

2021 REDCap User Survey Results

Scientific Computing and Data

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The 2021 REDCap (Research Electronic Data Capture) user survey—distributed in January 2022—solicited feedback from all active REDCap users. Of these, 84 users responded (10.8% response rate).

Survey Questions:

(1) How would you rate your satisfaction with the REDCap implementation at Mount Sinai?

- a. Very Satisfied: 38.1%
- b. Satisfied: 39.2%
- c. Neither Satisfied Nor Dissatisfied: 10.7%
- d. Dissatisfied: 4.7%
- e. Very Dissatisfied: 5.9%
- f. Decline to Answer: 1.2%

(2) How would you rate your satisfaction with REDCap support?

- a. Very Satisfied: 32.1%
- b. Satisfied: 35.7%
- c. Neither Satisfied Nor Dissatisfied: 17.8%
- d. Dissatisfied: 4.7%
- e. Very Dissatisfied: 4.7%
- f. Decline to Answer: 3.5%

(3) Please share any additional comments:

Comments regarding application resources:

- Excellent product. Any further efforts to educate interested staff in developing and implementing REDCap forms on their own would be appreciated and well received. [While we host REDCap user training sessions every year on the development and implementation of REDCap forms, any REDCap user can check out the extensive library of REDCap Training Videos covering a wide spectrum of topics and functions within REDCap.](#)
- Very easy to use and access. I would love to see implementation of REDCap for staff competency documentation (skills, point of care testing) as opposed to the massive amounts of paper we waste each year. [Share REDCap with your colleagues and team mates! Word of mouth recommendations assist in spreading the broader implementation of REDCap.](#)
- Through all of your efforts to lessen it, there is still a lot of confusion surrounding Redcap and it's applications. I know it would difficult to see everyone personally, perhaps an instructional video or a Peak module could help. [Thank you for the suggestion! REDCap user training sessions are scheduled every year, and any REDCap user can check out the extensive library of REDCap Training Videos covering a wide spectrum of topics and functions within REDCap. Please check out our REDCap Support Materials on our website to further assist.](#)

Comments regarding data:

- REDCap is easy to use however, not as flexible as other applications in terms of ease of use and data extraction however, free is GOOD!

REDCap can seem to be limited in some situations, but a lot of functionality is accomplished in other indirect ways. Vanderbilt—the creators of REDCap—seem committed to improving and updating the platform so that workflows can also be improved. When looking back on just Mount Sinai's instance of REDCap, each upgrade has brought significant improvements to stability, security, and features. We encourage you to watch for new features announcements that we send out after each upgrade: you might just see one that interests you.

- Link RedCap to Epic to minimize double charting. There is already way too much for a RN to do, yet alone another thing to document. Also, it would be nice to know what the data is being used for. It just seems we are filling these REDCaps for the sake of filling REDCaps with the amount of REDCaps we have to do every shift. It exhausting doing so.

This service—to link REDCap to Epic—is offered in the form of Epic Clinical Data Pull (CDP)! To utilize this feature, your REDCap project must be moved to Production (which, in addition to several other support benefits, incurs an annual fee of \$200) along with a consultation fee with REDCap Analysts to ensure the accuracy and quality of the data pulled from Epic. To find out more information, submit a question in the form of a ticket here: <https://scicomp.mssm.edu/jira/servicedesk/customer/portal/9>

- We work primarily with people who have significant cognitive impairments, and have gotten feedback that REDCap surveys are not always the most user-friendly. We love REDCap and think it's great for data, but would love to have additional features in the future to make the survey presentation more user-friendly, especially for people with cognitive impairments. Some specific ideas we've heard: - Highlighting missed questions, or presenting a message to show users the specific #s of missed questions. REDCap does say when a required question is missing, but it can be difficult to find which one. - Additional survey display options that the participant can adjust on their end. For example, reversing the text/background colors, or splitting up the survey into multiple pages. Any other features that the participant can adjust on their end would be great. Thank you for all your work! Let me know at the email below if you have any questions.

