

Psychology 404, Organizational Psychology  
Texas A&M University-Commerce, Fall 2012

Professor: Dr. Stephen Reysen  
Classroom: Henderson 206  
Class meets: MWF 1:00PM to 1:50PM  
Office hours: Monday 8am-1pm, and by appointment  
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Skype: sreysen

Course Overview:

In this course we will cover the fundamental theories and research conducted in industrial organizational (I/O) psychology. We will cover both classic and modern psychological research. There is no textbook for this class. Instead we will read journal articles and book chapters each class. I will have these available on ecollege. Beyond lectures, we will discuss the readings that are assigned each class. The purpose of the readings is to give you an understanding of (1) early I/O research, (2) modern I/O research, and (3) how I/O research is conducted. Due to the breadth of the research that has been conducted in I/O psychology it is impossible to cover every theoretical contribution. Therefore, I have selected what I believe to be key writings in the field.

During the first class we will assign discussion leaders for each paper we will discuss in the class. The discussion leader will be responsible for (1) **quickly** summarizing the main points of that reading, (2) leading the discussion of that paper, (3) make sure we cover the major issues in the paper, and (4) provide their perspective on that paper. Discussion leaders are not to extensively summarize each paper, because all class members will have done the reading before the class session.

Grading:

**1. Exams:** There will be two exams. Each exam will consist of 50 multiple choice questions, and are worth 50 points each. Exams will cover lecture, readings, and videos.

**2. Class Participation:** Participating in class discussions and leading the discussion for selected articles are worth 200 points.

**3. Research Participation:** A goal of this class is to help you familiarize yourself with research methods. One manner to obtain this goal is to have you participate in research studies. Participating in research studies contributes to students and faculty at TAMUC, your understanding of how research is conducted, and human knowledge in general. All students in this class will be required to participate in the psychology department's participant pool or complete alternative assignments (see me for more information on alternative assignments).

Students must complete a total of 6 experiment credits. However, if students complete their first 4 experiment credits without any "no-shows" you will receive 2 free punctual participant credits. In other words, if you show up to your experiments on time you will only need to complete 4 experiment credits. When you first sign into the experiment system (SONA) you will be asked to take a prescreen. The prescreen takes about 20 minutes to complete. If you complete the prescreen in the first two weeks of the semester you will receive ½ free experiment credit.

If you fail to complete this portion of the class your grade will be lowered by one full grade. In effect, if you have an 'A' in the class but fail to complete your research participation (either through participating in research studies, alternative assignments, or a mixture of both) your final grade in the class will be a 'B.' More information about participating in research is given at the end of this syllabus.

**4. Global Class Participation:** A goal of this class is to help assess your understanding of globalization and how the interconnected world affects each of us. All students in this class will be required to participate in a global research project. More information regarding the global component of the class will be discussed in class. Failure to complete the global participation (surveys and attending events) or the alternative assignment will result in reduction of 10% of your grade.

Assessment:

Exams: 100 points

Class Participation: 200 points

A = 270-300

B = 240-269

C = 210-239

D = 180-209

F = 179 and below

Attendance:

Class attendance will be taken. Class attendance will be used in determining grades for students who are on the borderline between two course grades. I start class on time. **IF YOU ARE MORE THAN 10 MINUTES LATE IT WILL COUNT AS AN ABSENCE.**

Disabilities:

The staff of Student Disability Resources and Services, Gee Library Room 132, 886-5835, [StudentDisabilityServices@tamuc-commerce.edu](mailto:StudentDisabilityServices@tamuc-commerce.edu), coordinates accommodations and services for TAMUC courses. If you have a disability for which you may request accommodation in TAMUC classes and have not contacted them, please do so as soon as possible. Please also see me privately in regard to this course so that we can discuss accommodations necessary to ensure full participation and to facilitate the educational experience.

Respect:

More generally, if you have any problems or concerns regarding this course, please contact me as soon as possible. Your feedback (both positive and negative) is more than welcome. We should strive to respect and value the diversity that exists in TAMUC classrooms (e.g., age, gender, ethnicity, national origin, disability, geographic backgrounds, political orientation, sexual orientation). While we may sometimes disagree with each other on topics discussed in class, it's important that we remember that appreciating diversity in perspectives is an important part of the learning process (and good life skill). If you ever feel that you are not being given the respect you deserve in class, please let me know.

