study and specify the compensation amount. If participants are compensated *and* they receive credit, you should set it up as a credit study and indicate additional compensation in the study's information section.

Regardless of the type of study, after a participant participates in a study (including studies that are for pay only), you should still go into the system and indicate their participation by noting their participation or no-show when viewing their sign-up This allows the system to properly enforce certain restrictions on the participant and their studies, like pre-requisite and disqualifier study restrictions.

## Two-Part Studies

You may create a two-part study in the system. Often, these are studies involving memory research, where the participant must return a specified number of days after the first session. When creating a study, you may specify the day range for the second part of the study (e.g. 7 to 10 days after the first part). Participants are required to sign up for both sessions at the same time, to reduce the chance they will forget to sign up for the second part. Each part of a two-part

study may have a different credit value and duration, but each part must be the same type – either both parts are for credit or both parts are for compensation. Online studies may not be two-part studies because there is no concept of making an appointment to take an online study at a specific date and time. If one part of the study is an online study, simply create two separate studies (one for each part) and set the first study as a pre-requisite for the second study.

With two-part studies, you may specify that the second part of the study must be scheduled to take place at exactly the same time as the first part (on a different date), or at any time on the dates that are the specified number of days after the first part.

You should ensure there are enough available timeslots for both parts of the study, or participants will be prevented from signing up for either part. Participants may cancel either part of their sign-up if necessary. If they cancel the first part, the second part is automatically cancelled as well. If they cancel only the second part and the first part has already occurred, and they would like to participate in the second part later, you will need to manually sign them up for the second part (if you are allowed to do so), or ask the administrator to handle this.

If you grant a no-show for the first part of a two-part study, the second part of that participant's sign-up will *not* be cancelled automatically, but you will be reminded of the situation in case you would like to cancel the second part. The cancellation is not automatic as there are some situations where automatic cancellation is not desirable.

## Two-Part Study Configuration Scenarios

Listed below are some common scenarios, and how to configure them in the system:

| Scenario | Configuration |
|---|---|
| Second part to take place a week later, at any time during that day. | Scheduling Range: 7 and 7<br>Scheduling Leniency: No |
| Second part to take place three days later, at exactly same the same time as part 1. | Scheduling Range: 3 and 3<br>Scheduling Leniency: Yes |
| Second part to take place one to two weeks later, at any time during the day. | Scheduling Range: 7 and 14<br>Scheduling Leniency: No |
| Second part to take place later on the same day as the first part. | Scheduling Range: 0 and 0<br>Scheduling Leniency: No |

The system will enforce the configuration for the second part in terms of ensuring participants only sign up for timeslots that meet the two-part study restrictions. As the researcher, you also have additional control as you decide which timeslots to create for each part of the study.

## *Adding a Study*

Some researchers choose to set up their studies in the system before they have received the proper approvals (usually from their IRB) to run the study. This is supported in the system. You can setup a study but specify that is it not visible to participants (this is the approved setting). That way, as soon as your approval is received, you can simply make the study visible and everything else is already prepared. You can also post a study and make it visible immediately, if that is appropriate. Some systems will be configured in such a manner that only the administrator can approve the study, in which case you will need to contact the administrator to do so.

**Figure 4 - Adding a New Study**

To add a study, choose the Add New Study option from the top toolbar. You will need to pick from four possible types of studies. Please choose this carefully as you are not able to change this later.

After you choose, the study type you'll see a form asking for more information. You will need to fill out a number of fields, which are explained in the following table. Some of the fields listed below may not appear, depending on how your system is configured and the type of study you selected. All fields must be filled out unless otherwise noted.

| Field | Explanation |
|-------|-------------|
| Study Name | A short name for the study. This is how the study is identified throughout the system. Most systems are configured so studies show in a random order to participants (choose Your Studies on the toolbar and it will state at the bottom of the resulting page if they are displayed in random order), so there is no advantage in choosing a study name that might put it at the top of an alphabetical list. You should consult with your administrator if there is a naming convention to be followed when naming studies. Study names must be unique, and you will be prevented from adding a study if there is already another study in the system with the same name. A study name may be up to 100 characters in length. |

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| Brief Abstract (this feature might be disabled on your system) | This is a short one or two line description of the study. This short description will be displayed to participants when they view the entire list of studies, so you may want to list the most pertinent details here. Studies configured for payment usually have the compensation information included here, particular if the payment varies based certain outcomes. This field may be optional, and can be up to 255 characters in length. |
| Detailed Description (this feature might be disabled on your system) | This can be a rather lengthy description about the study, and it will show if a participants clicks on the study to get more information, before they sign up. You may include basic HTML in this area, but please be sure you know what you are doing (ask your IT department for help if you are unsure). If you would like to add a carriage-return (paragraph break), simply type in "<p>" (without the quotes).This field may be optional. The maximum length of this field is 15,000 characters. |
| Eligibility Requirements | If there are any restrictions on who may participate (for instance, only those who are left-handed), list them here. Otherwise, leave the field as-is. If you list any restrictions, these will be displayed on the list of studies, when participants view a list of all available studies. Note the system does not enforce these restrictions, but it is expected a participant will only sign up for a study in which they are qualified, since they would otherwise fail to receive credit. In most cases, you will leave this field as-is and set prescreen participation restrictions, which you can do after you add the study. This field may be up to 245 characters in length. |
| Pre-Requisites (this feature might be disabled on your system) | If there are studies a participant must participate in before participating in your study, choose them here. You may select multiple studies, and on most systems, you hold down the Ctrl key and click the desired studies. |

| | You may specify that participants must have participated in *all* of the studies you specify, or *at least one* of the studies specified. |
|---|---|
| | The system will handle enforcement of the pre-requisites in a strict or lenient fashion depending on how your system is configured. In strict enforcement mode, the participant must have *received credit* for (participated in) the pre-requisite studies. In lenient enforcement mode, the participant must only be *scheduled* to participate in the pre-requisite studies (it is assumed they will go on to complete the pre-requisite studies). You can ask your administrator how this is configured, if it is of concern. If your system is in lenient enforcement mode, and a participant cancels a necessary pre-requisite for you study (they are warned of this situation), and you have configured your study so that the researcher will receive notifications of cancellations or sign-ups, then the researcher will receive notification of the pre-requisite problem and can contact the participant if necessary. |
| | If there is a long list of studies for this setting, an Enlarge List button will appear. You can click this to make the list of studies larger and thus easier to click on. |
| | Depending on how your system is configured (Pre-Requisite/Disqualifier Display setting), participants may or may not see which studies you have specified as pre-requisites when they go to view your study. |
| Disqualifiers (this feature might be disabled on your system) | If there are any studies a participant must *not* have participated in, please select them here. You may select multiple studies. The system will handle enforcements of the restriction, during the sign-up process. |
| | If a study has some other study listed as a disqualifier, and a participant signs up for |

| | this study, then they will be prevented from signing up for the disqualifier study. |
|---|---|
| | If there is a long list of studies for this setting, an Enlarge List button will appear. You can click this to make the list of studies larger and thus easier to click on. |
| | Depending on how your system is configured (Pre-Requisite/Disqualifier Display setting), participants may or may not see which studies you have specified as disqualifiers when they go to view your study. |
| Course Restrictions | If you would only like participants enrolled in certain courses to participate in your study, select the eligible courses here. Participants who are not in at least one of the courses you selected will not see the study when they go to view the list of available studies. You may choose No Restrictions if you would like to make the study available to participants in all courses. |
| | If there is a long list of courses for this setting, an Enlarge List button will appear. You can click this to make the list of courses larger and thus easier to click on. There is a limit to how many courses can be listed as course restrictions for a study, and the limit is somewhere between 60 and 80 courses. The limit is variable depending on a few factors, and the system will simply not save the course restrictions for any courses which would take it over the limit. |
| Duration | The amount of time, in minutes, that each study session will take. If you are setting up a 2-part study, then this setting applies to the first part of the study. For online studies, this should be an estimate of how long participants can expect the study to take, so that they can plan accordingly. |
| Timeslot Usage Limit | Depending on how your system is configured, you may see an item that |

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| | specifies the maximum number of study session hours available to this study. This value is set by the administrator, and only the administrator can adjust it. To determine the current session usage for a study, go to the Add A Timeslot page for the study, and the usage will be listed there. |
| Preparation | Enter any advanced preparation a participant must do here (e.g. "do not eat 2 hours before session"). If there are no preparation requirements, leave this field as-is. |
| Invitation Code (this feature might be disabled on your system) | If you would like to have a special sign-up password for this study, enter it here. This is known as an invitation code, and applies just for this study. Participants must know the invitation code to sign up for this study. This is often used in cases where the researcher wants to personally select participants, so the researcher only provides the invitation code to the desired participants. Invitation codes are not case sensitive.<br><br>If you do not need an invitation code, leave this field blank. |
| Is this a web-based study? (this feature might be disabled on your system) | If this is a web-based (online) study, choose the type of online study it is. If you have set up the study on another website, you should note the study is administered outside the system. |
| Study URL | The URL (web address, usually starting with http://) for your study. This is only required for web-based studies administered outside the system.<br><br>If you are setting up a web-based study outside the system, and would like the system to pass a unique identifier in the URL so you may easily identify participants, add the text `%SURVEY_CODE%` in the URL where you would like the identifier to be placed. This is discussed in further detail in the Web-Based (Online) Studies section of this documentation. |

| Credits/Pay | Enter the number of credits or compensation for the study. A value of 0 is acceptable, and may be desired in cases where the study is part of a set of studies, where only the final study is credit-earning. Please see the Studies for Pay section of this documentation for more information on how to fill out this field in the case of for-pay studies. If the study has a credit value, the credit value specified must be evenly divisible by the credit increment specified. For example, if the increment is 0.5, then the study can have credit values like 1 and 1.5, but not 0.75.<br><br>If you are setting up a 2-part study, this is the value for the first part of the study.<br><br>After a study has sign-ups, you may not change the credit value of the study. However, the administrator can still change the credit value of a study with pending sign-ups. If this is done, be sure to notify participants with pending sign-ups of the change, as the system will not notify them automatically.<br><br>A study may not be changed between a study for credit and for payment, after it has been created. |
| Is this a 2-part study? | Select Yes or No if this is a 2-part study. You can only decide this when creating a study (not when editing it), and this setting may not be changed after the study is created. See "Two-Part Studies" for more information. |
| Credits/Pay, Part 2 | Enter the number of credits or compensation for part 2 of the study, if this is a two-part study (the value is ignored otherwise). A value of 0 is acceptable, and may be desired in cases where the study is part of a set of studies, where only the final study is credit-earning. Please see the Studies for Pay section of this documentation for more information on how to fill out this field in the case of for- |

