Sona - Frequently Asked Questions

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Sona Accounts

**NEW** - My Sona account from a previous term
If you were enrolled in a course anytime since the Fall 2016 term, you will have previously received notification from Sona-systems to your @uwaterloo.ca email account that your Sona account was created. In this case you will be using the very same account. You will not receive an email this term with your User ID and a new temporary password.

I didn't have a Psych class last term
If you were NOT enrolled in a Psych course in the Fall 2016, Winter 2017, Spring 2017, Fall 2017, Winter 2018, Spring 2018, or Fall 2018 terms, then a new Sona account will be created. This process is based on when you were registered with the course.

I haven't received a notification from the Sona-systems
All Sona notifications and emails are sent to your @uwaterloo.ca email account. But depending on your settings the email may be delivered to your Spam folder. If you have set up automatic deletion (where unread emails are automatically sent to the “Trash”) then check your “Trash” folder for the email.

If after checking your “Spam” and/or “Trash” folders you still do not see your notification then send an email to the REG Coordinator at regadmin@uwaterloo.ca.
You may also try the “Forgot Password?” feature to receive your Sona account information.

I can’t log into my Sona account?

For example:

If you had registered before December 28th, 2018 then you should have been notified on or before January 7th, 2019 from the Sona-systems to your @uwaterloo.ca email account that a Sona account has been created.

If you registered for this course after December 28th, 2018, but before January 7th, 2019 then you will need to wait for weekly accounts to be created. These accounts will be created in the morning of the first 5 Fridays in the term.

After January 7th, 2019 weekly updates (Sona account creations) will be done on Friday mornings until February 8th, 2019.

It may because you have forgotten your password. Ensure that you do not have your CAPS LOCK on as the UserIDs and passwords are case sensitive. Also, you cannot copy and paste the password from the email notification to the password field on the Sona login page. The Sona system does not permit this action. If the password still does not work then it may be because you have obtained 3 unexcused no-shows.

I forgot my account password

First, log into the Sona Home page

If you have forgotten your account password, there is a button on the home page of Sona that will reset your password.
REMEMBER: Do not use the cut and paste feature for your password as it will not work.
This is a 2-step process:

1) Click on the “Forgot Password?” link and an email will be sent to your @uwaterloo.ca email account.

2) You will receive another email with your UserID and the new temporary password. 
   
   Note: this process may take anywhere from a few minutes to a few hours depending on how busy the server is, so please be patient. If you have not received an email after 4 hours let the REG Coordinator know.

First time login

Human Subject and Privacy Policy Notice
Every new account requires that you read and provide a response to the “Human Subject and Privacy Policy Notice” policy statement.

NOTE: we hope that you will say “yes” to this statement, but if you say “no” be advised that you will not have a Sona account created because without agreeing to the terms of this statement you are not eligible to participate in research through the Sona program in Psychology.

PreScreen Questionnaire
This questionnaire comprises mainly demographic questions that the Researchers are using, in some cases, as pre-selection for their studies. So, for example, if a study is looking for individuals that are right-handed and you either do not answer that question, or indicate that you are left-handed or ambidextrous then you will not be eligible for that study.

The questionnaire is created new each term (though many of the questions may be repeated from a previous term). Researchers need your current responses to the questions so it must be completed each term.

The questionnaire is completely voluntary and should take approximately 10-15 minutes. There is no credit value associated with this questionnaire. It is advised that you preview your answers before submitting them to ensure they are correct and as you would like them submitted. Once submitted
answers cannot be altered, so if you realize after the fact that you want to change an answer or answer a question that you declined to answer previously then the REG Coordinator would need to delete ALL your previous responses so that you can begin again.

This questionnaire is also a pre-requisite to eligibility to complete the Mass Testing Survey (in particular Section 2, question 1).

**List of available/eligible studies**

A list of available/eligible studies is under the “View Available Studies” link in your profile page.
My previous term’s participation is listed, is it an error?

To see an overview of your credits look under the “My Schedule/Credits” tab. But sometimes you may see credits and studies that you participated in previously (previous terms). You will notice that the credits have been zeroed out and archived. This participation records remains so that studies that are available this term will indicate that you are not eligible to participate should you try to sign up for the study.

Can I apply credits from last term that were not used on my final grade to courses this term?

No, all credits must be earned in the term you are enrolled in the course.
Online Study participation

What is the Mass Testing Survey and how do I sign up?

The Mass Testing Survey is available from the first day of class and runs for approximately 6–7 weeks. It will appear on your list of available studies, IF you have completed the PreScreen Questionnaire (specifically Section 2 question 2). It is voluntary, and should take approximately 1 hour to complete.

Participation in the Mass Testing Survey is voluntary. Some Researchers do require participation in the Mass Testing to be eligible to participate in their studies, both for online and lab studies.

