

2020 REDCap User Survey Comments and Response

Scientific Computing

2021-02

Suggestions

- “Sometimes the information doesn't populate with the information the patient sends. Need to sign back in and hope it is there. Not sure how to fix the glitch.”
 - Thank you for the feedback regarding this glitch. This issue may be due to a weak cellular or Wi-Fi connection. As REDCap is an online platform, it requires a stable internet connection to save data. Please ensure that your connection is active and stable when entering data into REDCap.

- “Ideas for improvement:
 - Make it easier to join different instruments once downloaded.
 - Thank you for your feedback. We recognize that REDCap's layout can be difficult to navigate at times. Currently, one effective method to combine different instruments into a single instrument is to download instrument zip files for each, combine the tables by copy and pasting the desired sections, and uploading the edited instrument zip file. Further ease of use may be developed and refined in future releases.
 - Remove "Repeating instance" columns from reports when the repeating instrument is not included.
 - IMPROVE THE API!! Currently unable to make it work.
 - Enable setting reminders to follow up with specific fields that pop up on the day the reminder is set for.
 - Allow calculated fields to calculate future dates in addition to numbers.
 - We will add the date calculated fields module to the list of available modules. Look forward to its introduction soon and feel free to review the documentation on this module here: <https://github.com/vanderbilt-redcap/date-calculated-fields/blob/master/README.pdf>
 - Make it easier to change the code (i.e., level number) for categorical variables once in production (e.g., change 1- Yes, 2- No coding to 1 -Yes, 0 - No) when no other changes are happening.
 - We understand it can be difficult to recode variables within REDCap. This is a conscious design choice by the REDCap Consortium community developers to preserve data and one that we unfortunately cannot change at this time. While this may cause some difficulty, our team at Scientific Computing works to make this process easier through additional support for projects in production.
 - Automated email each day would be more efficient”

- “Fields that are used frequently (name, ID, etc.) should self-populate.”
- “Auto fill for identifiers like e-mail add.”
 - Thank you for your feedback. Currently, REDCap does not have this feature and it is one that would be exciting to see. It may become available with future

updates. In some cases, smart-variables and piping may be of interest when working with automated/mass email and surveys. Please see the following documentation for more details: (1)

<https://redcap.mountsinai.org/redcap/index.php?action=help#ss53> ; (2)

<https://redcap.mountsinai.org/redcap/index.php?action=help#ss211>

- “REDCap is a good system to create source documentation. Some features I think that would be a great help are:
 - The ability to send email reminders for scheduled events in the calendar to both records and users
 - Uploading password-protected files
 - Allowing users to upload multiple files in one file upload field
 - Mass duplicating fields without having to use the data dictionary
 - Allowing surveys to add participants beyond the first instrument
 - Allowing attachments to be added to survey invitation emails”
 - Thank you for your specific feedback about helpful features. At the moment, REDCap does not feature these capabilities; however, as it is consistently being updated, these features may be available at some point.
- “Provide space for OTHER: write in new symptom (s) not shown above.”
 - This appears to be project specific request dealing with survey flow design. Presumably, the project has variables specifying symptom(s) in a checkbox or similar pre-defined answers. Presently, there are already ways to add variables with free-text entry and, via branching logic, could be displayed only when a specific box of a checkbox question is selected. However, free-text entry incorporated into the same checkbox/multiple choice variable is not a feature that exists in REDCap; this feature may be added with future updates.

Criticisms

- "We are having trouble with our consent capture. The feature worked fine when we deployed it. The glitch is new and highly problematic. Not sure what happened on the back end, but it impacts our compliance, so it's a serious problem."
 - Compliance issues are a serious concern. We would like to follow up directly to obtain more information and address this problem if a bug has gone undetected. Please contact us at redcap-support@mssm.edu so we can quickly address this concern.
- “It takes too long every day. There needs to be an app that you can fill out at home rather than have to scan the code every day.”
 -
- “On the project set up page, there should be a reminder to send a fund transfer of \$100 to the REDCap support team for projects that want to be in production status.”
 - Please note, we have added the payment policy on the home page of REDCap and on the “My projects” page:
<https://redcap.mountsinai.org/redcap/index.php?action=myprojects>

- “It takes some time to pick up the QR code, other times it takes much longer. Sinai REDCap should be an app that installs easily to just log on and answer questions without haste.”
 -
- “Should not charge fees, at least for small projects - puts yet another barrier on research especially for trainees and faculty who do not yet have grant support.”
 - Thank you for your feedback. While there are fees associated with Production projects, there are currently no fees associated with Development projects. Production projects are provided with additional support, therefore requiring a small annual fee.

Application Support Feedback

- “Great response from Scott Robertson and above excellent service. Was great to have "one less thing" to worry about with virtual/Zoom recruitment season.”
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- “I sent a response to your response to my initial claim... And I have yet to receive a response. I couldn't open up your answer to my claim and I also followed up with my manager and she didn't know what to do exactly.”
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- “REDCap has some new features and would appreciate if we could have a presentation regarding the same. You had scheduled one earlier but didn't realize until you sent out the presentation slides.”
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- “Need videos for getting started, branching logic, piping logic.”
 - Once you are logged in, you may access training videos to help with your questions by following this URL:
<https://redcap.mountsinai.org/redcap/index.php?action=training>
- “I have found that Scott and his colleagues have been helpful whenever I have requested their assistance.”
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- “Questions not answered in a timely fashion.”
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Praise

- Very impressive and very useful to handle effectively the COVID-19 in terms of the proper report, guidance, education and management of the collected information to facilitate the transition to return to normal activities in a very safe manner.”
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