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| | pay studies. If the study has a credit value, the credit value specified must be evenly divisible by the credit increment specified. For example, if the increment is 0.5, then the study can have credit values like 1 and 1.5, but not 0.75. |
| Part 2 Duration | The amount of time, in minutes, that part 2 of the study will take. |
| Part 2 Scheduling Range | Specify the number of days (as a range) after part 1 is scheduled, that part 2 should be scheduled. This setting only applies to two-part studies. The range may be the same value (e.g. "between 7 and 7 days") if desired, but must be a whole number. See "Two-Part Studies" for more information. |
| Part 2 Scheduling Leniency | In some cases, you may want to ensure that the participant schedules the second part of the study to take place at exactly the same time (on a different date) as the first part. If so, choose Yes for this option. If there is some flexibility so they can sign up for any time within the Part 2 Scheduling range, choose No for this option. |
| Researcher(s) | Select the researcher for this study. Most likely, this is you, and your name will automatically be selected. If you are a researcher, then you may not change who the researcher is (the P.I. for the study, as well as the administrator, can change the researcher). Depending on how your system is configured, you may be able to specify multiple researchers for a study. If you specify multiple researchers, each researcher has full control over the study.<br><br>The pulldown box lists only users who are researchers. |
| IRB Approval Code | Enter the IRB approval code here. This field is displayed to the administrator to help them keep track of studies. This field may be required depending on how your system is configured. |
| IRB Approval Expiration Date | The date when IRB approval expires. This field may not appear if your system is not configured for it. If it does appear, you must provide a valid expiration date. The |

|  | system will prevent you from adding new timeslots to take place after this date, and your study will become inactive (not approved and thus not visible to participants) after this date. You may not make a study active if the IRB approval has expired. Only the administrator can change the IRB approval expiration date, once it has been entered, which is why it defaults to blank to force you to choose a date. You may specify a date up to 5 years in the future. |
|---|---|
| Approved? | Select Yes if this study should show up on the list of studies which participants may sign up for. Ensure you have received the necessary approvals to run the study before choosing Yes. A study must be Approved and Active to show up on the list of studies which participants may sign up for.<br><br>If you select No, the study will not be visible to participants.<br><br>Some systems are configured such that only the administrator can approve a study. If that is the case, you should contact the administrator when you are ready to make the study visible to participants – and a handy form is provided on the page to do so. As a researcher, you can always make a approved study invisible to participants (by making it not approved), but you may need the administrator to make it visible again, if so desired. In addition, if you change key items about the study, specifically the name or descriptions, the study will automatically be made invisible to participants, until the administrator reapproves it (if the system is configured this way). The reason for this is that many IRBs approve very specific language for study names and descriptions, so the administrator needs to ensure the study is in proper compliance. |
| Email Approval Notice? (visible to administrators only) | This Yes/No option will appear if the administrator is adding or updating the |

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| | study, and it is not already approved. If they select Yes to Email Approval Notice *and* they approve the study (set Approved to Yes) at the same time, then an email will be sent to all researchers for the study, to notify them that their study was just approved. |
| Active Study? | Select Yes if this study is in progress. You must select Yes and the study must be Approved if you want the study to show up to participants so they can sign up for it.<br><br>If a study is Not Approved but *is* Active, then it does not show up (to participants) on the listing of studies, but it is accessible through other links if the participant has participated in it before and they are viewing their participation history (in case the participant has follow-up questions about the study). It will also show up on the study information page (for an individual study) when it is listed as a pre-requisite or disqualifier for a study.<br><br>The reason to select No is if the study is being kept for historical purposes, but should not show up to participants on the list of studies they may sign up for. Often, this is done so the system can enforce pre-requisites, where the inactive study is a pre-requisite for an active study. |
| Should the Researcher receive an email notification when a participant signs up or cancels? | If set to Yes, the researcher for this study will receive an email notification whenever a participant signs up, or cancels their sign-up, for this study. The email notification will be sent to an email address based on the information the researcher has provided. See the Email Address Options section of this documentation for more information on how the email address is determined. Emails will contain the first 50 characters of the study name as part of the subject line, to make it easy to sort the emails with an email program that supports filtering based on subject line. |

| | If set to Yes, researchers will also receive a notification if the system is in lenient pre-requisite enforcement mode and a participant cancels a study that was a pre-requisite for the current study. Read the section on Pre-Requisites in this table for more information about this situation. |
|---|---|
| | Emails are sent to all researchers specified for the study, unless a specific researcher is assigned to the timeslot that the email notification is being sent about. See Timeslots Linked to Specific Researchers for more information. |
| Researchers at Timeslot-Level | If set to Yes, it will be possible (but not required) to assign a specific researcher (from the list of researchers for the study) to a timeslot. If set to No, then it is assumed that all researchers (assigned to the study) are responsible for all timeslots. See Timeslots Linked to a Specific Researcher for more information. This option only appears if the system is configured to allow multiple researchers per study. |
| Automatic Credit Granting | If set to Yes, timeslots that are more than a specified number of hours old and still in the Awaiting Action state will be changed to a credit grant. The check for timeslots in this situation is made only once per day. If an automatic credit grant is done, you may still change it later if necessary. |
| | For online external web studies, the credit grant will take place the specified number of hours after the timeslot (participation deadline) has occurred, so this feature is generally not useful in this situation. This option will not appear for online survey studies (within the system) because credit granting generally occurs automatically, immediately after the participant completes the survey. |
| Can a participant sign up for this study more than once? (this feature might be disabled on your system) | If you would like to allow participant to sign up (and receive credit) for your study more than once (at different times), choose |

| | |
|---|---|
| | Yes. Otherwise, choose No.<br><br>If No is chosen, participants may only sign up for the study more than once if they previously failed to show up for the study (a no-show). |
| Shared Comments | This is an optional area where you may enter any comments or notes about the study, which are visible to any researchers and PIs in the system, but not to participants. This field is useful if you want to make the technique used in the study visible to other researchers, so they can set your study as a disqualifier if necessary. The maximum length of this field is 1,000 characters. |
| Private Comments | This is an optional area where you may enter any comments or notes about the study, which are only visible to the researchers (and PI) for this study, and not to participants. The maximum length of this field is 3,000 characters. |
| Research Alternative? | If set to Yes, then this study is considered a research alternative study. Some participants, for various reasons (typically for accruing too many unexcused no-shows, or being unable to consent to participate in studies), may be restricted such that they can only sign up for research alternative studies. Only an administrator may change this value (the default is No). |
| Participant Sign-Up Deadline (this feature might be disabled on your system) | Enter the deadline before the study is to occur that the participant may sign up, in whole hours. |
| Participant Cancellation Deadline (this feature might be disabled on your system) | Enter the deadline before the study is to occur that the participant may cancel their existing sign up, in whole hours. Generally the cancellation deadline should be shorter than the sign-up deadline, so participants can easily cancel an accidental sign-up. |

Once you have filled out the appropriate information, save it and the system will be updated immediately with the information. Your next step is likely to add timeslots (sessions). See the Working with Timeslots section of this documentation for more information.

If you need to update this study, see the following Updating a Study section of this documentation. If you would like to add participation restrictions based on prescreen responses, you can do so when you update the study (see Prescreen Participation Restrictions).

## *Updating a Study*

You may update any of your studies at any time. To do so, choose My Studies from the top toolbar, and you will see a list of your studies. Click on the desired study, and choose the Change Study Information link.

You will see a form remarkably similar to the one you used to add the study. A few options may no longer be changeable depending on the status of the study (e.g., if participants have already signed up for it). The fields shown are all the same as when you added the study. See the Adding a Study section of this documentation for an explanation of those fields.

The changes you make will be will be take effect immediately after they are saved. When changes are made, if administrator re-approval is required before a study is made visible to participants, then you should contact the administrator to request re-approval once you have made all your changes. Changing the following fields may require a re-approval: study name, brief abstract, detailed description, eligibility requirements (the text field, not specific restrictions like prescreen restrictions, study pre-requisites/disqualifiers, or course restrictions), duration, preparation, credit value (for credit studies only). There will be a notice on the Change Study Information to warn if re-approval may be required, and they system will also notify you, after making changes, if the study is now in need of re-approval.

If you need to change the credit value for a study, and there is no option to do so, this means the study already has at least one participant signed up for it. You cannot change the credit value when a study is in this situation because there is no easy way to handle past credits for the same study (e.g. should old credit grants for the same study be adjusted to reflect the new credit value, or kept the same?). If the study is nearing the end of its run, and variable credit granting is enabled, then the easiest solution is to grant the new credit value to participants who sign up in the future. If you prefer that the credit value is changed for the entire study, contact the administrator, who can make the change for you. Note that if the study's credit value is changed while there are pending sign-ups, those participants are *not* notified of this change, so you will need to notify those participants of the change in credit value if necessary.

## *Deleting a Study*

You may delete a study only if participants have not signed up for it. If you need to delete a study which already has sign-ups, you should make it Inactive instead, if you do not want it to be visible to participants. You may not delete a study which has sign-ups, so the option will not be presented.