Recording:

Course materials prepared by the instructor, together with the content of all lectures and

review sessions presented by the instructor are the property of the instructor. Video and audio recording of lectures and review sessions without the consent of the instructor is prohibited. On request, the instructor will usually grant permission for students to audio tape lectures, on the condition that these audio tapes are only used by the individual making the recording. Unless explicit permission is obtained from the instructor, recordings of lectures and review sessions may not be modified and must not be transferred or transmitted to any other person, whether or not that individual is enrolled in the course.

Cheating:

Warning: If I detect you engaging in academic misconduct you will automatically FAIL this course. Academic misconduct includes disruption of classes, giving or receiving unauthorized aid on examinations, knowingly misrepresenting the source of any academic work, or otherwise acting dishonestly. This includes both cheating on exams and plagiarism of any written work that you hand in for this course. Information on the academic misconduct policy of Texas A&M University-Commerce can be found at [http://secure.ethicspoint.com/domain/en/report\\_custom.asp?clientid=20504](http://secure.ethicspoint.com/domain/en/report_custom.asp?clientid=20504)

### **Week 1: Research Methods**

**Mon. Aug. 27th**

Introductions, syllabus

**Wed. Aug. 29<sup>th</sup>**

Edwards, J. R., Cable, D. M., Williamson, I. O., Lambert, L. S., & Shipp, A. J. (2006). The phenomenology of fit: Linking the person and environment to the subjective experience of person-environment fit. *Journal of Applied Psychology, 91*, 802-827.

**Friday Aug. 31<sup>st</sup>**

Schaffer, B. S., & Riordan, C. M. (2003). A review of cross-cultural methodologies for organizational research: A best-practices approach. *Organizational Research Methods, 6*, 169-215.

### **Week 2: General I/O**

**Mon. Sept. 3<sup>rd</sup>: No School**

**Wed. Sept. 5<sup>th</sup>**

Cascio, W. F., & Aguinis, H. (2008). Research in industrial and organizational psychology from 1963 to 2007: Changes, choices, and trends. *Journal of Applied Psychology, 93*, 1062-1081.

**Friday Sept. 7<sup>th</sup>**

Tharenou, P., Saks, A. M., & Moore, C. (2007). A review and critique of research on training and organizational-level outcomes. *Human Resource Management Review, 17*, 251-273.

### **Week 3: Specific I/O**

**Mon. Sept. 10<sup>th</sup>**

Steel, P. (2007). The nature of procrastination: A meta-analytic and theoretical review of quintessential self-regulatory failure. *Psychological Bulletin*, 133, 65-94.

**Wed. Sept. 12<sup>th</sup>**

Colquitt, J. A., Conlon, D. E., Wesson, M. J., Porter, C. O. L. H., & Ng, K. Y. (2001). Justice at the millennium: A meta-analytic review of 25 years of organizational justice research. *Journal of Applied Psychology*, 86, 425-445.

**Friday Sept. 14<sup>th</sup>**

Judge, T. A., Thoresen, C. J., Bono, J. E., & Patton, G. K. (2001). The job satisfaction-job performance relationship: A qualitative and quantitative review. *Psychological Bulletin*, 127, 376-407.

**Week 4: Specific I/O****Mon. Sept. 17<sup>th</sup>**

Paulus, P. B., & Brown, V. R. (2007). Toward more creative and innovative group idea generation: A cognitive-social motivational perspective of brainstorming. *Social and Personality Compass*, 1, 248-265.

**Wed. Sept. 19<sup>th</sup>**

Karau, S. J., & Williams, K. D. (1993). Social Loafing: A meta-analytic review and theoretical integration. *Journal of Personality and Social Psychology*, 65, 681-706.

**Friday Sept. 21<sup>st</sup>**

Kompier, M. A. J. (2006). The "Hawthorne effect" is a myth, but what keeps the story going? *Scandinavian Journal of Work Environment and Health*, 32, 402-412.

