

FAQs Volunteering

Important information:

Website to create an account: www.isl.fsu.edu/volunteer

Website for volunteer sign in/ view studies: <https://isl.cci.fsu.edu/signin/participant.php>

ISL Office number for basic tech support: 850-644-8571

On Volunteering Itself:

Are you still taking Volunteers?

- We are always taking Volunteers! I'm so excited to hear that you're interested! Do you have any questions about volunteering, or did you need help signing up? *Depending on their answer you may be able to just provide them with the website www.isl.fsu.edu/volunteer -see further instructions below in tech-based category.*
- *(If help is needed)* I'd be happy to sign you up right now if you'd like. It will take about 5 minutes. We'll enter some contact information followed by some demographic information. Do you have some time now or would you like to call us back later? *(if they choose to call back later inform them of when you will be in/out of office to help them).*

I'm responding to the postcard/ I want to volunteer for the study. *(Often times volunteers will receive the postcard and see the phone number to call. They call assuming it's for one study, they have usually participated in one of our studies in the past and assume this is just another one like it. This response helps explain to them that it is not just one study but a database for us to generate multiple opportunities for them to participate in and for our research teams to gain a larger, more diverse sample).*

- Perfect! We always need new volunteers! Unlike before where you may have been contacted about a single study and then signed up for the study from there, we now have a system that generates available studies for you based on certain criteria needed by the researchers. This increases maximum participation and decreases the likelihood that you will be contacted by studies that you don't actually qualify for. We will need to create an account for you, and that account will connect you to our system of researchers. If you have five minutes now I'd be more than happy to assist you in signing up, or if you'd rather, you can go to our website at www.isl.fsu.edu/volunteer.

My husband/friend/I got this postcard in the mail/heard about the study and wanted to know if we could sign others up too.

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- We absolutely would love to have more volunteers! Generally, we need participants over the age of 40, but preferably closer to the 60 range. However, if they are interested, they can sign up on our website at www.isl.fsu.edu/volunteer, or give us a call at 850-644-8571 and have us help them set up an account. It only takes about 5 minutes to sign up.
- *We try not to have friends sign up friends as they may not be interested and get upset that we are "spamming" them. Additionally, there are demographic questions that a friend cannot answer accurately. The only exception we make for individuals signing each other up is in the case of husbands and wives who are still married and not separated.*
- Our researchers contact based on certain criteria, and since most of our research is focused on older adult, some individuals who are younger (i.e. 20s-40) may see very little contact or available studies, but they are still welcome to sign up.

I'm interested in being a volunteer, but I live out in _____ and don't know if I can make the drive.

- All our research is based in Tallahassee and almost all occurs on FSU's campus. There have been some studies in the past (Ex. Dr. Carr's Caregiver study) that go offsite to conduct in-home research, but most of our studies require in-lab participation here on campus. The labs may be able to work with you on transportation, but it is not guaranteed.
- *Some people may call about research studies that are based outside of Tallahassee (I.e. Gainesville, etc.) We do not at the time (6/4/18) have any studies that are based out of any city/university other than FSU, Tallahassee. They were likely contacted by another university's version of ISL and are confused because they've also received out postcard. Do your best to find that university's ISL's contact information and pass it along. Extend the invitation to sign them up with us if they are not currently an enrolled volunteer. UF's is included below:*
 - <http://aging.ufl.edu/research/research-volunteers/current-research-opportunities/>
 - For detailed information on our studies, please call us toll-free at 1-866-386-7730, locally at 352-273-5919, or email Recruit@aging.ufl.edu.

What kind of research is it?

- The Institute for Successful Longevity is interested in improving health and well-being for Florida's aging population. Our research topics are very widespread, for instance one study focused on driving capabilities. In this study, volunteers hopped in our driving simulator and were assessed on abilities to perceive anomalies/hazards, read and comprehend road signs, attention span, etc. Other studies are more focused on physical health assessments, and others look at cognitive areas of research-such as brain games like memory tasks, etc. There are some studies that are interested in the aging population and technology, such as computer/tablet use.
- If you'd like to see what is available, you may go online and sign up for an account as a volunteer. We post new studies regularly, so I'm sure you will find something interesting! Additionally, if you'd like to see what research the Institute has been involved in in the

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past, you can go to our website at www.isl.fsu.edu and see our researchers, newsletters, blog posts and much more!

I don't do computers. *(You will get this one a lot)*

- Our researchers will likely invite you via email to various studies, but we will have your street address and phone number you've provided available to the researchers. Our available studies are only ever posted to our website, so if you don't want to use a computer to view the studies your participation can be via contact from our researchers only.
- You certainly do not have to participate in any studies that you don't want to participate in. When contacted by the researcher inform them that you do not wish to be involved in a study that uses computers (or simulators) and they can tell you if you would still be able to participate or not.

What is the time commitment?

