

## 2024 REDCap User Satisfaction Survey Results

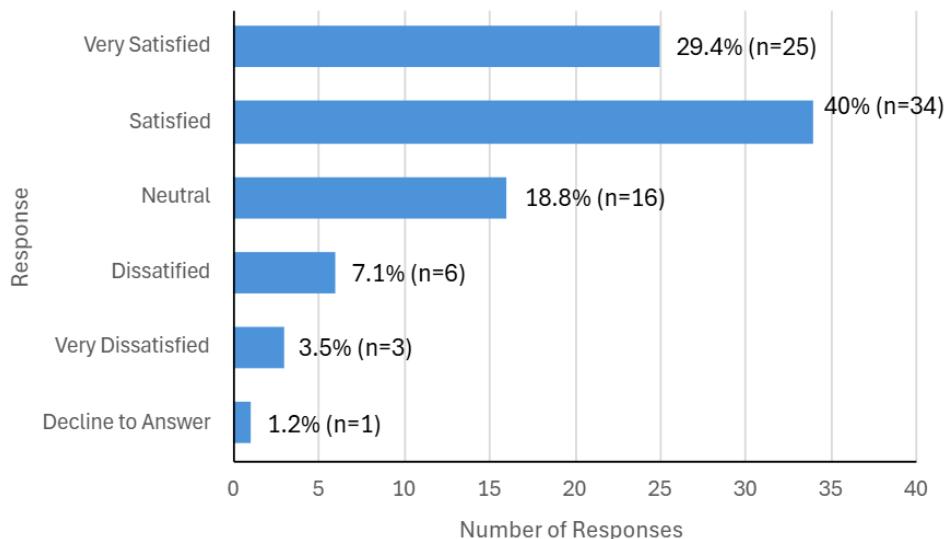
### Scientific Computing and Data

February 11, 2025

The 2024 REDCap User Satisfaction Survey (distributed in January 2025) solicited feedback from 3185 active REDCap users. Of these, 85 users responded (3% response rate) with 79 comments in total.

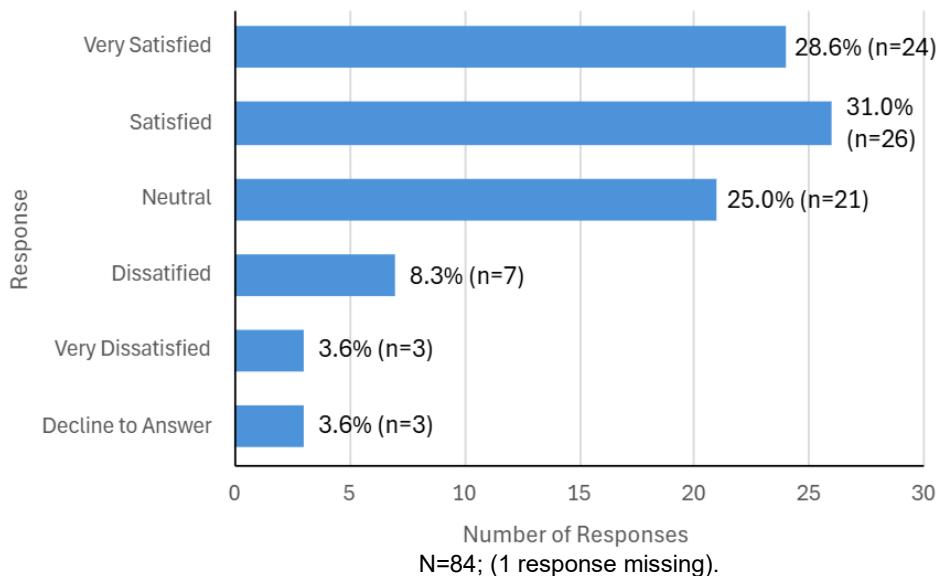
#### We asked five questions:

##### Q1: How satisfied are you with the REDCap installation at Mount Sinai?



N=85.

##### Q2: How would you rate your satisfaction with REDCap support?



N=84; (1 response missing).