If you want to delete a study that has sign-ups, please contact the administrator. The administrator can delete a study with sign-ups, but only if the sign-ups are all without credit values (this usually occurs when study participation history from a previous semester was retained, but credits were zeroed out). If the study has sign-ups where the sign-ups have (non-zero) credit values linked to them, then the administrator cannot delete the study until all those

credit grants are changed to a 0 value (or the participants for the sign-ups are deleted). The reason for this restriction is to ensure that the credit count for participants where they have earned credits is accurate, which means that the studies which contributed to their credit earnings must be kept intact.
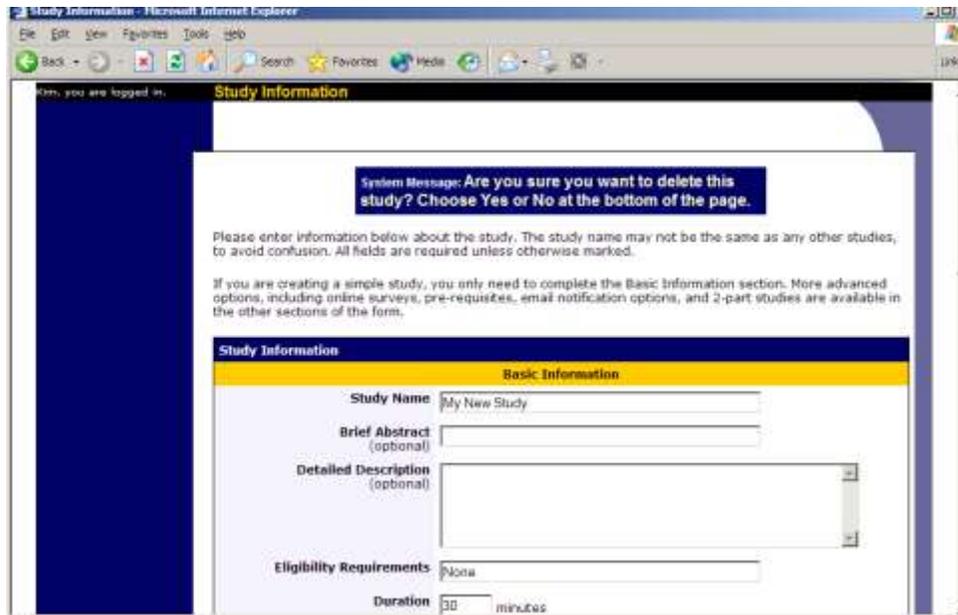


**Figure 5- Deleting a Study**

To delete a study, choose My Studies from top toolbar, click on the desired study, then choose the Delete Study option. You will see a confirmation page. Choose Yes (at the bottom of the page) to delete the study.

Once a study is deleted, it cannot be restored, so use this feature very carefully. If you delete an online survey study, the survey and all data collected will also be deleted.

## *Timeslot Usage Summary*

The timeslot usage summary is available when viewing your study. This gives some basic information about timeslot utilization in the past and in the future, as well as some basic no-show information. It also gives information on timeslots for the study by location (if the study is not an online survey study or external web study), and by researcher (if the study is configured to allow researchers to be assigned to specific timeslots).

For credit studies, the system also provides a summary of how many credits were granted. This summary accurately computes credit usage, taking into account any variable credit grants (if Variable Credit Granting is enabled in System Settings), where some participants may have received credit in a different amount than the study's listed credit value.

If timeslot usage limits are enabled, the system will provide an estimate of how many timeslots can be added. Note that if the study is a two-part study, it will estimate based on allocating all the limit to the first part or the second part (both estimates are provided), however in practice it's more likely a researcher will want to add timeslots to both parts of the study, so this should be

taken into account when viewing these estimates, especially if the first part and second part of a study have a different duration.

## *Bulk Mail Summary*

The system tracks whenever any type of bulk email is sent (by a user) related to the study. This includes inviting participants based on the study's prescreen participation restriction analysis, or contacting those who have already signed up for the study. This information is kept for 6 months, and it is tracked to ensure that all users follow generally accepted Internet practices for responsible use of email. The administrator also has access to this information.

## *Viewing Your Studies*

To view your studies (and not the studies of others), choose the My Studies option on the top toolbar. The system will list all your studies in alphabetical order by study name, grouped by studies that are active, then inactive studies.



**Figure 6 - Your Studies**

## Participant Study View

If you would like to see how your study appears when participants view it, find your study and choose the Participant Study View option. This will show exactly how the study appears to participants, with the exception that when a participant views a study, next to each pre-requisite and disqualifier study (for a study) is listed a status indicator about whether they have met that requirement. In Participant Study View, the pre-requisite and disqualifier studies are listed, but there is no status indicator next to each study in the list.

If for some reason you think your study is not visible to participants, it may be due to various restrictions you have set on the study, like prescreen participation restrictions, such that few (or none) of the participants in the pool qualify. You can ask the administrator to use the Check Study Configuration tool (available to them when they view your study) to provide advice on

why your study may or may not be visible to participants. Administrators there also have an option to type in a specific participant to see if that participant would qualify for your study.

## *Viewing Other Studies*

To view all studies that are visible to participants, choose the All Studies option from the top toolbar.

You will see a list first of all Active studies. These studies will show up to participants on the list of available studies. The next group of studies (if there are any) is Inactive studies. These will *not* show up on the list of available studies (to participants), but participants can access information about these individual studies on links from the page with their progress (if they participated in the study) or if another study has the Inactive study listed as a pre-requisite or disqualifier.

# Online External Studies

Online external studies are online studies which are not hosted within the system, but instead reside on some other website.

For online external studies, you may want to develop some method of linking the participant's sign-up in the system to your online study, so you know who to grant credit to.  One way to do this is to ask the participant's name (or some other identifying information) that will make it easy to locate their sign-up within the system and grant them credit once they have completed your online study. Another method of tracking, which offers more anonymity, is to use the Survey Code feature described later in this section. The most automated approach is to use the External Study Credit Granting feature, where the participant receives credit automatically as soon as they finish the study.

Note that if External Study Credit Granting is not used, the system will *not* automatically grant credit once the participant has finished the study, and the reason is that the system does not know when something occurred on a website outside the system. In this case, researchers should routinely login and grant credit as necessary.

## *External Study Credit Granting*

[**KB NOTE: PLEASE CONTACT KEITH BURT BEFORE ATTEMPTING TO DO THIS. IT IS RECOMMENDED THAT ONLINE STUDIES GRANT CREDIT MANUALLY.**]
With External Study Credit Granting, a participant can receive credit as soon as they finish the online external study. This is accomplished by having the external study notify the system that the participant has completed the study and thus deserves credit.

The notification to the system is done by accessing the Completion URL for the study. A properly-configured study will have up to two Completion URLs:

1. **Client-Side Completion URL**: If this URL is loaded, the participant will receive credit. Typically, this URL would be loaded by the participant clicking on a link in their browser, or the participant being redirected to this link after completing the study. This is the most common method used for commercial survey products like SurveyMonkey and Qualtrics.

2. **Server-Side Completion URL**: This URL would typically be loaded by the external study (not clicked by the end-user participant) and is a server-to-server communication between the external study and the system. The results are returned in XML format and may be parsed by the external study. This method would be used when you have full control over the external study, like if it is programmed from a Perl script. It also provides more control and security than the client-side method.

You should use only *one* completion URL to achieve credit granting. For most commercial online survey products, and also if you are not familiar with programming, then the client-side completion URL is likely the most appropriate option. To avoid confusion, the system will only display the client-side completion URL if a commercial survey product is being used and is known to support only the client-side completion URL.

To see the completion URLs for your study, first ensure the study is set up correctly as an online external study. Then, enter the URL for the external site in the Study URL field in Change Study Information, and save your changes. Next, click on Change Study Information again and modify the Study URL to include `%SURVEY_CODE%` in the URL in the appropriate place. If you entered the URL for a commercial product like SurveyMonkey, Qualtrics, or Inquisit, then the system will display help text just below the URL with a suggestion for how to include this. Save your changes, and the Completion URLs should now appear on the resulting study information page. In short, the Completion URLs will appear as long as there is `%SURVEY_CODE%` anywhere in the Study URL.

The client-side completion URL will look something like this:
```
http://yourschool.sona-
systems.com/webstudy_credit.aspx?experiment_id=170&credit_token=9185d436e5f94
b1581b0918162f6d7e8&survey_code=XXXX
```

The server-side completion URL will look something like this (if displayed):
```
http://yourschool.sona-
systems.com/services/SonaAPI.svc/WebstudyCredit?experiment_id=170&credit_toke
n=9185d436e5f94b1581b0918162f6d7e8&survey_code=XXXX
```

In the example, the XXXX at the end is to show where the survey code number should be placed (in place of XXXX) by the external study website. For SurveyMonkey studies, the client-side completion URL will be slightly different from the example above in the names of parameters, due to a limitation in how the SurveyMonkey product handles parameter names.

The next step is you'll need to configure the online external study to receive the survey code number *from* the system at the start of the study, and also to load one of the completion URLs at the end of the study, while replacing XXXX with the survey code number and pass that *to* the system in the completion URL. Because this involves configuring the external study which is not part of the system, then how this is accomplished depends on the external study. Usually it involves setting up the survey code number as some type of variable that is passed in via the URL, and then configuring a redirect URL at the end of the study to be loaded, with this variable in the URL.

As this is a complicated feature, the best method to test it is to actually login to the system as a fake participant. The entire credit granting process is not possible to test as a researcher, since researchers cannot sign up for studies. To ensure other (real) participants do not sign up for the study while you are testing it, add an Invitation Code to the study (you can remove it later).

The configuration directions for some popular survey products are below, based on information from those vendors.

## External Study Credit Granting with SurveyMonkey

With SurveyMonkey, note that some of the features used within SurveyMonkey may vary depending on your subscription level with SurveyMonkey.

Here are the basic steps, which are subject to change (since the product is controlled by SurveyMonkey):

1. In the system, change the Study URL so it includes `%SURVEY_CODE%` in the URL. So if the SurveyMonkey URL is `http://www.surveymonkey.com/s/H2Y9H27` then change it to
   `http://www.surveymonkey.com/s/H2Y9H27?c=%SURVEY_CODE%`
2. In SurveyMonkey, configure the survey to accept the survey code number, as a collector.
3. In SurveyMonkey, configure the Survey Completion option to "redirect to your own webpage", and provide the SurveyMonkey Completion URL from the system. By doing this, SurveyMonkey will put in the survey_code number passed to the collector. If Steps 1 and 2 were completed correctly, then SurveyMonkey will add in the parameter automatically when it redirects the user. So if the SurveyMonkey Completion URL will look something like this: `https://yourschool.sona-systems.com/webstudy_credit.aspx?experiment_id=170&credit_token=9185d436e5f94b1581b0918162f6d7e8`

These features are described on SurveyMonkey's site at the following URLs:

- [http://help2.surveymonkey.com/articles/en_US/SurveyMonkeyArticleType/Can-I-pass-a-unique-ID-through-the-link-and-then-through-a-redirect-URL](http://help2.surveymonkey.com/articles/en_US/SurveyMonkeyArticleType/Can-I-pass-a-unique-ID-through-the-link-and-then-through-a-redirect-URL) ("Can I pass a unique ID through the link and then through a redirect URL?")
- [http://help2.surveymonkey.com/articles/en_US/SurveyMonkeyArticleType/Can-I-redirect-respondents-to-a-different-website-upon-completion](http://help2.surveymonkey.com/articles/en_US/SurveyMonkeyArticleType/Can-I-redirect-respondents-to-a-different-website-upon-completion) ("Can I redirect respondents to a different website upon completion?")