We understand that navigating a REDCap survey may present challenges to some users. Many of the features mentioned here can be implemented in a REDCap project! To enable or utilize such features, your REDCap project must be moved to Production (which, in addition to several other support benefits, incurs an annual fee of \$200) along with a consultation fee with REDCap Analysts to review specifics of the requested features. To find out more information, submit a question in the form of a ticket here: <https://scicomp.mssm.edu/jira/servicedesk/customer/portal/9>

Comments regarding support services:

- The weekly 'office hours' online are a great idea, but sometimes it is difficult to get a question in with so many people there. That aside, the REDCap support personnel have been really kind and helpful.
Presently, Wednesday office hours are consistently held every week from 3:30-4:30 pm. There is limited resource availability to hold public office hours more frequently. Consider a move to production if your research budget allows, as projects that are in production have constant access to exclusive, additional help either through email or a scheduled 1-on-1 appointment to discuss troubleshooting.
- If possible, I think it could be helpful to provide another day of office hours for REDCap users.
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Comments regarding application updates:

- I reported a problem with the survey queue feature almost a month ago. I was told this is a bug in REDCap, but no further information has been provided. It would be nice if this could be resolved.
We appreciate users who provide feedback on bug reports and usage issues such as these. Each REDCap upgrade is required to go through an in-depth evaluation process before a new version goes live. While this process may seem lengthy, it is done to ensure that the platform is stable and service is available as well as to protect project data. We thank you for your patience and understanding.
- The notification of a new update was never communicated. It took 5 days of badgering admin to have a call back, Bc they never got my info. Cumbersome, inefficient and ineffective to end users.
Thank you for providing this feedback! The best method to contact REDCap user support is to submit a ticket through our portal, located here: <https://scicomp.mssm.edu/jira/servicedesk/customer/portal/9> In order to respond to messages from the REDCap team, or to check on the status of your request, be sure to click "Add comment" or "View Issue" on your JIRA email notification. Please do not respond back to the automated email notification, as the responses are forwarded to a no reply box and are not delivered to anyone on the team. All communications should be done via the ticketing system to ensure the team is up to date on any correspondence.
- 1) It would be great to have the calendar communicate with other aspects of the databases (program calendar based on dates in tracking forms, export calendar dates in csv format) 2) Inability to program dates is a big downside currently 3) Validated fields should hold true to validation rules - currently users can ignore 4) When pulling multiple timepoints into one report, it would more user-friendly for each record to appear only on one line 5) Allow branching based on data entered in repeated instruments

Most of your requests are already possible, but there are some caveats. Vanderbilt—the creators of REDCap—seem committed to improving and updating the platform so that workflows can also be improved. When examining Mount Sinai's instance of REDCap, each upgrade has brought significant improvements to stability, security, and features. We encourage you to watch for new features announcements that we send out after each upgrade: you might just see one that interests you.

- There are so many REDCap sites that people need to access, it is difficult to know which URL is for what. This needs to be improved. Many people reach out to me to ask which is the correct form, and sometimes I have to open up several to find the correct one. Thank you for utilizing so many different projects in REDCap! Custom link generation is a feature offered within REDCap as a survey distribution option. After enabling surveys in your project, it is possible to create uniquely named links to distribute. [Here are REDCap instructional videos](#) that demonstrate how to customize different aspects of REDCap projects, including how to create unique survey distribution links.
- With how much we had to use REDCap surveys to support MSHS operations this year, it would be extremely helpful if there could be a life_number lookup implemented within our REDCap. Half the battle is getting employees to enter their correct life numbers. Having a tool where they could look it up would be extremely helpful. Some portions of this may be possible with an API and Dynamic SQL queries, but would require a level of customization that may be out of scope for the purpose of REDCap, as it would involve integration with a Mount Sinai personnel database. Since REDCap is primarily a research tool, it would not be feasible to build this integration.