

## **Undergraduate Research Participant Pool (URPP): Researcher Manual**

### **What is the URPP?**

The URPP is the participant management system for research conducted within the Psychology Department at York University's Keele campus. It allows researchers to recruit participants for both online and in-person studies, and participants to earn course credit in exchange for their participation. Participants enrolled in PSYC 1010 and PSYC 2030 must earn URPP credits for a portion of their course grade (4% and 2%, respectively). Each 1 hour of research is worth 1 URPP credit (with 1.0 bonus credits for studies conducted in person, on campus).

Please keep in mind that a portion of the participants' grades are contingent on their participation, and you should be responsive, considerate, and professional regarding their time and concerns.

### **Eligibility for Conducting Research on the URPP**

**The URPP is intended for the use of Psychology faculty, graduate students, and post-docs at York University, Keele Campus. The following groups are eligible for a URPP account:**

- **Primary Investigator accounts:** [Full-time Psychology Faculty at York's Keele Campus](#), including faculty members cross-appointed with psychology.
- **Researcher accounts:** Psychology graduate students, psychology post-docs.
- **Lab Accounts:** We do not grant researcher accounts to undergraduate honours students, IRP students, lab managers, research assistants, or external collaborators. PIs are encouraged to set up a lab account (e.g., CogLab) if they plan on having undergraduate students, other lab members, and/or collaborators run studies under their supervision. The lab account should be connected to a **monitored** lab email address (e.g., coglab@gmail.com), so that everyone running studies on the lab account will be able to access emails from participants. PIs can contact the URPP at [urpp@yorku.ca](mailto:urpp@yorku.ca) to set up a lab account.

**Anyone using a lab account should be trained on the URPP policies, as well as ethical research standards. PIs are responsible for training and monitoring anyone under their supervision.**

### **How do I get a PI/researcher/lab account?**

To set up an account, please email us with the following information:

- Your full name
- Your email address
- Confirmation of status as: Full-time psychology or cross-appointed faculty, psychology graduate student, or psychology post-doc.
- Your student ID number (if applicable)
- Name of supervisor (if applicable)
- \*If you are requesting a lab account on behalf of a PI, the PI must be CC'd on the email.

### Maximum Hours Allotted to Researchers

The URPP works on an ‘hours’ system. Hours are tracked based on who is listed as the ‘Researcher’ on the URPP Study approval form. These hour limits apply to the academic year (September to August) and will be ‘reset’ each Fall.

- The maximum number of hours per researcher are as follows.
  - Psychology faculty: 2000 hours
  - Psychology Affiliated Faculty (e.g., cross-appointed): 1000 hours
  - Psychology graduate students/post-doctoral fellows: 500 hours
- If a graduate student exhausts their hours, their PI can re-allocate some of their hours to a graduate student or post-doc.
- There are no limits on the number of studies each researcher can run, or number of hours on an individual study, only an overall limit on hours.

### Researcher Obligations

- **E-MAIL MONITORING:** The email address connected to your urpp account should be regularly monitored, please reply to any participant e-mails within **3 business days**. It is especially important to have the email actively monitored when running in-person timeslots. Please make sure participants have a way to contact the experimenter (e.g., the RA) when attending an in-person appointment.
- **CREDITING: We strongly recommend using automatic crediting.** Automatic credit granting is available for online studies on a variety of platforms (e.g., Qualtrics, REDCap, see instructions [here](#)). If you are not using automatic crediting, please inform participants of this (e.g., add the crediting timeline to the study description) and ensure they are credited within 72 hours of completing your study. Failure to do so often results in participants completing the study multiple times, as well as sending multiple emails, in an attempt to get their credit. If your study has multiple parts, please make sure you credit for *each part* within 72 hours (i.e., do not wait until all parts are complete to credit). If you are having issues with crediting, please contact the URPP as soon as possible.
- **RESEARCHER CANCELLATIONS: We strongly recommend against cancelling appointments (both in-person and virtual).** Please keep in mind that participants may be scheduling their other obligations around this appointment, and they may be counting on this study to fulfill their course credits. Cancellation without adequate notice could be a major disruption to their schedule and course progress. **Researchers must give 48 hours’ notice when cancelling a timeslot. If you (the researcher) cancel a study timeslot within a 48-hour period, you are obligated to grant the affected participants their credit(s).** If you are cancelling an appointment at any time, you must include an explanation in the note, and what action you’ve taken (e.g., “we are cancelling the timeslot within 48-hours due to an equipment malfunction, we have credited the participant”, “cancelling appointment at participant’s request”). If you are cancelling an appointment with over 48-hours’ notice, we highly recommend offering an opportunity to reschedule. **Please note that study appointments worth 3 or more credits cannot be cancelled by the researcher.**
- **PARTICIPANT CANCELLATIONS:** Participants can cancel their timeslots on their own, without penalty, if the appointment is more than 24 hours away. If a participant cancels within 24-hours of their timeslot, it is up to the researcher’s discretion whether or not to reschedule the timeslot. If you do not reschedule, you can either mark the participant as an unexcused no-show (penalty applied), or an excused no-show (no penalty applied). Excused

no-shows are appropriate for when the participant provides notice or explanation for their absence. Unexcused no-shows are appropriate when participants do not reach out to the researchers with adequate notice.