The SurveyMonkey Completion URL provided by the system should be sufficient to paste directly into SurveyMonkey. If you prefer to derive the URL from the Client-Side Completion URL, then you simply need to *remove* the `&c=XXXX` from the end of Client-Side Completion URL and place the remaining text in SurveyMonkey.

## External Study Credit Granting with Qualtrics

With Qualtrics, it is best to follow the URL listed below that describes the process in detail on the Qualtrics website. In that document, "panel company" refers to our system, and you will only need to focus on the Complete Response Link. The Screen-Out Link and Over Quota links are not applicable or implemented in this situation.

Here are the basic steps, which are subject to change (since the product is controlled by Qualtrics):

1. In the system, change the Study URL so it includes `%SURVEY_CODE%` in the URL. So if the Qualtrics URL is `https://yourschool.qualtrics.com/SE/?SID=SV_b9ZD41hMZaqE` then change it to `https://yourschool.qualtrics.com/SE/?SID=SV_b9ZD41hMZaqE`==`&id`==
==`=%SURVEY_CODE%`==

2. In Qualtrics, configure the survey to accept the survey code number, as an embedded data field named "id". Remember to use lower-case as this is case-sensitive.

3. In Qualtrics, configure the Survey Flow option to "Redirect to a URL" at the end of the survey, and provide the Qualtrics Redirect to a URL value from the system. The Qualtrics Redirect to a URL should look something like this: `https://yourschool.sona-systems.com/webstudy_credit.aspx?experiment_id=170&credit_token=9185d436e5f94b1581b0918162f6d7e8&survey_code=${e://Field/id}`

These features are described on Qualtrics' site at the following URL:

- [http://www.qualtrics.com/university/researchsuite/distributing/panels/panel-company-integration](http://www.qualtrics.com/university/researchsuite/distributing/panels/panel-company-integration) ("Panel Company Integration")

The Qualtrics Redirect to a URL provided by the system should be sufficient to paste directly into Qualtrics. If you prefer to derive the URL from the Client-Side Completion URL, then you simply need to change the `&c=XXXX` at the end of Client-Side Completion URL to `${e://Field/id}`

## External Study Credit Granting with SurveyGizmo

With SurveyGizmo, it is best to follow the URLs listed below that describe the process in detail on the SurveyGizmo website. In those documents, "panel company" refers to our system, and you will only need to focus on the Completed Surveys Link. The Over Quota and Disqualified links are not applicable or implemented in this situation. Note that some of the SurveyGizmo features described below may not be available to all SurveyGizmo subscription levels.

Here are the basic steps, which are subject to change (since the product is controlled by SurveyGizmo):

1. In the system, change the Study URL so it includes `%SURVEY_CODE%` in the URL. So if the SurveyGizmo URL is `http://www.surveygizmo.com/s3/12345/my-survey` then change it to `http://www.surveygizmo.com/s3/12345/my-survey`==`?scode=%SURVEY_CODE%`==

2. In SurveyGizmo, configure the survey to accept the survey code number, via a Hidden Field with a URL Variable named "scode". To do this, go to Build & Edit | Select Add Action on the *first* page of the survey. Pick the name "Sona Survey Code" for the action, and click on Add & Edit Action. In the Value section, first click on Insert Merge Code and choose URL Variable. Then, in the Value section, type in ==`[url("scode")]`==

3. In SurveyGizmo, configure the URL Redirect for completed surveys. On the *Thank You* page section, go to Add Action | URL Redirect (in Edit Text Elements). Pick some name

for the action, and click on Add & Edit Action. In the URL field provide the SurveyGizmo Redirect URL from the system. The SurveyGizmo Redirect URL should look something like this: `yourschool.sona-systems.com/webstudy_credit.aspx?experiment_id=170&credit_token=9185d436e5f94b1581b0918162f6d7e8`

4. Next, on that same page in SurveyGizmo, choose Add Field and choose the question named "Sona Survey Code" from the options and choose Add Field. Then, in the Variable Name textbox, type in `survey_code` and save your changes.

These features are described on SurveyGizmo's site at the following URLs:
- https://support.surveygizmo.com/entries/20385662-Panel-Integration ("Panel Integration")
- https://support.surveygizmo.com/entries/21433006-Pushing-Values-into-a-Survey-Part-1-Using-Query-Strings ("Pushing Values into a Survey : Part 1 Using Query Strings")

The SurveyGizmo Redirect URL provided by the system should be sufficient to paste directly into SurveyGizmo. If you prefer to derive the URL from the Client-Side Completion URL, then you simply need to *remove* the `&c=XXXX` from the end of Client-Side Completion URL and also the https:// (or http://) from the beginning, and place the remaining text in SurveyGizmo.

## External Study Credit Granting with LimeSurvey

With LimeSurvey, be sure you are using version 2.0 build 130514 or newer. Earlier versions contain some bugs that will prevent things from working properly.

Here are the basic steps, which are subject to change (since the product is controlled by LimeSurvey):

1. In the system, change the Study URL so it includes `%SURVEY_CODE%` in the URL. So if the LimeSurvey URL is `http://limesurvey.yourschool.edu/index.php/651365/lang-en` then change it to `http://limesurvey.yourschool.edu/ index.php/651365/lang-en?id=%SURVEY_CODE%`

2. In LimeSurvey, configure the survey to accept the survey code number, as URL Parameter named "id". To do this, go to General Settings | Panel Integration and add the URL parameter there, with no target question. Remember to use lower-case as this is case-sensitive, and be sure to click Save for both the new parameter and panel settings.

3. In LimeSurvey, configure the End URL (in Edit Text Elements), and provide the LimeSurvey End URL from the system. The LimeSurvey URL should look something like this: `https://yourschool.sona-systems.com/webstudy_credit.aspx?experiment_id=170&credit_token=9185d436e5f94b1581b0918162f6d7e8&survey_code={PASSTHRU:id}` If (and only if) you do not see a LimeSurvey End URL in the system, then proceed with the rest of this step. Otherwise, proceed to the next step.
In LimeSurvey, configure the End URL (in Edit Text Elements), and provide the Client-Side Completion URL from the system. However, you need to change the XXXX at the end of the URL, and instead have LimeSurvey put in the survey_code number passed as a

pass-through variable. So if the client-side completion URL was
`https://yourschool.sona-systems.com/webstudy_credit.aspx?experiment_id=170&credit_token=9185d436e5f94b1581b0918162f6d7e8&survey_code=XXXX` then enter it in LimeSurvey as
`https://yourschool.sona-systems.com/webstudy_credit.aspx?experiment_id=170&credit_token=9185d436e5f94b1581b0918162f6d7e8&survey_code=`<mark>`{PASSTHRU:id}`</mark>

4. Note that if, after saving the End URL, you see an &amp; in place of & in the End URL field, then you need to instead set this value while logged into LimeSurvey as an administrator. This is due to a bug in LimeSurvey (bug 7827).
5. In LimeSurvey, set "Automatically load URL when survey complete?" to Yes on General Settings | Presentation & Navigation. This is due to a bug in LimeSurvey (bug 7826), where the survey code will not be properly passed through if this setting is set to No.

These features are described on LimeSurvey's site at the following URL:
- [http://manual.limesurvey.org/wiki/URL_fields](http://manual.limesurvey.org/wiki/URL_fields) ("URL Fields")


## External Study Credit Granting with Inquisit

Inquisit is a product offered by Millisecond Software, and the instructions below apply to Inquisit Web Edition only.

Here are the basic steps, which are subject to change (since the product is controlled by Millisecond):

1. In the system, change the Study URL so it includes `%SURVEY_CODE%` in the URL. So if the Inquisit URL is
`http://research.millisecond.com/myexperiment.web` then change it to `http://research.millisecond.com/myexperiment.web`<mark>`?survey_code=%SURVEY_CODE%`</mark>
2. In Inquisit, use the webscript registration wizard to configure the survey to accept the survey code number. On the part where it asks how to generate subject IDs, select Query Parameter and enter in "survey_code".
3. In Inquisit, configure the Finish Page URL, and provide the Inquisit Finish Page URL from the system. The Inquisit Finish Page URL should look something like this:
`https://yourschool.sona-systems.com/webstudy_credit.aspx?experiment_id=170&credit_token=9185d436e5f94b1581b0918162f6d7e8`

These features are described on Millisecond's site at the following URL:
- [http://www.millisecond.com/support/docs/v3/html/howto/interopsurveys.htm](http://www.millisecond.com/support/docs/v3/html/howto/interopsurveys.htm) ("How to Interoperate Inquisit Web Edition with Online Survey Packages")

The Inquisit Finish Page URL provided by the system should be sufficient to paste directly into Inquisit. If you prefer to derive the URL from the Client-Side Completion URL, then you simply need to *remove* the `&c=XXXX` from the end of Client-Side Completion URL and place the remaining text in Inquisit.

## Client-Side Completion URL Responses

For help in testing, listed below are the possible messages that the participant will see when they are redirected to the client-side completion URL. Note that if the system has a language enabled other than English, then the message will be displayed in the participant's preferred language, instead of English (unless their language preference is English of course).

| Status Message | Explanation |
|---|---|
| Web study credit successfully granted. | The credit was granted successfully. |
| Invalid experiment_id or credit_token. | The experiment_id or credit_token in the completion URL was invalid. As this does not change for each participant, this is most likely to occur if the completion URL was somehow incomplete or truncated. |
| Invalid survey_code. | The survey_code was not specified at all, or was blank. This may indicate the external study is not properly placing the survey_code in the completion URL. |
| Invalid survey_code. ## [some number] | The survey_code was provided, but is not valid for this study. |
| You have already received credit for this study. / You have already participated in this study. | The participant has already participated in this study and received credit/been marked as participated. |
| You are not eligible to participate in this study. | The participant has already signed up for this study, but has been marked as a no-show, and has no other signups for this study which are in Awaiting Action state. |
| Web study credit grant error. ## [some number] | Some other generic error. Please contact Technical Support for more information. |

## Server-Side Completion URL Responses

For help in testing, listed below are the possible messages that the system will give if the Server-Side Completion URL is loaded. This feature is documented using the same format as the general documentation for the API interface, for consistency. See Automating Tasks – API for information about how to locate the API documentation.