- Studies vary in time commitment. They can range from 30 minutes to three hours. They can be a one-time study or an initial-reassess study (I.e. a study where you come in and then follow up in a month/week/3 month/etc.). Generally, studies are one-time, and range from 45min-1 hour and 30 minutes. All the study's details (time/date/compensation/location/etc.) will be provided to you when contacted by researcher.
- Most studies will not meet on a weekly or even bi-weekly basis; however, it is possible. Each study has a unique structure, which will be provided along with other information such as compensation, the study's description, location, and appointment times, in the invitation to join the study.

We leave town a lot-maybe I'm not the best candidate.

- I'd be more than happy to sign you up still. We always need volunteers. Researchers will generally coordinate with you first to see when your schedule allows for maximum participation ability. If you are unable to attend a study at all (I.e. out of town for 4-5 months, expecting surgery/recovery, etc.) you may decline the request to participate with no hard feelings. You can request to participate in any study you qualify for or find interesting and have the right to decline any invitation that does not interest you, or that you are unable to participate in.

How much does it cost?

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- There is no cost. In fact, you will be compensated for your time. There is not a standard compensation rate, the rates vary depending on study. Generally, the longer or more taxing a study, the higher the compensation. All the information about a specific study's compensation will be provided when contact by the researcher

How do I get paid?

- You will be compensated for your participation upon completion of the study. Some studies that work in multiple phases will provide part of the compensation at the **completion** of the first phase and the remainder when the subsequent phases are **completed**. Specific compensation details will be provided by the researcher when they contact you, although most studies will pay cash in hand or gift cards upon completion.

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While signing people up:

Why do you need my email?/Are you going to spam me?

- YOU will use the email address as your log in information to the website, so you can see the available studies that are posted. We do not give out the email address to anyone except the labs with whose studies you qualify for. They will only use this to contact you for the duration of the study.

Why do you need my address/phone number?

- It will be used by our labs with whom you are doing research as a means to contact you about study appointments, research specific questions, results, etc. All contact information will remain confidential in our system and only be available to our labs with whom you qualify until you complete the study or decline the study's invitation.

I hesitate to answer that. I don't want anyone to think I'm prejudice. *(Generally white participants during "Primary Racial Group")*

- You do not have to provide an answer if you do not want to. Our researchers will never assume attitudes toward an individual and all the information in our system remains confidential. The question is there merely for our system to be able to generate you as a potential participant automatically for certain studies. For example, some studies may be looking at factors such as differences between racial groups and the likelihood to receive prompt medical care, or development of cognitive failure such as Dementia. However, if you'd like me to leave it blank I most certainly will.

I think that question is too personal. *(Generally, concerning "Yearly Household Income" question).*

- That is completely fine, we don't have to answer that question. All this information is kept confidential and if you choose not to provide it that is perfectly fine. We have these questions because some of the research the labs conduct is interested in things such as education differences, financial differences, racial differences, gender differences, etc. The more information you provide, the more studies you can be automatically chosen for, but again you do not have to provide any information you do not wish to.

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Tech-based/Site User Questions:

I made an account but how do I see the studies?

- You should have been sent a confirmation email. In that email address there will be a link to the sign-in page for our research site. The web address is:
<https://isl.cci.fsu.edu/signin/participant.php>
- Your log in information is that email address and the password that you filled out. If you can't remember your password, on the sign-in page (<https://isl.cci.fsu.edu/signin/participant.php>) you will see a blue "Forgot Your Password?" Link below the big red bar saying "Sign In." Click that and the password reset will be sent to your email address.

I'm on the website and signed in but can't see the studies posted.

- *Tell them to go to the Toggle Menu (TOP CENTER of page), or if they see the "DASHBOARD" to the LEFT- Click "VIEW ONGOING STUDIES." Here they will see all available studies with the researcher's name, contact information, study title, and description of study.*

I'm looking at the studies and all I see is a name and email address, but nothing about the studies.

- *They are probably on a mobile smart phone. If so they either tilt the phone to landscape position or use their fingers to scroll to the right. Explain that the webpage is very large, and they should see a description of the studies after they've scrolled right.*
- *If not on a mobile phone tell them that you will get tech support to diagnose the problem, and then you will call them back. Get their log in information so you can see their page. Log into the participant page and try to diagnose problem (<https://isl.cci.fsu.edu/signin/participant.php>). More than likely it's the user's navigational or zoom error. If not, contact tech support, and notify Dr. Charness and Bill Edmonds.*

I forgot my password. Are you able to tell me what it is?

- Unfortunately, that information is confidential. I can, however, walk you through how to reset your password. If you go to your sign-in page (<https://isl.cci.fsu.edu/signin/participant.php>) you will see a blue "Forgot Your Password?" link below the big red bar saying "Sign In." Click that and the password reset process will be sent to your email address.