**Week 5: Social Identity and Self-Categorization****Mon. Sept. 24<sup>th</sup>**

Tajfel, H., & Turner, J. C. (1979). An integrative theory of intergroup behaviour. In S. Worchel & W. G. Austin (Eds.), *The social psychology of intergroup relations* (pp. 33-47). Monterey, CA: Brooks-Cole.

**Wed. Sept. 26<sup>th</sup>**

Hogg, M. A., Abrams, D., Otten, S., Hinkle, S. (2004). The social identity perspective: Intergroup relations, self-conception, and small groups. *Small Group Research*, 35, 246-276.

**Friday Sept. 28<sup>th</sup>**

Ashmore, R. D., Deaux, K., McLaughlin-Volpe, T. (2004). An organizing framework for collective identity: Articulation and significance of multidimensionality. *Psychological Bulletin*, 130, 80-114.

**Week 6: SIT at Work I**

**Mon. Oct. 1<sup>st</sup>**

Hogg, M. A., & Terry, D. J. (2000). Social identity and self-categorization processes in organizational contexts. *Academy of Management Review*, 25, 121-140.

**Wed. Oct. 3<sup>rd</sup>**

Ellemers, N., de Gilder, D., & Haslam, S. A. (2004). Motivating individuals and groups at work: A social identity perspective on leadership and group performance. *Academy of Management Review*, 29, 459-478.

**Friday Oct. 5<sup>th</sup>**

Haslam, S. A., & Platow, M. J. (2001). The link between leadership and followership: How affirming social identity translates vision into action. *Personality and Social Psychology Bulletin*, 27, 1469-1479.

**Week 7: SIT at Work II**

**Mon. Oct. 8<sup>th</sup>**

Vora, D., & Kostova, T. (2007). A model of dual organizational identification in the context of the multinational enterprise. *Journal of Organizational Behavior*, 28, 327-350.

**Wed. Oct. 10<sup>th</sup>**

Crisp, R. J., Stone, C. H., & Hall, N. R. (2006). Recategorizing and subgroup identification: Predicting and preventing threats from common ingroups. *Personality and Social Psychology Bulletin*, 32, 230-243.

**Friday Oct. 12<sup>th</sup>**

**TEST 1**

**Week 8: SIT at Work III**

**Mon. Oct. 15<sup>th</sup>**

van Dick, R., Wagner, U., Lemmer, G. (2004). Research note: The winds of change—Multiple identifications in the case of organizational mergers. *European Journal of Work and Organizational Psychology*, 13, 121-138.

**Wed. Oct. 17<sup>th</sup>**

Gagné, M., & Deci, E. L. (2005). Self-determination theory and work motivation. *Journal of Organizational Behavior*, 26, 331-362.

**Friday Oct. 19<sup>th</sup>**

Hogg, M. A., & Reid, S. A. (2006). Social identity, self-categorization, and the communication of group norms. *Communication Theory*, 16, 7-30.

**Week 9: SIT and Prejudice**

**Mon. Oct. 22<sup>nd</sup>**

Bauer, T. N., Bodner, T., Erdogan, B., Truxillo, D. M., & Tucker, J. S. (2007). Newcomer adjustment during organizational socialization: A meta-analytic review of antecedents, outcomes, and methods. *Journal of Applied Psychology*, 92, 707-721.

**Wed. Oct. 24<sup>th</sup>**

Adams, G., Biernat, M., Branscombe, N. R., Crandall, C. S., & Wrightsman, L. S. (2008). Beyond prejudice: Toward a sociocultural psychology of racism and oppression. In G. Adams, M. Biernat, N. R. Branscombe, C. S. Crandall, & L. S. Wrightsman (Eds.), *Commemorating Brown: The social psychology of racism and discrimination* (pp. 215-246). Washington, DC: APA Books.

**Friday Oct. 26<sup>th</sup>**

Hirch, C. E., & Kornrich, S. (2008). The context of discrimination: Workplace conditions, institutional environments, and sex and race discrimination charges. *American Journal of Sociology, 113*, 1394-1432.