**Input Parameters**

Below are the following input parameters for use with the WebstudyCredit API function. These are included automatically when the system generates the Server-Side Completion URL. Note the parameters must be specified as part of the URL (an HTTP GET) and not via an HTTP POST request.

| Parameter | Description / Possible Values |
|---|---|
| experiment_id | The Experiment ID of the study. |
| credit_token | The credit token used to identify/reference the study. |

| survey_code | The code that identifies the participant from the external web study. |
| --- | --- |

**Error Codes**

Below are the possible error messages encountered and their respective descriptions. If the request was successful, there will not be an Error object returned, and only a Result object. See Sample Output for an example.

| Error Type | Error Code | Description |
| --- | --- | --- |
| Authentication failed | 0 | unspecified error |
| Invalid experiment_id | -1 | An invalid experiment_id value has been entered |
| Invalid credit_token | -2 | An invalid credit_token value has been entered |
| Participant already granted credit | -3 | The participant has already been granted credit |
| Participant already marked participated | -4 | The participant has already participated |
| Participant not eligible (no-show) | -5 | The participant is not eligible for credit |
| Invalid survey_code | -6 | An invalid survey_code value has been entered |

**Sample Input**

http://yourschool.sonasystems.com/services/SonaAPI.svc/WebstudyCredit?experiment_id=170&credit_token=9185d436e5f94b1581b0918162e8&survey_code=XXXX

**Sample Output**

The output is in XML format, and an example is below of a successful request. Most of the Result object will contain null/empty values, as it is part of an object used for other API calls. There are two options to check that the credit grant was successful:
  1. The Result object exists
  2. The Result object exists and the credit_status field has a value of G

If there was an error, then the Errors object will contain data instead of being null.

*<WebstudyCreditResponse>*
  *<WebstudyCreditResult>*
    *<a:Errors i:nil="true"/>*
    *<a:Result>*
      *<a:anon_id_code i:nil="true"/>*
      *<a:credit_status>G</a:credit_status>*
      *<a:email i:nil="true"/>*
      *<a:first_name i:nil="true"/>*
      *<a:last_name i:nil="true"/>*
      *<a:phone i:nil="true"/>*

```
                    <a:signup_id>123</a:signup_id>
                    <a:student_id_num i:nil="true"/>
                    <a:survey_code>XXXX</a:survey_code>
                    <a:user_id i:nil="true"/>
                </a:Result>
        </WebstudyCreditResult>
</WebstudyCreditResponse>
```

## Security Considerations

There is one potential risk with using the client-side completion URL. Because the URL is typically accessed directly by the participant (their browser is redirected to it), then they have access to view the parameters in the URL. The completion URL contains a key specific to your study, as well as an ID (the survey code number) to indicate which participant should be granted credit.

The risk is that a participant could use this URL and start trying other ID (survey code numbers) to grant other participants credit. In order for this scheme to work, *all* of the following must be true:

- They must be able to guess an ID number used by another participant. The ID numbers are not sequential.
- The other participant must be signed up for this study.
- The other participant must not already have received credit for this study (i.e. they are in Awaiting Action state).

It's fairly unlikely that all three situations will occur, and it's also a lot of work for a participant to guess all possible ID numbers, though this can be automated. If this is a concern, the best option is to use the server-side completion URL, since that is a communication from server to server, and so participants will not see the communication. The drawback is that most commercial survey products do not support use of the server-side completion URL, so additional programming would be required.

## *Using the SURVEY CODE Feature*

**Note**: If you are just interested in external study credit granting, then this section may not be applicable. This section describes how to use the survey code feature to link a sign-up in the system to data collected in the external study. However, it also describes the foundation for how the survey code feature works, which is useful in better understanding the external study credit grant feature.

For web-based studies which are administered outside the system, there is a special facility available for advanced users to track sign-ups in their web-based study while still preserving confidentiality. This feature applies only to web-based studies administered outside the system.

Before going further, it is important to note that this is an advanced feature and may require some programming skills. Sona Systems is unable to provide technical support for any programming questions.

The way this feature works is that if the text `%SURVEY_CODE%` is placed anywhere within the Study URL field, the system will automatically replace this text with a unique number for the participant. This unique number will also be displayed next to their sign-up within the system, so it's easy to match sign-ups by this number. The number can be anywhere from 4-7 characters in length, and will not contain leading zeroes (1234 is possible, but 01234 is not).

The external study will then need to be set up to process this code and log it appropriately. Sona Systems cannot provide detailed technical support on how to program an external study, as that is code that is external to our software.

Here is an example of how this works. Let's say the study URL is:
`http://www.myschool.edu/mysurvey.html`

If the Study URL is entered in the system as:
`http://www.myschool.edu/mysurvey.html?id=%SURVEY_CODE%`
then when a participant clicks on that URL, the system will replace `%SURVEY_CODE%` with a unique numeric value to identify the participant. For example, the URL may be changed to:
`http://www.myschool.edu/mysurvey.html?id=30039`

If that is the case, then on the page in the system listing sign-ups for this study (i.e., in the timeslot), the code 30039 will appear next to that participant's sign-up.

If this code is parsed and handled by the external study, then the researcher can easily link up the sign-ups in the system with who they have collected data from within their external study, so they know who to credit. Note that the crediting still will not occur automatically. The purpose of this feature is to provide a way to identify participants without compromising privacy, since the system can then be configured so that names are not displayed next to sign-ups.

To help with setting this up, if a participant is not viewing the URL (for example, the researcher is viewing the URL), this special survey code text will simply be removed. Note this special text must be in all capital letters, and surrounded by percent signs. You may confirm it was entered correctly because a sample URL will be displayed when you go to view (not edit) the study, below the normal study website link.

If you provide a Survey Monkey, Qualtrics, or Inquisit URL in the Study URL field, then the system will provide guidance (after saving your changes) about how to use the survey code feature.

## Working with Timeslots (Sessions)

Timeslots (also referred to as Sessions) are the available times when a participant may participate in the study. If you are setting up timeslots for a web-based study, please read the section in this documentation on Web-Based (Online) Studies for some special information.

Timeslots allow you to specify a date, time, location, maximum number of participants, and researcher for a session.

## Timeslot Usage Restrictions

If enabled on your system, you may find there is a limit to the amount of time available for scheduling timeslots. This usage is computed by adding up all the past timeslots where credit was granted, and then adding all timeslots in the future, regardless of credit status. You may find that the usage goes down over time, as time progresses and timeslots that were in the future which had no sign-ups are now in the past and no longer count towards usage (empty timeslots). The timeslot usage and limit is listed whenever you add a timeslot, if usage restrictions apply. It may also be listed when you view your profile, depending on how your system is configured.

## Timeslots Linked to Specific Researchers

If your system is configured to allow multiple researchers per study, you will also have an option to link timeslots to a specific researcher. This is done primarily for organization purposes, and has no effect on who can view and modify the study, or any timeslots for that study.

This feature is useful when there are a number of researchers running a study, and researchers are responsible for running specific timeslots. If a timeslot has a specific researcher linked to it, then only that researcher will be listed as the contact point when a participant receives any emails related to their participation in that timeslot. Finally, only the researcher connected to that timeslot receives related notification emails, such as participant cancellation notification, and reminder emails (assuming such emails are enabled).

It is also possible to have some timeslots where a specific researcher is linked to them, and others where all researchers (who are assigned to the study) are responsible for the timeslot. It is not possible to link more than one, but not all of the researchers (for the study), to a specific timeslot. The options are to either link one researcher to the timeslot, or all of them.

If a researcher is removed from a study, then any timeslots that were linked to them for that study will be changed so all researchers (for the study) are now responsible for those timeslots.

To use this feature, the system must be configured to allow multiple researchers per study. Then, the study itself must be configured to allow researchers to be linked to specific timeslots. Finally, the study must have more than one researcher connected to it.

## Creating Timeslots

To add a timeslot for a study, you must first choose the study that you would like to add a timeslot for. To view your studies, choose the My Studies option on the top toolbar. Click on the desired study, and choose the Timeslots choice.

You will see a list of any existing timeslots, and the Add A Timeslot option at the bottom of the page. Click on Add A Timeslot.
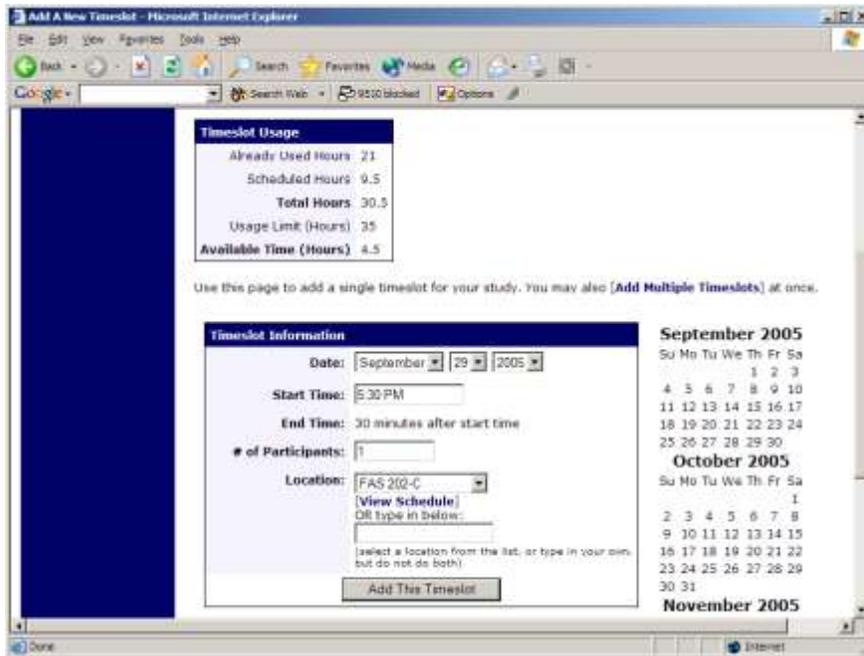
**Figure 7 - Adding a Timeslot**

The following table lists the information you may enter about a timeslot, along with an explanation. All fields are required.

| Field | Explanation |
|---|---|
| Date | The date for the timeslot. |
| Start Time | The time for the timeslot. A sample time will be provided. If you want to change the time, please use the same format as the time you see presented. Note in particular how "a.m." and "p.m." are handled (if such a format is enabled on your system). |
| End Time | The time when the timeslot will end. This is computed automatically based on the duration you entered when you set up the study. |
| # of Participants | The number of participants for this timeslot. This limit is *not* visible to participants. They will only see whether the timeslot is full or not. The maximum number is 999. |
| Location | The physical location where the study will take place, for this timeslot. It will be automatically filled with the location of the previous timeslot, when available, to ease in data entry.<br><br>Depending on how your system is |

| | configured, you may see a list of pre-configured locations. You may choose any of those locations and click on View Schedule to see the schedule for a location. The system will automatically prevent you from adding a timeslot using a location that is already in use at the time you try to schedule the timeslot. If you do not see the location in the list that you plan to use, you can simply type in the location in the text field below it.<br><br>The location field does not apply for web-based studies. |
|---|---|
| Researcher | The researcher assigned to this specific timeslot. The list will contain a list of all researchers for the study. Choose ALL if all researchers (for the study) should be assigned to this timeslot. See Timeslots Linked to Specific Researchers for more information. |

To ease data entry, the system will automatically fill in the date, time, and location based on the ending time of the last timeslot for this study. If applicable, your current timeslot usage will be listed, and you will be prevented from adding a timeslot that would exceed your timeslot usage time limit. A convenient calendar is provided next to the form, and you can click on any date and that date will be transferred to the form.