- **PRE-SCREEN:** The pre-screen questionnaire is updated once per year. The URPP will send out an e-mail approximately 1 month before the deadline to collect new items for the pre-screen. This typically happens in the summer. You must have ethics approval for any questions you submit as pre-screen items. Pre-screen items are for pre-selecting participants based on certain characteristics ONLY. It cannot be used for research purposes.
- **ETHICAL RESEARCH PRACTICES:** We expect researchers to uphold the core principles of respect for persons, concern for welfare, and justice, as outlined in the [Tri-Council Policy Statement's Ethical Conduct for Research Involving Human Participants](#), and by the [York University Office of Research ethics](#). The URPP reserves the right to pause a study should we believe any of these principles are being violated.

### **Posting Studies**

- **MINIMUM STUDY LENGTH:** The minimum study length for a URPP study is 15 minutes (0.25 URPP credits). Study lengths can be in increments of 15 minutes (i.e., 15, 30, 45 minutes). As an example, a 45-minute online study would be worth 0.75 URPP credits. Studies must be listed on the URPP portal in these time/credit increments only, rounded up to the nearest 15 minutes. For example, if your study takes 22 minutes, it must be listed as 30 minutes on the URPP portal. You cannot deviate from the rounded times in your study description on the URPP (e.g., you cannot list “although you will be compensated for 30 minutes (0.5 credits), the study will only take 22 minutes”)—the precise timing should be disclosed in the informed consent.
- **IN-PERSON STUDIES:** Studies that are conducted in person are worth an additional 1.0 bonus credits (regardless of study length). For example, a 1 hour in-person study would be worth 2.0 credits, while a half-hour in person study would be worth 1.5 credits. The bonus 1.0 credits must be granted per in-person session (e.g., a three-part study with two in-person sessions would be granted an additional 2.0 credits, 1.0 for each in person session). Note: we track researcher allocations by hours, not credits. This bonus will not impact the number of participants researchers can recruit.
- **COMPENSATION:** You can only advertise studies that grant URPP participation credits via the URPP. You cannot advertise any monetary or other form of compensation for research participation via the URPP. For example, you cannot indicate in your study description that participants can choose between a URPP credit or a gift card, or that money can be won by participating in your study.
- **ADVERTISING STUDIES:** You are not permitted to advertise studies that are conducted off the URPP via the URPP. For example, you may not indicate in your study description that participants may have the opportunity to participate in a second study for monetary compensation. However, you may tell them this information after they have completed your URPP study (e.g., if you have the appropriate ethics, you may ask participants whether they consent to being contacted in the future about a second study outside of the URPP and solicit their email).
- **EXTERNAL ADVERTISING:** You also cannot advertise URPP credits if your study is not approved and posted on the URPP. For example, you cannot conduct a study over the break and promise participants URPP credits when the term begins.

- **CONTACTING PARTICIPANTS:** You may only use the contact participants feature of your study for facilitating the operations of said study (e.g., scheduling, crediting, study preparation information, etc.). For example, you may not email blast participants to advertise a study you are running externally.
- **SCREENING PARTICIPANTS:** You may only filter participants on the URPP platform via the pre-screen questionnaire. Participants cannot be filtered through a third-party platform. For example, you cannot use a Qualtrics survey question at the beginning of your study to identify participants outside of your desired demographic and terminate their session without crediting. You may include your recruitment preferences in your study description; however, this can only be used as a deterrent—it does not mean you can eject people from your study who do not fit your listed criteria once the study has already begun. To avoid this, we suggest the following:
  - Online or In-person: If you must filter our participants based on certain criteria, and cannot do so using the pre-screen, we suggest creating a short screener study worth 0.25 credits and providing eligible participants an invitation code to participate in the main study.
  - In-person: If there is a requirement for your study that you did not screen for (e.g., “must be fluent in Mandarin”), we suggest confirming these criteria with participants well ahead of the appointment and cancelling the appointment if they do not meet the criteria.
  - If there are specific instructions for your study (e.g., “please bring corrective lenses to appointment”) please make sure to be very clear in your instructions and send a reminder email ahead of the appointment.

If you have any questions about this, please contact the URPP team.

- **APPROVAL TIMELINES:** It can take up to three business days to approve or reapprove your study once you’ve submitted your approval request.
- **MODIFYING YOUR STUDY POST-APPROVAL:** If you modify your study description, your study will become inactive. When e-mailing the URPP to reactive your study, please include a brief explanation of what was changed.
- **URPP CLOSURES:** The URPP is closed for Winter break and for a short period between F/W and S term. When the URPP is closed, you will not be able to add any timeslots (even for a future date). The URPP email is also monitored less frequently during these closures, please be patient when waiting for a reply.
- **URPP CLOSURE RESPONSIBILITIES:** Researchers must have their crediting up to date on the URPP by 11:59 p.m. of the day that the URPP closes. If you do not have automatic crediting set up, we recommend scheduling the end of your study earlier in the day, so you can manually credit all participants for the 11:59pm deadline.

If you have any questions about any of the following information, please contact the URPP at [urpp@yorku.ca](mailto:urpp@yorku.ca). Please note, although we are happy to answer any questions you have, we do not provide technical support and are unable to help you set up your study.