**Week 10: Prejudice and Responsibility**

**Mon. Oct. 29<sup>th</sup>**

Rosenthal, H. E. S., & Crisp, R. J. (2006). Reducing stereotype threat by blurring intergroup boundaries. *Personality and Social Psychology Bulletin, 32*, 501-511.

**Wed. Oct. 31<sup>st</sup>**

Dahlsrud, A. (2008). How corporate social responsibility is defined: An analysis of 37 definitions. *Corporate Social Responsibility and Environmental Management, 15*, 1-13.

**Friday Nov. 2<sup>nd</sup>**

Wood, D. J. (2010). Measuring corporate social performance: A review. *International Journal of Management Reviews, 12*, 50-84.

**Week 11: Corporate Social Responsibility**

**Mon. Nov. 5<sup>th</sup>**

Sklair, L., & Miller, D. (2010). Capitalist globalization, corporate social responsibility and social policy. *Critical Social Policy, 30*, 472-495.

**Wed. Nov. 7<sup>th</sup>**

Eisingerich, A. B., Rubera, G., Seifert, M., & Bhardwaj, G. (2011). Doing good and doing better despite negative information?: The role of corporate social responsibility in consumer resistance to negative information. *Journal of Service Research, 14*, 60-75.

**Friday Nov. 9<sup>th</sup>**

Raman, K. R. (2007). Community-Coca-Cola interface: Political-anthropological concerns on corporate social responsibility. *Social Analysis, 51*, 103-120.

**Week 12: Brands**

**Mon. Nov. 12<sup>th</sup>**

Lai, C.-S., Chiu, C.-J., Yang, C.-F., & Pai, D.-C. (2010). The effects of corporate social responsibility on brand performance: The mediating effect of industrial brand equity and corporate reputation. *Journal of Business Ethics, 95*, 457-469.

**Wed. Nov. 14<sup>th</sup>**

Thomson, M., MacInnis, D. J., & Park, C. W. (2005). The ties that bind: Measuring the strength of consumers' emotional attachments to brands. *Journal of Consumer Psychology, 15*, 77-91.

**Friday Nov. 16<sup>th</sup>**

Aaker, J., Fournier, S., & Brasel, S. A. (2004). When good brands do bad. *Journal of Consumer Research, 31*, 1-16.

**Week 13: Thanksgiving break**

**Week 14: Persuasion**

**Mon. Nov. 26<sup>th</sup>**

Petty, R. E., & Briñol, P. (2010). Attitude change. In R. F. Baumeister & E. J. Finkel (Eds.), *Advanced social psychology: The state of the science* (pp. 217-259). Oxford: Oxford University Press.

**Wed. Nov. 28<sup>th</sup>**

Cialdini, R. B. (2001). Harnessing the science of persuasion. *Harvard Business Review, 79*, 72-79.

**Friday Nov. 30<sup>th</sup>**

Tanner, R. J., Ferraro, R., Chartrand, T. L., Bettman, J. R., van Baaren, R. (2008). Of chameleons and consumption: The impact of mimicry on choice and preferences. *Journal of Consumer Research, 34*, 754-766.

**Week 15: Culture**

**Mon. Dec. 3<sup>rd</sup>**

Adams, G., & Markus, H. R. (2004). Toward a conception of culture suitable for a social psychology of culture. In M. Schaller & C. S. Crandall (Eds.), *The psychological foundations of culture* (pp. 335-360). Mahwah, NJ: Lawrence Erlbaum Associates.

**Wed. Dec. 5<sup>th</sup>**

Torelli, C., & Cheng, S. (2011). Cultural meanings of brands and consumption: A window into the cultural psychology of globalization. *Social and Personality Compass, 5*, 251-262.

