

2021 eRAP User Survey Comments and Response

Scientific Computing

2021-02

Requests for new eRAP features

- “The CRC appointment scheduling module in eRAP needs functionality to allow rescheduling patients without having to re-enter the entire appointment and reattach all of the documents. They also should allow us to see availabilities and schedule directly, like the BMEII fMRI calendars do in Calpendo. eRAP is not the most user-friendly system, and I only use it because I am forced to by circumstance. I would rather redesign my studies and stop using CRC than pay for using eRAP.”
 - We reached out to the user to understand more about this scheduling features within Calpendo so that we can investigate enhancements to eRAP.
- “A great enhancement would be to have a repository field where aggregated documentation received for every record can be looked at without opening every yearly record.”
 - Please submit a ticket at
<https://scicomp.mssm.edu/jira/servicedesk/customer/portal/8> so this enhancement can be discussed further.
- “I think the eRAP form requests should be revamped to accurately reflect what will happen for each request. For example, I wanted the water for two cages to be stopped and the lixit removed. I checked the "no water" option and asked that the lixit be removed. While the lixit was removed, the water bottle was changed. Why? A yellow card was not attached to the cage indicating that the water bottle should not be changed. It doesn't make a whole lot of sense to have this option in eRAP request when you have to follow up with a yellow card on the cage. Or at the very least, have a message in bold appear that states what the requestor must do after they have selected a particular option. The follow up email should be more than a request ID, but an email stating exactly what the job is and when it is expected to be carried out and a follow up of when it is executed--it should be something more dynamic and efficient.”
- “The interface itself is clunky and unintuitive. The CRU staff are very helpful though.”
- “eRAP is unable to populate authorizations. Some specialty auths should be pre-populated with cpt codes to help with time spent on generating authorizations.”
- “Very ineffective tool for case management. I wish WTCHP would invest in real case management software such as allscripts. Would significantly reduce inefficiencies.”
- “eRAP features are not friendly for work completion.”
 - We are committed to improving eRAP. To better understand these requests, please submit a ticket at
<https://scicomp.mssm.edu/jira/servicedesk/customer/portal/8> or email us at erap-support@mssm.edu to provide additional details. As a reminder, custom enhancements incur a fee of \$140 per hour: our standard hourly rate as detailed on the <https://erap.mssm.edu/> homepage.

eRAP performance issues

- “Application is very slow and not working most of the time”
- “eRAP always takes a very long time to load on the browser - would be great if that could be improved.”
- “I think that the application is really slow”
 - We are internally investigating causes for application lags. If you are experiencing persistent performance issues with the application or its function, please submit a ticket at <https://scicomp.mssm.edu/jira/servicedesk/customer/portal/8> so that it may be addressed and resolved.

eRAP Customer Support Feedback

- “As a user, I have overall found eRAP support to be quite poor - CCMS request tickets often go unanswered, with no contact information being provided besides a support email, which also often goes unanswered. I will say every time I reached out to people in the target departments, they have been helpful, but this defeats the purpose of having an automated eRAP system.”
- “I tried contacting eRAP support but got no response. That's my only real complaint, and I know this could be outside of anyone's control but it's been taking a long time for the eRAP calendar to load so I can book my appointments
 - We realize that our support has been inefficient at times and we have implemented new processes to streamline the intake and communication processes. If you experience persistent performance issues, please submit a ticket at <https://scicomp.mssm.edu/jira/servicedesk/customer/portal/8> so that it may be addressed and resolved.
- Could someone please contact me at <user-email-address> regarding a ticket I would like to open with my account. I would like to change the PI my account is associated with. Thank you.”

This user's request has been addressed and resolved. Change requests, such as adjusting your PI, can be processed by submitting a ticket request at the eRAP Support Page: <https://scicomp.mssm.edu/jira/servicedesk/customer/portal/8>.
- “The wait time for customized work to existing databases is too long.”
 - If your project has a specific timeline, please let us know your deadline or timetable during the intake process.
- “I am fairly satisfied as a user of eRAP.”