If you add a timeslot such that there is another timeslot (for any study) that occurs in the same time, at the same location, you will receive a warning (but the addition will be allowed), unless the location was chosen from the pulldown list of locations, in which case the addition will be blocked. If you add a timeslot that will take place outside of normal hours (for example, at 1:00am), the system will provide a warning but will allow it to be scheduled. You may not schedule a timeslot to occur after the IRB expiration date for your study, if Strict IRB mode is enabled by the administrator. The system allows adding timeslots to a study that is not available to participants (not active or not approved), but it will give a warning because participants are not able to sign up for the timeslot.

If you are running a web-based (online study), you should create a single timeslot with the participation deadline equal to the last day you would like to run the study. For number of participants, specify the maximum number of participants who may participate. If you are running a web-based study and you plan to collect data from more than 999 participants (999 is the maximum allowed in one timeslot), then once that timeslot is close to filling up, create a second timeslot as a slightly different time and/or date as the first timeslot.

## Creating Multiple Timeslots

If you would like to add multiple timeslots at once, choose the Add Multiple Timeslots link. You may choose to add a specified number of timeslots, or copy the timeslots from another week to a specified week. If you choose to copy, the system will copy the time, location, and number of participants for the specified week to the desired week, for each day of that week (starting with Monday).

If you choose to create a specified number of timeslots, you can choose the number of timeslots you would like to add, the start time and date, and the amount of time between each timeslot (to allow for breaks). You also may specify that timeslots that would occur outside normal business hours be shifted to the next business day, and specify when business hours occur. The system considers Monday-Friday to be business days.

On the subsequent page, you may change any of it to deal with special cases. Timeslots that you attempt to add, that either have errors or would result in exceeding the timeslot time usage limit, will not be added. This feature is not available for web-based (online) studies, as web-based studies rarely have more than one timeslot.

If you would do not want to add a specific timeslot that is listed, choose No in the Add This Timeslot? Column.



**Figure 8 - Creating Multiple Timeslots**

## *Modifying and Deleting Timeslots*

To modify or delete a timeslot for a study, you must first choose the study that you would like to deal with. To view your studies, choose the My Studies link from the top toolbar. Choose the Timeslots option in the timeslots column for the desired study. You will see a list of all recent timeslots. Recent timeslots in the past with no participants signed up will not be displayed. To work with timeslots more than a few days old and to see all timeslots, you will see a link to view all timeslots for the study. Select the timeslot you would like to deal with, and click the Modify button.

If the timeslot has no participants signed up for it, you will see a Delete button. You may not delete a timeslot that has participants signed up for it (you need to first cancel all existing

signups for the timeslot). If you would like to delete the timeslot, click the Delete button, and you will see a confirmation page. Choose Delete again to delete the timeslot.

If you would like to modify the timeslot, modify the desired information and click the Update button just below the timeslot information. It should be noted that participants will *not* be notified (by email) of any changes you make to the timeslot, so you should contact them if information needs to be passed on to them (a link is provided on the same page to do so). If you change the date or time of the timeslot, you will be warned that this was changed in case the change was unintended. You may not update the size of the timeslot (number of participants) to a value lower than the current number of participants signed up for the timeslot. Generally, researchers only update timeslots with sign-ups to update the location, if it was not available when the timeslot was originally created.

If the study (or researcher) is subject to timeslot time usage restrictions, the system will enforce them and prevent you from increasing the number of participants in a timeslot if that would result in exceeding the timeslot usage limit.

## Timeslot Change Tracking

The system automatically tracks certain changes that occur with a timeslot, including any time key information about the timeslot (date, time, etc.) is changed, as well as any time a manual sign-up or cancellation is performed (i.e., not a sign-up or cancellation done by the participant). This information is tracked for the last 3 months of changes for each timeslot.

To view this information, choose the View Timeslot Modification Log when viewing a timeslot, and you will see this information.

## *Deleting Multiple Timeslots*

If you would like to delete multiple timeslots at once, you may do that as well. Such a feature is only available for timeslots which have no participants signed up. To do so, select the desired experiment and choose Timeslots. At the bottom of the Timeslots page, you will see a Delete Multiple Timeslots option. The option may not appear in certain cases where such an option is not available because of a lack of available timeslots to delete.

After going to that page, you will see a list of timeslots eligible for deletion. Choose the timeslots you would like to delete, and choose Delete Selected Timeslots to proceed. If you would like to delete all empty timeslots, there is a Select All option at the bottom of this page that will automatically select all timeslots listed on the page for deletion. Click the Reset button to revert the effect of choosing the Select All option.

The system routinely deletes all empty timeslots more than 3 months old to preserve database space.
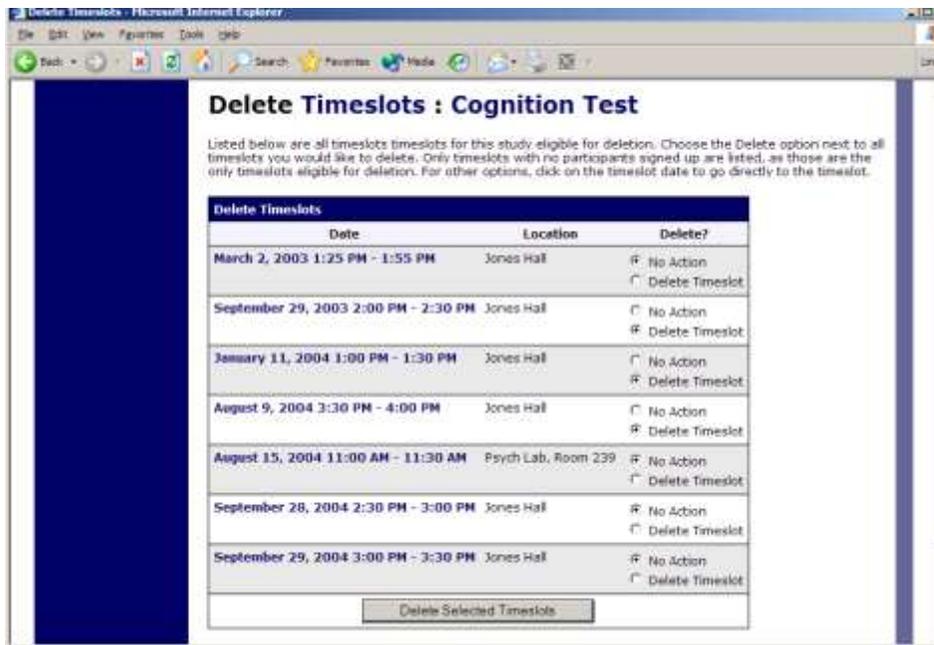
**Figure 9 - Delete Multiple Timeslots**

## *Manual Sign-Up*

If enabled on your system, you may manually sign up participants for your study. There are a number of situations where this is desirable. If the participant happens to show up for a timeslot they were not signed up for, and you elect to let them participate, you can sign them up on the spot for the timeslot. The participant in many cases cannot sign up on their own in this situation, because the sign-up deadline has passed. You may also sign up a participant for a study that has already occurred, if necessary.

Also, a manual sign-up overrides any restrictions you have placed on the study (e.g. pre-requisites), though you will be warned if you are overriding any restrictions. You may not sign up a participant for the same timeslot that they are already signed up for. You are allowed to sign them up for a study even if they are already signed up for a different timeslot for that same study, though you will receive a warning in this case. You may not sign up a participant for a study if it would cause them to exceed their maximum credit limit. If it is necessary to do so, please ask the administrator to do this, as they are allowed to do a manual sign-up even when it will violate maximum credit earning limits.

You also may not sign up a participant whose account is Limited, if your study is not a research alternative study, as those participants are ineligible for your study (the administrator can still do this).

If the system is configured as such, the participant will receive a confirmation email when you sign them up for a study. In that case, you are also given the option to enter comments to be included in this email that may better explain to the participant why they were signed up. If you are signing up a participant for a timeslot more than one year old, a confirmation will *not* be sent despite the system configuration. This is to make it easier when transitioning from an existing

system, as you may sign up old participants for the purposes of preventing them from signing up for the same study again in Sona. You may only sign up participants for your own study.

To sign up a participant for a timeslot, you must first find the desired study and timeslot. To view your studies, choose the My Studies option from the top toolbar. Click on Timeslots for the desired study, then select the timeslot you would like to deal with, and click the Modify button.

At the bottom of the page, you will see a Manual Sign-Up option, if it is enabled. Type in the participant's User ID (you may have to ask them for this) and click Sign Up. If enabled, you may also choose to sign up a participant using their unique ID code. You may also have the choice to enter their last name and choose from a list of participants. In all cases, after submitting the form, you will see a confirmation page that also lists any restrictions on the study. Choose Sign Up to complete the sign-up.