**Friday Dec. 7<sup>th</sup>**

**TEST 2**

**LAST DAY TO PARTICIPATE IN RESEARCH STUDIES**

**ALL CULTURAL EVENTS DUE BY TODAY AT 11:59PM**

**END OF SEMESTER CLASS SURVEY DUE BY TODAY AT 11:59PM**

## **Undergraduate Graduation Checklist**

<http://www.tamu-commerce.edu/registrar/pdfs/UndergradChecklist.pdf>

1. Total Hours for degree met? (Must be at least 120 hrs)
2. Required Institutional-25% of course work taken at TAMU-Commerce?
3. Last Number Institutional Required-24 out of last 30 hrs?
4. Overall GPA at least 2.00 (2.50 for Certification Students)?
5. University Studies Met?
6. Major (plus support if applicable) Course Requirements Met?
7. Major GPA is at least 2.00 (2.50 for Certification Students)?
8. Major Required courses have C's or better?
9. At least 6 hours are advanced in Major?
10. All Certification Requirements Met? (Internship/Residency/Etc.)
11. 2nd Major (plus support if applicable) Course Requirements Met?
12. 2nd Major GPA is at least 2.00 (2.50 for Certification Students)?
13. Minor (plus support if applicable) Requirements Met?
14. Minor GPA is at least 2.00 (2.50 for Certification Students)?
15. Junior Level Essay Met?
16. Senior Level Check Met (minimum 60 hrs)?
17. Advanced Hour Check Met?
18. 24 Advanced Hours taken at TAMU-Commerce?
19. A&M Commerce GPA 2.00 Met (2.50 for Certification Students)?

**Students' Guide to Research Participation**  
**Department of Psychology, Counseling, & Special Education**  
**Texas A&M University-Commerce**

- **What is Research Participation?**

Exposure to research is essential to your gaining a better understanding of the scientific study of psychology. It is how we add new knowledge in psychology. Being involved in research is a good way to experience first-hand and learn about the scientific enterprise. We believe there are two key ways to experience research activity at this level: 1) read about related scientific investigations; 2) experience research as a volunteer participant; or some combination of both. The class in which you received this handout requires you to fulfill **6** research credits through one or both of these activities.

- **What if I am not yet 18 years old?**

In order to participate in research you must be at least 18 years old. If you are not yet 18 years old, please see your instructor, and ask him/her about alternative ways of earning research credit.

- **In what type of research studies will I participate?**

All studies you will participate in have been reviewed and approved by the Texas A&M University-Commerce Institutional Review Board (IRB) and by the Department of Psychology, Counseling, & Special Education. Studies vary widely. Many involve completing questionnaires or carrying out tasks on the computer. Some are even fun, and you'll learn something from all of them.

- **What are my rights as a research participant?**

Your participation is voluntary and you may withdraw from any study at any time. Your data will be kept confidential. If you have any further questions about your rights as a research participant, you may contact the IRB head, Carmen Salazar (Carmen.Salazar@tamuc.edu). More information about your rights will be provided to you prior to each study for which you sign up.

- **How will my research participation credit be calculated?**

You will receive 1 credit for each hour of research participation. Studies lasting 15 minutes or less are worth 0.25 credit. For example, a 15 min. study = 0.25 research credits; 30 min. = 0.5 credits; 45 min. = 0.75 credits; 60min = 1 credit; 1½ hours = 1.5 credits... etc.

- **How many research credits may I complete?**

You are encouraged to participate in as much research as you wish, but at a minimum you must complete **6** research credits (by participating in research, or alternative assignments, or a mixture of both). However, if you show up on time to all the studies you sign up for you will receive 2 free research credits. In other words, if you show up to all your studies on time you only need to complete **4** research credits.

- **What if I cannot go to a study I signed up for?**

If for whatever reason you cannot attend a study that you have signed up for you need to cancel your appointment before the start of the study. There are 2 ways to cancel an appointment. First, if you cancel 24 hours before a study you can do this online through the Experiment

Management System (EMS) website. Second, if it is the same day of the study you can call or email the experimenter – their contact information will be available in the EMS.

- **What if I sign up for a study but forget to go?**

If you fail to show up for a study (without canceling prior to the start of the study) you will receive an email alerting you that you were listed as a “no show” for that study. Additionally on the EMS website you will see a “failure to appear” message in your list of studies completed. If this occurs you are no longer eligible to receive the 2 free credits that participants who are on time to all of their studies receive, and you will have to complete the full 6 credits.

- **What will happen if I fail to participate in studies or do the alternative assignments?**

If you fail to complete your research requirement for the class your grade in the class will be lowered one class grade. For example, if you have a “B” in the class, but fail to complete your research requirement you will receive a “C” for the class.

