

2023 eRAP User Survey Results

Scientific Computing and Data

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The 2023 eRAP (Electronic Research Application Portal Rapid Database Generator) user survey—distributed in January 2024—solicited feedback from 912 active eRAP users. Of these, 49 users responded (5% response rate).

Survey Questions:

1. How satisfied are you with eRAP?

- Very Satisfied: 13%
- Satisfied: 46%
- Neither Satisfied Nor Dissatisfied: 21%
- Dissatisfied: 12%
- Very Dissatisfied: 8%
- N/A: 0

2. How satisfied are you with eRAP support?

- Very Satisfied: 21%
- Satisfied: 40%
- Neither Satisfied Nor Dissatisfied: 29%
- Dissatisfied: 0
- Very Dissatisfied: 6%
- N/A: 2%

3. Which project integrations are you interested in implementing for your eRAP project:

- Project Dashboard through Tableau: 14% yes
- Epic Data Population: 12% yes
- Other: 4% yes
- None: 70% yes

4. [Of those who replied “Other” to #3] Please specify:

- An easier method to book that does not require PI. As an associate researcher I do most of the scheduling yet i have no access (I also made multiple attempts/complaints with no response)
- Contact Us forms!

5. Please share any additional comments:

Comments related to the user interface:

- For the therapeutic trial, it is time consuming entering data as you have to go out and go back in to access an assessment. Instead of a timepoint with all CRF's located within to include all assessments, it is not as user friendly and adds additional data entry time, in my opinion. Rave, Clintrak EDC, Medrio are other EDC's i'm comparing to, and they allow for timely data entry and easy to navigate while entering, as you can save and add the next line continuously.
 - Thank you for your feedback on eRAP's usability, especially regarding issues with data entry. As we note in the general comment below, we are actively working on rebuilding eRAP, and one of our key design goals is to improve the efficiency of data entry.
- This system is not very user-friendly. To save a visit request, there should be a confirmation on that page rather than just clicking "Save" and waiting for the email. Additionally, it would be helpful to show a calendar of dates available.
- System is slow to load and save. Adverse Event forms should display the name and date of the AE when in the overall table view prior to drilling down into a specific AE rather than simply being numbered sequentially.
 - Thank you for your feedback on eRAP's usability, especially regarding system responsiveness when saving data. As we note in the general comment below, we are actively working on rebuilding eRAP, and improving system responsiveness and providing timely communication with users are high priority areas for enhancing eRAP.
- Put the save and send to freezerworks button on the same line. Not one on the bottom and the other on top.
 - Thank you for your feedback on eRAP's integration with FreezerWorks. We will add this requirement to our development plan for integrating FreezerWorks in the next version of eRAP, currently under development.
- When all query responses are submitted, please change the the color to something other than red/yellow/orange. Currently, it's hard to easily see where there are outstanding queries that need to be addressed by the CRA/CRC teams without going into each patient to ensure that all queries are answered/submitted. This costs a lot of extra time and creates confusion for teams that have multiple coordinators working on data entry. Plus? The site saves sooo sloowwwwww.
 - Thank you for your feedback on eRAP's look and feel, and on the system performance. As noted above and below, we are actively working on rebuilding eRAP. Improving system responsiveness and making the eRAP user interface easier to customize are key areas for improvement.

Comments related to application performance:

- Erap is slow. Patient does not display on all tab. unable to go back.
- erap is working very slow and very often unable to generate codes, because of that issue the completion of our work is very delayed
- I do ERAP entries for my project and often times it can be extremely slow. Also, it may be a coincidence but each day at around 2pm, ERAP always needs to be restarted.

- if the database could be a little bit faster, and a lot of the time when i am trying to load a task or authorization it takes me back to the WTC Certification project menu when that is not what i was using
- System is very slow when creating new record.
- Sometimes the system needs a lot of time to save new entries in the database.
- System is still very slow when registering a patient and updating record.

Comments related to scheduling

NOTE: As of March 31, 2023, room scheduling was transitioned to the Robin application and instrument scheduling was transitioned to the Agilent iLAB application

- Scheduling stuff with eRAP seems like triangulating information at times. It would be nice to see a calendar with availabilities like many other services across Mount Sinai to establish a more efficient communication with patients
- It's very difficult to get timely appointments fro blood draws
- An easier method to book equipment that does not require PI. As an associate researcher I do most of the scheduling, yet I have no access (I also made multiple attempts/complaints with no response).

GENERAL RESPONSE: SUMMARY OF UPCOMING CHANGES TO eRAP

We thank all commenters for their valuable feedback about your experience using eRAP and your suggestions for improving it. We understand that there are many performance and usability challenges with the existing eRAP platform. This is one reason we are working to rebuild eRAP on a modern web application platform, and we are specifically working to address the performance and usability issues raised in these comments. We plan to start integrating projects to the new system in the second half of 2024 and will contact individual projects to solicit alpha and beta testers for the platform.