

2023 REDCap User Survey Results

Scientific Computing and Data

April 1, 2023

The 2023 REDCap (Research Electronic Data Capture) user survey—distributed in January 2023—solicited feedback from 4883 active REDCap users. Of these, 91 users responded (2% response rate).

Please note: This user survey pertains only to the overall REDCap service provided by the Scientific Computing and Data team. Survey comments regarding specific REDCap projects owned/built by others that provide customized online applications to various groups at Mount Sinai and elsewhere have been removed.

Survey Questions:

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

- a. Very Satisfied: 34%
- b. Satisfied: 47%
- c. Neither Satisfied Nor Dissatisfied: 12%
- d. Dissatisfied: 7%
- e. Very Dissatisfied: 0
- f. Decline to Answer: 0

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

- a. Very Satisfied: 35%
- b. Satisfied: 37%
- c. Neither Satisfied Nor Dissatisfied: 19%
- d. Dissatisfied: 4%
- e. Very Dissatisfied: 2%
- f. Decline to Answer: 2%

(3) Please share any additional comments:

Comments regarding the REDCap application:

- For the administrative work in Graduate Medical Education, having REDCap available is extremely valuable. The ability to populate surveys with our sensitive internal data on a per-program basis is something that we have yet to find in a commercial solution (SurveyMonkey and FormStack don't offer it, so far as we can tell), and not having to verify the security arrangements (as we would with a cloud service) removes a significant logistical concern and lessens administrative burden. So we're huge fans of having the service available.
- REDCap a great program.
- It helps how to improve patient's care
- Easier way to get access for monitors

Comments regarding support services:

- Most people go into redcap to create a survey once in a while so it would be good to have a step by step guide available to follow to be able to build one etc
 - [Thank you for your suggestion, we will review options for such a resource to add to the "REDCap Support Materials' section on our website.](#)
- I really have [not?] used support at this time.
- I haven't used REDCap support so I decline to answer.
- I don't have any suggestions at this time.
- from my experience, the redcap team will only give you the time of day if you pay their hourly rate for help. outside of this, whenever you reach out to the redcap support team for guidance, you are provided blank statement replies that are little to no help. the once per week open forum for redcap is not a satisfactory solution as it's only an hour of time and most of the time, your questions aren't fully answered. I don't know what a more extensive support team for redcap would look like but I would hope in the future better means of providing support would be more welcoming and not firewalled by, "our hourly rate is..... to help you."
 - [The annual REDCap project fee introduced in 2023 means that those with paid projects can now contact us to schedule 1:1 support.](#)
- Inconsistent support.
- None. It is good as it is.
- Keep up the good work.
- I have appreciated the changes in REDCap. I hope to see continued improvements in future. ... Support is more knowledgeable. I would like to have better turn around on tickets. Slow at times and it impacts my work. I have had a positive experience with support during Digital Concierge.
- -Seems like Mount Sinai's REDCap has been kept closer to the most up to date version of REDCap, which is appreciated. Some of the features that came with the newer versions released over the last year or so (especially the built-in multilingual functionality, which is infinitely better than the external module) have been very helpful.
- I have greatly appreciated Cate's help. Please keep the Digital Concierge. I'd like to see more trainings on features in REDCap.
- This is not a suggestion. I want to thank Cate. She help me greatly with my project. She's patient, detail oriented and has great knowledge of REDCap. Thank you, Cate!!
- Great service. All questions answered very quickly.
- Recap is good services is great
- REDCap support was extremely patient with me as I navigated the challenges of working with the program for the first time. I appreciate the weekly Zoom office hours and think the breakout rooms work very effectively.
- The RedCap support, including the virtual hours, has been especially helpful!
 - [Thank you for your feedback, our team strives to provide a high standard of support for the Mount Sinai REDCap community.](#)

SUPPORT ISSUE: EXTERNAL ACCOUNTS AND ACCESS:

- Please fix issues with external accounts.
- IT support for REDCap is a challenge. I had a situation where the monitor was on site and was having issues accessing Redcap. This process should have taken no more than 10 to 15 (or less) but it took 30 minutes. If I had not asked for a supervisor he would have just put in a ticket with no time frame as to when someone would get back to us. Keep in mind we had tested out the monitors' access before visiting the site and it was working, not sure what happened between that time. Once I insisted on asking for a supervisor, he decided "let's try something else" You may think this was an isolated event with this particular IT person, but sadly no, we've had other issues where we would just hang up from one person and call again to get another person that was willing to help. This should not be the process.
 - The above comments seem to pertain to contacting the DTP and ASCIT service desks, possibly connected to password expiration issues for Mount Sinai accounts provided to external REDCap users. We have communicated to our DTP and ASCIT colleagues who manage those service desks that some Mount Sinai account password expiration issues that people contact them about are linked to sponsored Non-employee account holders—including external REDCap users—that reach their expiration date. This is so the service desks know how to handle these cases.
For sponsored external Mount Sinai accounts, the sponsors get the reminders about password expiration for the accounts, not the account holders. We have updated the information we provide about this, and creating REDCap accounts for external users, under the "REDCap Accounts" section [on our website](#).

