FREQUENTLY ASKED QUESTIONS

If you don't see an answer to your question here, please check the C-REP Student Guide, which provides more detailed information.

Click on a question listed below to see the answer.

How is C-REP impacted by COVID-19?

Do I have to open an account to earn credits via C-REP?

I previously opened a C-REP account but my username/password is not working. What should I do?

I did not receive any email with my password. What should I do?

Is taking the prescreening survey optional?

I am not receiving any of the confirmation emails. What should I do?

Where can I find the important dates for C-REP?

How do I know where my lab session will take place or who the researcher of a study is?

The credits I earned do not show up on my C-REP account. What should I do?

The credits I earned do not show up on my Carmen/Canvas account?

I do not see any available studies. What should I do?

Will the system send me a reminder for my upcoming studies?

What should I to do to cancel a session?

How do I make up a missed session?

What is the topic of the alternative assignment?

Can I request more than one article at a time?

What is the maximum number of credits I can earn via alternative assignments?

I want to change my course selections. What should I do?

The system does not allow me to take an online study even though it is listed as available?

Why does SONA show a different credit amount than what my teacher/syllabus says?

How do I manage enrollment in multiple courses in C-REP?

I'm enrolled in 1100 and 1101. Do the credits I've earned count for both courses?

Can I split credits earned from a single study across two different courses?

I want to change my credit allocation. What should I do?

How is C-REP impacted by COVID-19?

As you know, restrictions from the COVID-19 outbreak have changed. This has several implications for C-REP.

First, the School has brought back its lab-based studies. You can now participate in-person. If you are still wary about participating in an in-person lab-based study, you can request an alternative assignment.

Second, we have waived the requirement that students in Comm 1100 and 1101 earn half their credits through lab-based research. Students can now earn all required credits via online studies.

We will update this document if anything changes.

Do I have to open an account to earn credits via C-REP?

Yes. You need to visit http://osucomm.sona-systems.com/ to open a new account, unless you already have one.

I previously opened a C-REP account but my username/password is not working. What should I do?

Use "Forgot Password" function on the C-REP website. If it does not work, you can contact the pool administrator for assistance.

I did not receive any email with my password. What should I do?

Please check your junk folder first. If there is no system generated message in there, you can contact the pool administrator for assistance.

You should also make sure you put your **name.#** as your username when you set up your account. The system automatically recognizes this information as your primary email address.

Is taking the prescreening survey optional?

No. All students who use C-REP have to take the prescreening survey. You earn .5 credits for completing it.

I am not receiving any of the confirmation emails. What should I do?

Please check your junk folder first. Alternatively, you can go to your C-REP account to access the study session-related information. It is the student's responsibility to note the researcher's contact information, date, time, and location of each and every session you sign-up for.

Where can I find the important dates for C-REP?

You should consult the student guide for important dates and deadlines.

How do I know where my lab session will take place or who the researcher of a study is?

The system lists your signups with all the information you need to know. It is students' responsibility to note the researcher contact information, date, time, and location of each and every session you sign-up for.

The credits I earned do not show up on my C-REP account. What should I do?

Allow researchers 48 hours after your participation. If your credits do not show up even after 48 hours passed, contact the researcher.

The credits I earned do not show up on my Carmen/Canvas account?

Sona and CarmenCanvas are not linked. Use Sona to monitor your research credits until they are posted on CarmenCanvas by the instructor. Credits are typically posted during the exam week.

I do not see any available studies. What should I do?

Make sure you do not have any "unexcused no shows." If you have one or more, you need to complete an alternative assignment for each session you missed before you will be able to access other studies.

If there is not a hold on your account and there are still no studies available to you, please check back after the midterm deadline for more studies. You can also earn additional credits by completing an alternative assignment.

Will the system send me a reminder for my upcoming studies?

You should receive an e-mail reminder one day prior to any study you've signed up for. Failure to receive a reminder is not, however, an excuse for missing a session. It is your responsibility to note the date, time, and location of each and every session you sign-up for.

What should I to do to cancel a session?

You may cancel your participation in a study via Sona up to 24 hours in advance of the scheduled session. If there are less than 24 hours until your session starts, you must contact the researcher directly.

How do I make up a missed session?

You need to complete an alternative assignment to make up for any unexcused no-show. You will not be able to sign up for other studies until you do so.

What is the topic of the alternative assignment?

You must work on the article assigned by the pool coordinator.

The paper must be: 1) a critical review of the study including its methodology and the validity of its conclusions given the methodology used, 2) written in good English, and 3)

with appropriate length for the desired number of research credits (250 words-.5 credits, 500 words-1 credit, 750 words-1.5 credits, 1000 words-2 credits).

Can I request more than one article at a time?

You can only work on one article at a time. Regardless of how many you request, the participant pool coordinator will only send you one article. You can request another one when you submit the one that was previously assigned.

What is the maximum number of credits I can earn via alternative assignments?

You can earn up to 2 credits per assignment unless the study you missed offers more than 2 credits.

I want to change my course selections. What should I do?

You can update your course selection any time during the program. Select the "My Profile" tab on SONA. On the right-hand side of the screen, you can select "Change Courses," where you'll then be able to add/remove classes.

The system does not allow me to take an online study even though it is listed as available?

You can earn a maximum of 50% of your credits for a class in the form of online studies unless you are only enrolled in online-only classes, and you do not live in Columbus. If this is the case, you should contact your instructor and the C-REP pool administrator in the beginning of the semester for accommodations.

Starting March 23, 2020: all courses will be able to earn all credits via online studies and/or alternative assignments. If you have a restriction, please contact the C-REP pool administrator (Kristina Medero, medero.2@osu.edu).

Why does SONA show a different credit amount than what my teacher/syllabus says?

This can happen if you are in an online course. See the Student Guide for details about how credits are doubled in the SONA system to allow students to earn all their credits online.

Starting March 23, 2020: all courses will list double the required credits in order to allow students to earn their credits via online studies/alternative assignments.

How do I manage enrollment in multiple courses in C-REP?

When you sign up for a study, select the course to which the study's credits will be applied.

I'm enrolled in 1100 and 1101. Do the credits I've earned count for both courses?

Each study's credits can only be applied to a single course. For example, suppose you've completed two studies worth 1 credit each. In this case, you could apply 1 credit to course 1100 and the second credit to course 1101.

Can I split credits earned from a single study across two different courses?

No. The credits earned from a study must be applied to one course.

I want to change my credit allocation. What should I do?

Navigate to the "My Schedule/Credits" tab, go to the study you want to transfer to another course, and select "Reassign" in the "course" column.