- **What if I do not wish to participate in research studies?**

If you do not wish to participate in research studies, you may utilize the alternative assignment option. You must consult your instructor for information about this option.

- **What is the difference between an online study and a laboratory study?**

There are two types of studies that are conducted through the EMS system. You can sign up for both online studies and laboratory studies through the EMS system, however you are only allowed to complete 50% experiment credits through online studies (the system will not allow you sign up for more than 50% credits of online studies). A laboratory study requires that you attend the experiment at a specific time and place (e.g., Henderson 202 at 12:30pm on September 6<sup>th</sup>).

- **How do I find and sign up for research participation opportunities?**

Throughout the semester, researchers in the Psychology Department will post their research studies in the Experiment Management System (EMS) online. It is up to you to check the EMS regularly to find and sign up for research studies that fit into your schedule. Detailed instructions for how to use the EMS are listed in the following pages of this handout.

- **If I decide to participate in research, what are my responsibilities?**

You are responsible for...

1. Registering with the Experiment Management System (at <http://tamu-commerce.sona-systems.com/>). You can keep your login information if you already have an account.
2. Scheduling appointments for research participation.

3. Writing down important information about the studies for which you sign up (e.g., name of study/time/location of your experiment, name and contact information of the experimenter).
4. Showing up on time, at the correct location for your scheduled research appointments (you must cancel online, or email/phone the experimenter before the start time of the study if you cannot attend).
5. Keep track of how many credits you need to complete (you can do this on the EMS website). Everyone is required to do 6 credits, however if you are on time for all of your appointments you only need to complete 4 credits.

## How do I use the Experiment Management System (EMS)?

(Create a new participant account unless you already have one and your login information works. If you do not remember your login information click on the “lost your password?” on the front page of the EMS website and follow the directions on the site, and if that does not work email [curt.carlson@tamuc.edu](mailto:curt.carlson@tamuc.edu). A list of courses will be presented, from which you must select the courses you are taking this semester for which you will receive credit for participation. If your course is not listed, see the instructor for that course.)

### A. How to create a participant account on the EMS

1. Go to <http://tamuc-commerce.sona-systems.com/>
  - a. Click on New Participant “request an account here” link on the left of the screen.
  - b. This takes you to a screen on which you must enter your name, a unique User ID, your University ID number, and primary email address (reminders of studies you sign up for will be sent to that email address). You will also need to highlight the course(s) in which you are enrolled, and for which you will be earning credits. If more than one, highlight all that will be involving you in research participation. However, each study in which you participate will only provide you credit for ONE course. In other words, there is no “double-dipping” allowed. **BE CAREFUL TO SELECT THE CORRECT COURSE AND SECTION # – IF YOU CHOOSE THE WRONG ONE, YOUR INSTRUCTOR WILL NOT BE INFORMED OF YOUR CREDITS!** After you submit your information, you will be emailed your login information. (After you have received your login information, I recommend that you login into EMS and go to your “Profile” and change your password to something that you can remember.)

If you encounter any problems with creating your account (e.g., login information not sent to you), contact the EMS administrator, [curt.carlson@tamuc.edu](mailto:curt.carlson@tamuc.edu) with your full name and a detailed description of the problem.

2. When you first log into the EMS at the beginning of the semester you will be asked to take a prescreen survey. This is a short survey that researchers will use to decide if you meet the specified requirements for some studies (e.g., as a researcher I may only allow participants who are female. If you do not complete the prescreen you will not be eligible to participate in this study). In other words, if you do not complete the prescreen you will have fewer studies that you are eligible to participate in. **IF YOU COMPLETE THE PRESCREEN IN THE FIRST TWO WEEKS OF THE SEMESTER YOU WILL GET 0.5 CREDIT.** Take it even if

you have done it before – it has probably changed, and you will still earn the 0.5 credit.