**Figure 10 - Manual Sign-Up Confirmation**

If you are subject to timeslot time usage restrictions, the system will enforce them and prevent you from signing up a participant in the timeslot if that would result in exceeding your timeslot usage limit.

If you are doing a manual sign-up for a two-part study, you must do a manual sign-up for each part separately. The system will overlook the scheduling range restrictions as well.

You cannot use the manual sign-up feature for online survey studies, because the sign-up for the study is integrated with the administration of the survey.

The manual sign-up feature will not appear for a researcher if the study requires approval by the administrator and it has not yet been approved. This is to ensure sign-ups cannot occur for a study that has not yet been approved, since research should not take place prior to approval.

## Manual Cancellation

If enabled on your system, you may have the opportunity to cancel a participant's sign-up. You may only cancel sign-ups that are in a No Action Taken state. To cancel a sign-up, find the

desired timeslot and participant, and click Cancel next to their name. The participant will be sent an email about the cancellation (and who performed it), along with a confirmation code, and their sign-up will be immediately cancelled. The administrator may also receive a copy of this cancellation email, depending on how the system is configured.

You may cancel all participants for the same timeslot at one time, when applicable. The option will appear below the list of signups, in cases where there are two or more participants signed up for the timeslot who are eligible for cancellation (No Action Taken state).



**Figure 11 - Manual Cancellation**

## *Viewing the Participant List*

To view the list of participants who have signed up for your study, you must first select the study and timeslot you wish to see. To view your studies, choose the My Studies option from the top toolbar. Click on the Edit link in the timeslots column for the desired study, then select the timeslot you would like to see, and click the Modify button.

The list of participants, along with their email addresses, will be listed.

**Figure 12 - Modifying a Timeslot / Participant List**

## *Granting or Revoking Credit*

At the completion of a session, you should promptly deal with the participants, in the system, to ensure proper credit grants. The reason for the prompt handling of this situation is in the event your study is a pre-requisite for another study, and a few other situations. You do not want to hold up other studies that are waiting on your response to the study you just ran.

To grant or revoke credit for a timeslot, you must first find the desired study and timeslot. To view your studies, choose the My Studies option from the top toolbar. Click on the Edit link in the timeslots column for the desired study, then select the timeslot you would like to see, and click the Modify button.

You will see a list of participants, identified either by name or ID code. If the participant properly participated in the study, click the Credit Granted button next to their name (this text may appear as Participated if the study is set up for payment).

If the participant did not appear for the timeslot, you may choose to mark their no-show as excused or unexcused. Depending on how your system is configured, an unexcused no-show may result in a penalty being assessed for the participant (the system will compute this automatically), or their privileges to use the system may be restricted. You should ask your administrator for guidelines about when to grant an excused no-show or an unexcused no-show. Generally, excused no-shows are granted for extenuating circumstances, like if the participant was involved in a car accident on their way to the appointment. An unexcused no-show is generally used when the participant did not show up and had no reasonable excuse. For most

schools, the majority of no-shows are unexcused and are due to carelessness on the part of participants.

Depending on how your system is configured, you may see an option to grant a credit value that is different from the standard credit grant. This is useful when you want to grant a participant a lower credit value because they left the study early (if they deserve a lower credit grant), or a higher credit value if the study ran longer than expected. The default value that is selected is the study's standard credit value. If this is enabled, then you may also grant 0 credits. This is useful if you do not want to grant credits to the participant, but you also want to prevent them from participating in the study again. If a participant is granted 0 credits, and the study is set to prevent duplicate sign-ups, then the participant will not be able to sign up for that study again.

If desired, enter any comments about the session in the Comments section (generally, this is used to indicate the reason for denying credit). Participants will see anything you enter in the Comments section for their sign-up, and these comments will be included in the email sent to participants when a credit grant/revocation occurs, if notification emails are enabled on your system.

Click on the Update Sign-Ups button at the bottom of the list of sign-ups to save your changes. Credit will be granted or a penalty assessed as necessary. The participant(s) will be emailed about this if the system is configured in such a manner.

It is not recommended to leave any sign-up for a timeslot that has occurred in the "No Action Taken" stage. This is a credit "limbo" and the system will warn you upon your next login about the offending timeslot that has not been dealt with properly. Note that if Manual Cancellation is enabled and you would like to cancel a participant's sign-up, the sign-up must be in No Action Taken state.

Depending on how your system is configured, the system may automatically grant credit to participants for timeslots that are more than an administrator-specified number of hours old, and where the researcher has taken no action. You can always change the automatic credit grant later if it was in error. The automatic credit grant takes place once a day, usually overnight. Your administrator can let you know if such a feature is enabled on your system.

If you need to do a simple credit grant or no-show across many timeslots, see the Uncredited Timeslots section which offers such a feature.

## Batch Credit Granting

In some cases, you may wish to automatically sign up and immediately credit a group of participants. This is often useful if you administered a study on an ad-hoc basis, and you want to credit participants after the fact.

To do so, go to the appropriate timeslot (you may want to create a timeslot specifically for this purpose), and click on Modify Timeslot. In the Manual Sign-Up section (if enabled), you will see a Batch Credit Grant link. Click that and you can provide the list of User IDs of users you would

like to sign up and credit. Users will be signed up and credited immediately. This feature overrides any sign-up restrictions on the study, just as a normal manual sign-up does.
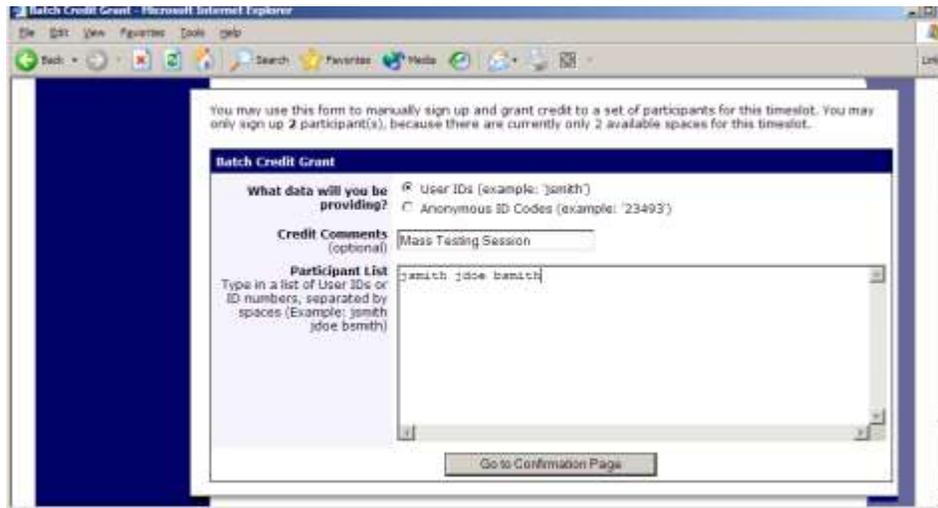


**Figure 13 - Batch Credit Grant**

The batch credit grant feature will not appear for a researcher if the study requires approval by the administrator and it has not yet been approved. This is to ensure sign-ups cannot occur for a study that has not yet been approved. You may provide a list of up to 50 participants, or as many participants as there are available spaces for the timeslot, whichever is less. Any participants listed past that limit will be ignored, but you can run the batch credit again with additional participants.

If you are signing up a participant for a timeslot more than one year old, a sign-up confirmation will *not* be sent despite the system configuration. This is to make it easier when transitioning from an existing system, as you may sign up past participants for the purposes of preventing them from signing up for the same study again in the system.

## *Emailing Participants*

If you wish to contact participants in a particular timeslot for any reason, you may click on the Contact link that will appear next to each participant's name (or ID code) to contact an individual participant. To email the group of participants for a particular timeslot, click the Contact All Participants choice at the bottom of the Modify Timeslot page for that timeslot.

You will be taken to a page where you can fill out a message that the system will send to the selected participants. The message is auto-filled with some basic information about the study, so participants are aware of which study you are referring to. You may remove this information if desired. You may choose to receive a copy of the email that you send.

Depending on how your system is configured, participants may already be receiving a reminder about upcoming studies the day before they are scheduled to participate. Ask your administrator for more information.
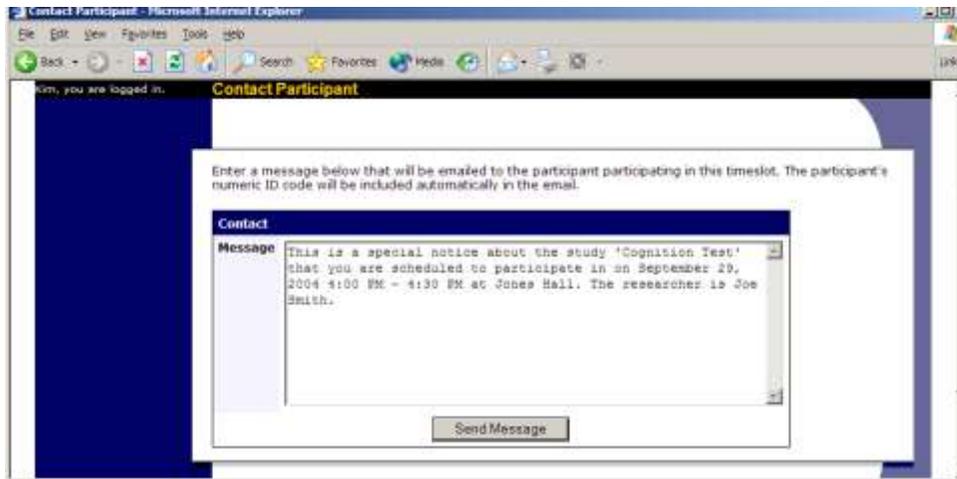
**Figure 14 - Contacting Participants**

In some cases, you may find it useful to contact all participants for the study, across all timeslots. This feature may be particularly useful if you are sending debriefing information when a study has concluded. To do so, go to My Studies, click Study Info. next to the desired study, and choose the Contact Participants option. You will then be able to select which group of participants to send to, and a message to send. Messages will be sent in groups of 300 (or less, depending on how your system is configured) to avoid overloading email servers. You cannot include attachments in the email, so if you have a document you would like to include, you should post it on another website and provide a link to the document in the email you send.
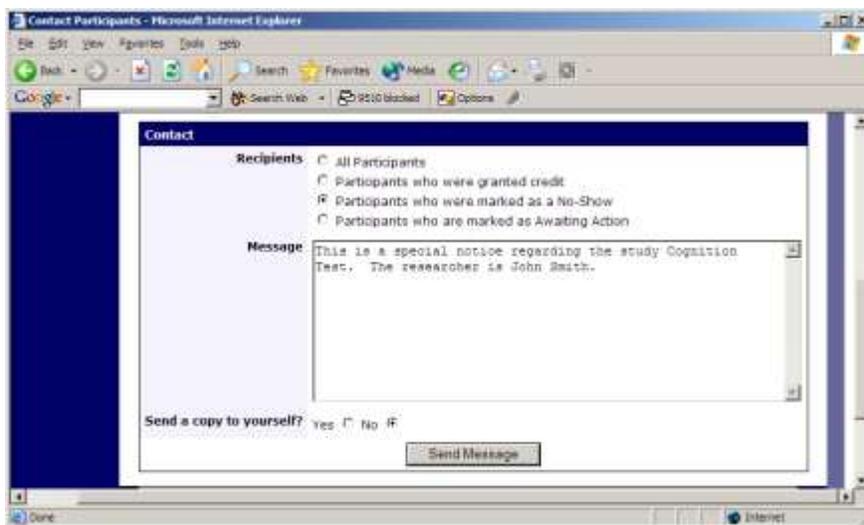


**Figure 15 - Contact Participants**

The From (sender) address on the email will be the administrator email address, which is done to prevent the email from being blocked by junk email filters. The "Reply To" address of the email will be that of the user who is actually sending the email, so when a user chooses to reply to the email, the reply will be sent to that (the reply to) address.