There are weekly timeslot deadlines (usually the following Monday at 10 am), meaning that you must sign up for AND complete the survey BEFORE that deadline. Because you need 1 hour to complete the survey there is a signup deadline of 1 hour before the deadline (ie – 9 am on the Monday).

You can sign up for the survey and then come back at another time (as long as it is before the deadline) to complete the study. To do this, go to your “My Schedule/Credits” page where you will find a list of the studies you have signed up for and/or completed and click on the survey title. Once on the information page, scroll down to the bottom and click on the “View Study Website” link. This will take you to the survey.
I signed up for the Mass Testing survey but can’t complete it right now.

You can sign up for the online survey and then come back at another time (as long as it is before the deadline and gives you enough time to complete the survey before the deadline).

To do this, go to your “My Schedule/Credits” page where you will find a list of the studies you have signed up for and/or completed and click on the survey title. Once on the information page, scroll down to the bottom and click on the “View Study Website” link. This will take you to the survey.
Lab study participation

Finding the waiting area for your study
When looking at the timeslots for a study, the location is listed of where you are meet the Researcher. If you are new to the PAS building it can be difficult to find the correct waiting area. There are downloadable floor maps (see pdf links below) with the waiting areas identified on the maps.

<table>
<thead>
<tr>
<th>Location</th>
</tr>
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<tbody>
<tr>
<td>PAS-4L (Lounge Area, 4th Floor)</td>
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PAS 2<sup>nd</sup> Floor waiting area
PAS 3<sup>rd</sup> Floor waiting area
PAS 4<sup>th</sup> Floor waiting area

These maps are also available on the REG website (https://uwaterloo.ca/research-experiences-group/)

I was late arriving at my study and the Researcher has not shown, what can I do?

Each waiting area in the PAS building provides access to an online “Can’t Find Your Researcher” form. Please complete the form before leaving the building. If you are unable to access the online form, visit the REG Coordinator’s office (PAS 3006) to complete a paper and pencil form. Ensure that you include the reason you were late, and how late. The REG Coordinator reviews these submissions throughout the day and will talk with the Researcher.

You should send an email to the Researcher letting them know that you were late and see if you can arrange another time to participate. If the Researcher has awarded an “Unexcused no-show” then they should be changing it to an “Excused no-show”.
Where is more information about Sona?
You can go to the REG website at https://uwaterloo.ca/research-experiences-group/participants/sona-information to get more information.

Credit Values and Assigning Credits
For on-campus courses you can participate in online studies for UP TO 50% of your total credits needed.

For online (DE) courses all your credits can be earned through online studies. Mass Testing is valued at 1 online credit.

One credit is worth 1% towards your final grade. Some courses offer "component" credits meaning the credits earned are part of the total 100% final grade. Other courses offer "bonus" credits. Course work will make up 100% of the final mark and "bonus" credit(s) may be earned and added to your final grade if/as need to bring your final grade up to a maximum of 100%. And some courses offer a combination of component and bonus grades (eg. - Psych 101 offers 4% component and 2% bonus).

Participation in LAB studies is worth 0.5 participation credits (or .5%) for each 30-minutes of a study. Participation in ONLINE studies is worth .25 credits (or .25%) for each 15-minutes of a study. For example, a lab study that has a duration of one hour would award 1 credit (or 1%) to the participant. An online study that has a duration of 45 minutes would award .75 credit (or .75%) to the participant.

It is the responsibility of the student to assign credits to the correct course. All assignment of credits must be completed by 11:59 pm on the last day of lectures. There is no re-assignment of credits after the last day of lectures. If you fail to assign (or re-assign) credits appropriately by the end of day on the last day of lectures they may be forfeited.

Cancellation Policies

Participants

If it is before 9 pm the night before the scheduled appointment, then you can cancel your appointment from the SONA website. After you have logged in, click on "My Schedule and Credits". You will see a table showing your "Study Sign-ups". Click the "cancel" button next to the appointment that you wish to cancel. You will be asked to confirm the cancellation.

If it is after 9 pm the night before the scheduled appointment, then you will not be able to cancel on the SONA website. However, you can click on the name of the study to obtain the name and e-mail address for the Researcher who is responsible for that study appointment. You should then e-mail them to let them know that you would like to cancel or re-schedule your appointment.

Please be courteous and let Researchers know in advance if you cannot keep your scheduled appointment. Remember, if you fail to appear for a study without canceling or contacting the
Researcher you will be marked as an Unexcused No-Show and if you acquire 3 Unexcused No-shows you will be denied access to further SONA studies. You would still be able to earn credits by submitting 1 credit Article Reviews.

**Researchers**

If a Researcher needs to cancel a study they must provide you with 24 hours notice via email. They will most likely suggest that you can reschedule the timeslot by looking at the list of available timeslots.

Sometimes, events beyond the Researchers control (for example the Researcher is ill) mean they have to cancel the scheduled timeslot with less than 24 hours notice. In this situation you will be granted credit.