

## Psych Subject Pool - FAQs

For participants:

- How do I login to Subject Pool?
  - Go to the [Langara SONA login page](#) and log in using your myLangara email and password. If this is your first time participating, please watch the [instructional video](#) and/or read the [written instructions](#) for more information on how to login, signup for studies and manage your credits.
- I don't know my username/password, what do I do?
  - Your username is your myLangara email and the password is the same password that you use to access Brightspace and myLangara email. If you don't know this password, you will need to reset it. You can find more information [here](#) and [here](#).
- My username/password isn't working, what do I do?
  - If your myLangara email and password aren't working, you may need to reset your password. You can find more information [here](#) and [here](#).
- How do I participate in studies?
  - You will need to create an account in SONA, sign up for studies in SONA and fill out surveys that are hosted on SurveyMonkey. If this is your first time participating, please watch the [instructional video](#) and/or read the [written instructions](#) for more information on how to login, signup for studies and manage your credits.
- I don't see my course listed in the course listing in SONA, where is it?
  - Not all Langara psychology courses allow for students to earn bonus credit through Subject Pool. If you do not see your course listed in SONA, it is likely that your course is not eligible. Make sure to check your course outline and contact your instructor to confirm if your course allows for Subject Pool participation.
- How do I choose which course my credits go to?
  - Check out steps 7 and 8 of the [written instructions](#) and/or the [instructional video](#) for more information on assigning credits.
- I forgot to register myself in one (or more) of my courses in SONA, or I chose the wrong course, what do I do?
  - Check out the [instructional video](#) for information on how to change your course registration in SONA.
- How do I reassign credits?
  - Check out step 8 of the [written instructions](#) and/or the [instructional video](#) for more information on reassigning credits.
- Can I participate past the deadline? Can subject pool be reopened for a few minutes so I can participate in a study?
  - No. Studies in the subject pool are run by second year students, and these students need to have enough time to analyze their data and write a research

paper before the end of the term. Once the deadline has passed, nobody can participate in subject pool.

- Why was I granted unexcused no-show status?
  - Participants are granted unexcused no-show status if they sign up for a study in SONA but do not complete the survey in SurveyMonkey. If you received unexcused no-show status but did complete the survey in SurveyMonkey, please send an email to [subjectpool@langara.ca](mailto:subjectpool@langara.ca) and include your SONA participant ID, the name of the study you participated in, and details about your issue.
- What do I do if there's an error with my credit?
  - Contact [subjectpool@langara.ca](mailto:subjectpool@langara.ca) BEFORE THE LAST DAY OF CLASSES. In your email, include your SONA participant ID as well as details about your credit issues (e.g. the study titles, the courses you are enrolled in, etc.).