

Student Sona FAQ

University of Wisconsin - Milwaukee

How do I access the Sona website?

Opportunities for research participation for extra credit can be found on the University of Wisconsin – Milwaukee Psychology Department SONA website:
<http://uwmilwaukee.sona-systems.com/>.

How do I request an account?

You can set up an account by:

1. Logging onto the SONA website: <http://uwmilwaukee.sona-systems.com/>
2. On the top right click on “Request Account”
3. Enter all of the requested information – MAKE SURE YOUR EMAIL ADDRESS IS CORRECT
4. Be sure to enter ALL of your psychology courses when registering your account

How do I view available studies?

Under Studies on yellow bar on top or using the green “View Available Studies” button you can browse a list of studies. Click on the study title for a description of the study, including how long it takes, where it is, and how far in advance you must sign up for a session. New studies will be added throughout the semester, so keep checking back for additional participation opportunities.

How do I sign up for a study?

Either under the study description or on the main list of all studies select “Timeslots Available.” Use the green button at the bottom of the study information page to view all time slots available for a study. **Please note the date, time, and location of your study.** There are penalties for not showing up for a session. You will receive a reminder email 24 hours in advance. You may also cancel your appointment without penalty – see next question. If a study says “invitation code required” that means a short prescreening questionnaire may need to be done or the researcher may need to contact you to determine your eligibility for the study. If there are currently no available timeslots for a study, check again in the future, the researcher may add more timeslots throughout the semester.

What if I need to cancel my appointment?

To avoid receiving an unexcused no-show, you may cancel your appointment via Sona in advance. Studies have different time limits on how far in advance you may cancel (e.g., 24 hours, 5 hours). Please note that when you sign up for the study. If you need to cancel, login to Sona and under My Schedule/Credits see the Study Signups section. Find the appropriate appointment on the list and select “cancel.”

What if I need to cancel my appointment for a legitimate reason, but the study deadline for cancelling (e.g., 12 or 24 hours in advance has already passed?

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

What is the no show policy?

It is very important to remember that when you sign up for a session you are making a commitment to show up for that appointment. If you need to cancel you may do so via the SONA website prior to the session. Studies vary in how much advance notice they need of cancellation (most are 24 hours) – please take note of this when you sign up. **If you do not show up for a session you will lose the opportunity to earn one percent of extra credit. If you fail to show for a second session you will again lose the opportunity to earn a second percentage of extra credit and you will no longer have the opportunity to sign up for research studies to earn extra credit for your course(s).** You can make up the extra credit points you lost by completing an alternative extra credit option. If you prefer not to participate in research you may also choose one of these alternative extra credit options. The alternative options involve reading classic research papers in Psychology and completing an essay-style quiz about the paper.

How can I see how many credits I have earned?

Login to Sona and under My Schedule/Credits, will see a list of all studies you have signed up for and whether credit was granted (under “Credit Status” in the Study Signups section).

What if Sona says my password isn't valid or I have forgotten my password?

SONA does not use passwords that you use for other university services, so you will create a new account every semester. On the right side of the Sona homepage select “Request Account.” If you have already created an account, and cannot remember your password, click “Forgot Password?”. You will be able to retrieve your password by following the steps outlined there. If you have received 2 unexcused No Shows, our account may be locked (see below for more information). If you are still unable to log in or retrieve your password, please contact the Subject Pool Coordinator.

What if I missed a couple of studies and now can't log in to my account?

If you missed at least two studies without providing proper documentation, then you were marked as an unexcused No Show for those absences and your account has been locked/disabled (see No-show policy above).

What if Sona says my account has been disabled?

Accounts are disabled if a participant has received 2 unexcused No Shows. You can be marked as an unexcused No Show if you do not have a valid excuse for missing a study or arriving late to a study. If you receive two unexcused No Shows, your account will be locked. While your account is locked, you will be unable to sign up for

studies, although you can still take part in studies that you have already signed up for and will receive credit for any studies completed thus far. In order to get your account unlocked you would need to submit documentation justifying at least one of your unexcused No-shows. Please submit all documentation to the University of Wisconsin – Milwaukee Sona administrator, Dr. Caitlin Bowman, bowman2@uwm.edu, Garland 217. Without documentation justifying the unexcused NoShow your account will remain locked for the remainder of the semester. Contact the Subject Pool Coordinator for more information.

What if an experimenter cancels my appointment?

Sometimes, a researcher will cancel a study. If a researcher cancels less than 24 hours in advance, you will receive credit for the study. If it is more than 24 hours in advance, it will be marked as an excused No Show in the SONA system.

Can I reuse my Sona password from previous semesters?

The participant account information gets erased at the end of each semester. So even if you have used Sona in an earlier semester, your account no longer exists. You will have to create a new account, fill out the necessary information, and complete the pretest again.

Can I split credits for one study between two courses?

No, the Sona system does not allow credits for one study to be split between two courses. However, you may reassign your credits from one study to a different course than you originally chose – see the next question.

How do I reassign my credits from one course to another one?

Login to Sona and under My Schedule/Credits and Study Signups you will see which course each study's credits were assigned to. Use the "reassign" link to transfer the credits from a particular study to a different course.

How do I change or add a class to my Sona account?

Login to Sona and under My Profile (top left yellow bar) select "Change Courses" under the Hours section on the right. Be sure to select all your psychology courses offering extra credit for that semester, not just the new course you want to add.

What if I participated and my credits have not been awarded yet?

If it has been more than 24 hours since you participated please email the researcher to request that your credit be recorded. Please note that for studies with multiple sessions credit may be awarded after all sessions are completed. You can obtain the email address by clicking on the title of the study in your list of sign-ups. If you emailed the researcher and have not heard a response within 72 hours (e.g., 4 days since you participated) you may contact the Sona administrator, bowman2@uwm.edu.

How do I change the email address associated with my Sona account?

Login to Sona and under My Profile you may enter a new email under “Alternate Email Address.” Even though your user ID has not changed all emails will now go to the new email address entered under Alternate Email Address.

Who do I contact if I have questions about Sona?

Contact the University of Wisconsin – Milwaukee Sona administrator, Dr. Caitlin Bowman at bowman2@uwm.edu.

Who do I contact if I have questions about my participation in a particular study?

Contact the researcher. Their email can be found under the study descriptions in Sona.

Who do I contact if I have a question about how much extra credit I can earn for my course?

Please see your syllabus. If the information is not there contact your instructor.