3. You are now ready to use the EMS to sign-up for research studies.

### **B. Sign-up for studies—login to the EMS with your User ID and password that was emailed to you after creating your account**

1. Click **Study Sign-Up**. A list of all available studies for which you qualify will appear. You can sign-up by clicking on either the study name or **Timeslots Available**, and you will go to a new screen showing more information about the study, with a link to **View Time Slots for This Study**.
2. Click the **Sign-Up** button to schedule your time. You should then write down or print out the study information (name of study, place, time, name and contact information of experimenter, etc.) that appears in the final window. You will also receive an email reminder the day before the study time you have selected.

### **C. Canceling a Sign-Up (MUST be done if you know you will not show up)**

1. If you need to cancel a timeslot you have signed up for, you can do this from the **My Schedule and Credits** page. Choose the **My Schedule and Credits** option from top toolbar.
2. You will see listed all of the studies for which you have signed up, as well as those you have completed (see the Tracking Your Progress section below for more information).
3. Studies for which you have signed up that you are allowed to cancel will have a **Cancel** button next to them. If you cannot attend the study session you signed up for, you need to cancel it, either within the EMS system or by contacting the researcher directly prior to the start of the study. Keep in mind that there is a time limit before the study is to occur, when it is too late to cancel online. This restriction is listed at the bottom of the page (it can be 24 hours before your timeslot, or much less, such as just 2-4 hours). If you cannot cancel online please email or call the researcher to cancel. **IF YOU DO NOT CANCEL ONLINE, BY EMAIL, OR OVER THE PHONE BEFORE THE START OF THE STUDY YOU WILL BE COUNTED AS A “NO SHOW.” If you are counted as a “no show” for any studies you are not eligible for the 2 free punctual participant credits.**
4. If you cancel the first part of a two-part study, the second part will also be cancelled. If you cancel the second part of a two-part study, the first part will *not* be cancelled, but you will need to ask the researcher to sign you up for the

second part again, if you would like to participate in it at a later date. However, this is up to the researcher.

#### **D. Tracking Your Progress**

1. You may track your progress at any time by choosing the **My Schedule and Credits** option from the top toolbar.
2. When you view this page, you will see at the top a list of the number of credits you are required to earn, and how many you have earned so far. Below that, if you have signed up for any studies, those are listed as well. In the list of studies, you will see information about your credit status. If you have a no show for a study you will see that the status for that study is “failure to appear.”

Note: Your login session will expire after a certain period of inactivity, usually 20-60 minutes. This is done for security purposes. If this happens, you can always log in again. When you are finished 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. This is especially important if you are using a public computer lab.

#### **E. Frequently Asked Questions**

*1. Immediately after I login, as soon as I click on any menu option, I am taken back to the login page and I see a message that my authentication has expired. What does this mean?*

Your web browser is not properly configured to accept cookies. You should turn on cookies in your web browser, use a different web browser (for example, try Firefox if you are currently using Internet Explorer), or try a different computer. Detailed instructions can be found if you go to the site and enter the URL “cookie\_help.asp” in place of “default.asp” in the address bar of the browser, when you are on the front page of the site.

*2. I participated in a study, but I have yet to receive credit. How do I receive credit?*

The researcher must grant you credit. This is usually done within a few days after your participation. If it has been several days and you still have not received credit, contact the researcher (his or her contact information will be listed when you click on the study name within the system).

*3. How do I change the email address where email notifications from the system are sent?*

You can change the email address where notifications are sent by going to **My Profile** and editing the email address you see there.

*4. I forgot where and when a study is that I signed up for. What do I do?*

Check your e-mail for the **EMS reminder**, or logon to EMS and check your appointments.

*5. Should I keep some sort of record of my participation and credits earned?*

The system will keep track of the credits you earn and your instructor will have access at the end of the semester to a report of credits earned by students enrolled in the class (and if any students have “no shows”). It is a good idea, however, to occasionally print a personal copy of your credits earned and hold on to that printout as a back up to the system.

*6. I showed up for a study on time, and no one was there! What do I do?*

First refer to your information about that study session, to make sure you are in the right place at the right time. If you are, then wait at least 10 minutes for the researcher. If they are still not there at that point, you can leave and must send them an email within 24 hours, stating that you were present at the correct place and time for the study (refer to the study name). It is up to the researcher to try to reschedule with you.