Comments regarding data:

- Offer advanced REDCap trainings on how to extrapolate and clean data
 - Thank you for this suggestion which we will review as we plan for 2024 training sessions, which we will announce on our website.

Comments regarding billing and payment

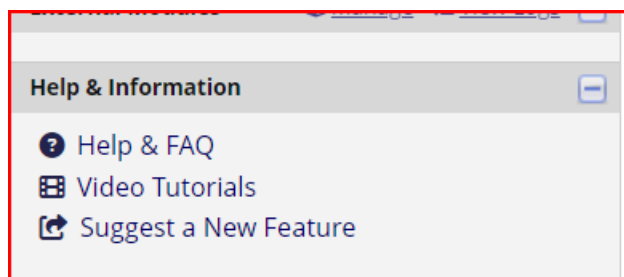
- -Paying for projects is easier than it used to be, but still somewhat tedious.
- I think the system for paying for unpaid projects needs to be changed. A project's creator is not necessarily the best person to reach out to for paying for the funds as they may not be involved in the department anymore (this is the case for me as I've been in 3 different departments since 2019). REDCap should have a fund number tied directly to each project and the project automatically gets a fund transfer request at the beginning of every year.
- The billing and funding changes every year. It's confusing and not user friendly. Please simplify this process. Maybe look into charging by department. Research staff need to spend time on research and not on billing/funding for Redcap.
- Separate workflow and communications for simple, non-clinical surveys and other institutional usage.

- I think it was unacceptable to offer consent capture and archiving, and then decide that you were going to charge studies that no longer had budgets for continued access to the archived consent forms. And, in all of my interactions with the RedCap support team, I have never received support. I have only received cost estimates.
- The billing process is better but still could be improved.
 - Thank you for your valuable feedback. We will use your input and suggestions to continue to approve our processes and policies for paying the annual fee for REDCap projects introduced in 2023. The annual fee was introduced to provide sustainable and improved support for the growing numbers of the Mount Sinai community that use REDCap for research and other purposes.

Comments regarding REDCap application functions and interface:

- -Would be nice to have a larger selection of external modules/easier activation of them.
- The REDCap Admin team has been very helpful with the various requests we've had. There are still some changes that we would like to see:
 - Option to search projects by PID on “My Projects” page
 - This feature is included in the recent REDCap version 14.0 upgrade. (See [see this link](#) for v14.0 release notes.)
 - Promote Epic CDP more so it is utilized more and hopefully less glitchy with additional maintenance
 - We are reviewing our Clinical Data Pull (CDP) request processes and interaction with the Epic team to improve our CDP functionality
 - Scroll available through left/right
 - Month in date validation format being letters instead of numbers (E.g. 05-APR-2023 instead of 05-04-2023)
 - Easier method to add multiple instances for one record via the same link instead of confirmation code
 - Easier way to go to next/previous record (maybe on a current record dashboard have arrows that go back and forth showing you the previous and following record)
 - Increase character limit for event names
 - Improved audit log that allows to see full scope of changes made to fields/instruments on REDCap
- Thank you for your valuable and detailed feedback. Many of the new features, improvements, and changes—some similar to the remaining items in your list—have come directly from the REDCap Community especially the regular users of the REDCap software. The Vanderbilt University Medical College continues to actively develop the software relying on the feedback of a passionate global community.

To provide feedback to Vanderbilt, there is an option in each REDCap project for suggesting a feature (improvement or change), it is located at the lower left of the navigation panel. We encourage you to use this ‘Suggest a New Feature’ button.



As an active REDCap user, you have a unique perspective on the functionality of the software and your suggestions can help make REDCap and research data capture more user-friendly. These suggestions are sent directly to the REDCap Development team at Vanderbilt University. In addition, we will share the REDCap Change log for each major upgrade where you will find all the new features, changes, and improvements in Mount Sinai REDCap.