There is also the option to restrict the emails so they only go to participants who signed up for timeslots in a specified date range. The date range is based on the date of the timeslot, not when the participant signed up for, completed, or received credit for the study.

Finally, there is an option to specify a delay in sending the email, based on the number of hours from when the emailing option is used. This is useful if you want to target a certain time of day (e.g., during the evenings) when the email will be sent. The emails are generated at the time you use the emailing facility, but are stored on the email server queue until the specified sending time. They cannot be removed from the queue once this emailing facility is used.

In most cases, summary information about the email you sent, and in particular to how many recipients it was sent to, will be logged and made available to the administrator. This is done to ensure there is no abuse of the email facility in the system, in compliance with generally accepted Internet practices for sending emails.

## *Viewing Uncredited Timeslots*

When you login to the system, you will receive a warning if you have any timeslots that are more than 2 days old and haven't been dealt with. You may view a list of all timeslots that have not been dealt with by choosing the View Uncredited Timeslots option from the My Studies page. The default view will show in-person studies with timeslots in the past, as well as all uncredited timeslots for online studies. Timeslots for online studies, including those in the future, are always considered in need of a response. See the Web-Based (Online) Studies section of this documentation for more information.

If you would like to do a simple credit grant (standard credit grant, no comments) or no-show (of either type), you may do so directly from this page. Select the desired sign-ups/timeslots, and then choose the desired option. The action may take a short time to complete, so please be patient while the credit grants are processed.

If you need to do something more complex, like add comments, or perform a special credit grant with a non-standard credit amount, you can easily click on the timeslot's date and time, and go directly to that timeslot.

In cases where a study has timeslots linked to specific researchers, you will see the warning only for timeslots that are specifically linked to you, or to everyone in the study (i.e., not timeslots linked to someone else in the study). However, when you view uncredited timeslots, you will see all uncredited timeslots for your studies, even if someone else is linked to one of the timeslots for your study. This is done to make it easier to give your fellow researchers (for your studies) assistance in dealing with uncredited timeslots.
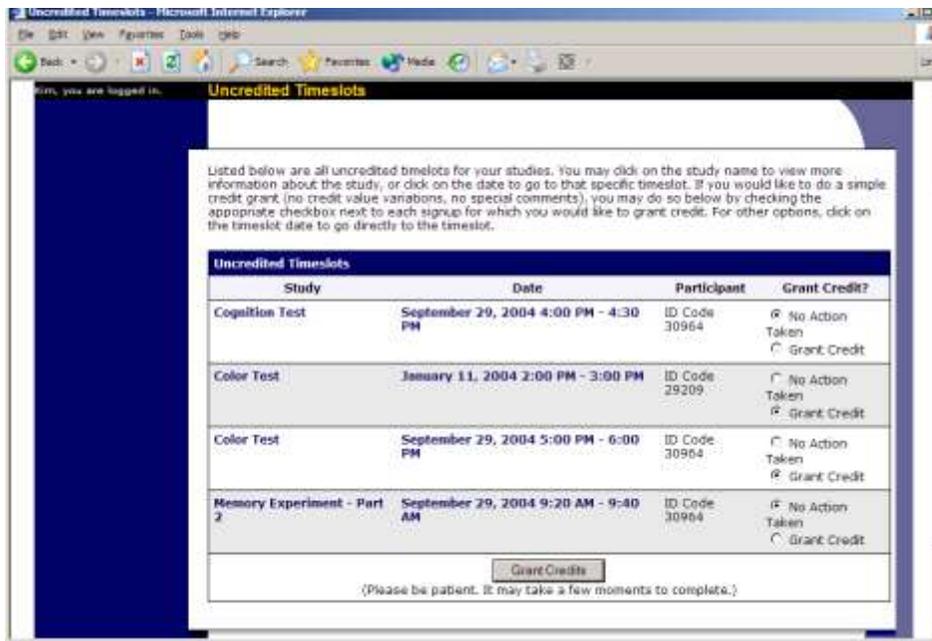
**Figure 16 - Uncredited Timeslots**

# Frequently Asked Questions (FAQ)

*Why do I have to acknowledge the Human Subjects Policy?*

Certain regulations and research guidelines either require or recommend it. You only need to do it once every 6 months, so it should not be too intrusive. You will not be asked to acknowledge the policy if this feature is disabled by your administrator.

*What is the best way to setup a study where participants receive monetary compensation?*

You may set it up as a pay study only (indication a compensation amount), or a credit study if it is for both pay and credits. See the Studies for Pay section of this documentation for more information.

*I want to set up a study so that participants can choose to receive credit or payment. How do I set this up?*

Set it up as a study for credit, and note in the study description that participants may opt to receive payment instead, and they should notify the researcher of this when they come to their appointment. If the participant at that time chooses to receive monetary compensation, the researcher should grant credit, but mark the credit as 0 credits (Variable Credit Granting must be enabled in System Settings by the administrator), and then note in the comments for the timeslot that payment was received.

*The monetary compensation a participant receives for a study depends on decisions they make during the study. How do I indicate this?*

You must enter one value when setting up the study, so enter the minimum payment value (or 0) or whatever you feel is appropriate, and then note in the study description the entire range of compensation that is possible.

*I want a participant to participate in an upcoming session, but the system says it is too late for them to sign up. What do I do?*

If enabled, you can perform a manual sign-up. See the Manual Sign-Up section of this documentation. If not enabled, your administrator can still perform a manual sign-up.

*Where are email notifications to me sent?*

Email notifications (e.g. sign-up notices) are sent to either an address derived from your user ID or your alternate email address. See the Email Address Options section of this documentation for more information.

*How do I deal with dyads?*

A dyad is a study which requires a pair of people to participate, but often the second participant is not a "real" participant, but rather a colleague of the researcher who is "colluding" with the researcher as part of the study itself.

You do not need to deal with dyads in the system itself. Participants cannot see how many people have signed up for a timeslot, nor how many spaces are available for a timeslot. So, your "fake" participant can just act like a real participant and the real participant will be unaware of this.

*I have finished running my study. What should I do?*

So it does not clutter the list of studies for participants, you should make the study Inactive. See the Updating a Study section of this documentation for more information.

*Who has access to my studies?*

All users can see the information about your studies and the available timeslots. Administrators, the principal investigator (if applicable) and the researchers for the study are the only people who can see who has signed up, and modify the study.

# Regulatory Compliance Guidelines

## *Introduction*

This software complies with all major regulations governing human subject research and privacy of data stored online. The system complies with both HIPAA and Common Rule for customers in the United States. For customers in Canada, it complies with the Personal Information Protection and Electronic Documents Act as well as the Tri-Council Statement. For customers in the European Union or in countries that follow OECD rules, it complies with OECD privacy

rules and the European Union Directive of Data Protection. Your organization may or may not need to comply with the relevant regulations. Your subject pool administrator can advise you on this situation.

Even if you are not required to comply, compliance is still a good idea, as protecting sensitive data is always a good thing. Compliance in the context of this system is as simple as reading the remaining paragraphs of this section (that apply to your organization) and following the guidelines contained therein. The remaining compliance issues involving software, privacy and electronic data storage are all handled automatically by the software. You should still consult with your IRB or organization to learn about additional compliance rules you must follow outside of use of this software (the handling of the data you collect during your study would be one example).

Some regulations (particularly the US HIPAA regulations) are focused primarily on health data. You may think the system does not store confidential health data (in HIPAA terms, it is called PHI -- Protected Health Information), but depending on how your organization uses the software, there may very well be confidential data in the system. Consider the case of a study that requires that a participant come from a family that has a history of mental illness. Merely knowing who signed up for that study can be considered confidential because that type of information should not be revealed to the public. It may turn out that your studies are not of such a nature, but even more benign situations, like a study that requires that participants be regular contact lens wearers, can be construed as confidential information. Organizations typically err on the side of caution given the criminal and civil penalties for violation of these types of regulations.

## Data Handling and Security Guidelines

In your role, you have access to your studies and you can see who has signed up for those studies. You may also have access to prescreen responses. Because of these privileges, you should follow these simple guidelines:

- Secure Your Account. Use a password that is difficult to guess. The most secure passwords contain a combination of letters and numbers, do not spell a real word, and are at least 8 characters long. Your university IT department can provide you with assistance on choosing a secure password.
- Secure Your Work Area. If you are logged into the system and you leave your computer, you should logout of the system or use a password lock on your computer. Ask your network administrator for help with setting up a password lock.
- Handle Paper Documents Carefully. Any printouts from the system should be kept reasonably secure. Store them in desk drawer out of the public view. Documents you decide to discard should be shredded if possible.

## Human Subjects/Privacy Policy Acknowledgment

Upon your first login to the system, and every 6 months thereafter, you may be required to acknowledge your organization's policy on these matters, and this acknowledgement will be logged. Ask your subject pool administrator if you have any questions.