**Q3: What suggestions do you have for improving Mount Sinai's REDCap installation?**

Theme	Comment	Response
Compliments	<ul style="list-style-type: none"> <li>None the improvements to the De-identification system are great.</li> <li>I am very satisfied with the installation. There's always room for improvement.</li> </ul>	<ul style="list-style-type: none"> <li>Thank you for the positive comments. We are constantly looking to get feedback and improve our services so please reach out if you have suggestions.</li> </ul>
Cost	<ul style="list-style-type: none"> <li>Make it free. So many study teams resort to using Excel because of the cost.</li> <li>Cost is prohibitive for unfunded projects, which has forced us to minimize REDCap use and prioritize other platforms.</li> </ul>	<ul style="list-style-type: none"> <li>Currently, researchers are not billed for the first three months of their study using REDCap. After 3 months, researchers will be required to pay. For more information about the billing, please visit our website here: <a href="https://labs.icahn.mssm.edu/minerva/rds/about-redcap/">https://labs.icahn.mssm.edu/minerva/rds/about-redcap/</a>.</li> </ul>
Date / Time Features	<ul style="list-style-type: none"> <li>Add the "today" function to automate surveys on a time schedule relative to the current date.</li> </ul>	<ul style="list-style-type: none"> <li>We will investigate if there are features that might do this in REDCap.</li> </ul>
Two-Factor Authentication	<ul style="list-style-type: none"> <li>The two-factor authentication is a challenge. Outlook sends you a number to enter the pop-up message for the authenticator app. That is easier than getting the number and having to enter it into REDCap.</li> <li>The two-step verification is very inconvenient.</li> <li>Less authentication.</li> <li>Also, the two-factor authentication that was recently implemented is super annoying.</li> <li>Do not like the two-step verification.</li> <li>The two-factor authentication is becoming redundant. I believe going back to directly logging on works better and faster.</li> <li>Remove dual authentication.</li> </ul>	<ul style="list-style-type: none"> <li>To protect your data and research, comply with various regulations, and meet best practice standards, we're required to implement two factor authentication. If there are upgrades to the two-factor authentication process that streamlines the process, we will incorporate them where possible.</li> </ul>
Service Support / Emails	<ul style="list-style-type: none"> <li>I got several of the same emails. From office hours to platform down, to publication requests.</li> <li>Support seems inconsistent and it's hard to get someone who understands REDCap and can help with issues. I've had a good experience working with Kate during Digital Concierge. I would like to see more [Digital] Concierge options so I can get expert help in a timely manner.</li> <li>I'd suggest making the guidelines for REDcap installation available to all,</li> </ul>	<ul style="list-style-type: none"> <li>We are constantly reviewing our email policies and procedures for efficiencies and will consider streamlining communication where possible.</li> <li>We are also investigating how we can improve our support services and will explore making Digital Concierge more effective. If you need immediate support, please contact us at <a href="mailto:redcap-support@mssm.edu">redcap-support@mssm.edu</a>.</li> <li>Additionally, we frequently evaluate our training material and will</li> </ul>

	<ul style="list-style-type: none"> <li>provide training in the advanced features, and also make sure staff are available to respond to questions.</li> <li>The payments are confusing and it's not clear how to pay. Please provide information. Please provide training specific to REDCap at Mount Sinai.</li> <li>Simpler user guides.</li> </ul>	<p>investigate ways to simplify and streamline our user guides.</p> <ul style="list-style-type: none"> <li>With regard to guidance documents, we are working on providing clearer guidance and will share step-by-step instructions on how to make payments. Additionally, we will explore options for offering specific training to ensure users have the support they need.</li> </ul>
Epic Data Extraction	<ul style="list-style-type: none"> <li>Better EPIC clinical data pull integration - has not worked for our team yet. Could you offer a session?</li> </ul>	<ul style="list-style-type: none"> <li>Please contact us directly and we will support your work, you can contact us here <a href="mailto:redcap-support@mssm.edu">redcap-support@mssm.edu</a>.</li> </ul>
Downtime	<ul style="list-style-type: none"> <li>Mount Sinai needs to do a better job and make sure REDCap doesn't go down for days without previous notice.</li> <li>New features and less downtime.</li> <li>...Too many outages....</li> </ul>	<ul style="list-style-type: none"> <li>We are investigating outages and performance issues. We have recently implemented a new API policy which should reduce service demands and improve performance.</li> </ul>
Application Programming Interface (API)	<ul style="list-style-type: none"> <li>I think the process of applying for API key is unclear, restrictive, long and difficult. There's a lot of restrictions that I didn't expect. Based on my experience from Vanderbilt, where REDCap was first created, we should be able to enable our own API key in each REDCap database.</li> </ul>	<ul style="list-style-type: none"> <li>We are in the process of implementing a new policy pertaining to API usage, and we will update the REDCap website with new, easy-to-access policies soon.</li> <li>Additionally, the REDCap application has been upgraded (from current version LTS 14.0.29 to LTS 15.0.11) on 2/25/2025. Users can request API tokens as required.</li> <li>We provided a REDCap API Town Hall on Feb 28, 2025, which can be viewed here, and should provide more information on API usage: <a href="https://labs.icahn.mssm.edu/minervalab/rds/about-redcap/">https://labs.icahn.mssm.edu/minervalab/rds/about-redcap/</a>.</li> </ul>
CFR 21 Part 11	<ul style="list-style-type: none"> <li>Validate REDCap to be Part 11 compliant.</li> <li>Can we do 21 CFR for research studies? How can you do 21 CFR consent in REDCap?</li> <li>I'd like training on CFR and FDA consents.</li> <li>It's okay, it could be better. I'd like training on CFR and FDA consents.</li> <li>CFR compliance.</li> </ul>	<ul style="list-style-type: none"> <li>We are currently planning to make our REDCap service CFR 21 Part 11 compliant and hope to update the website soon when we have more details <a href="https://labs.icahn.mssm.edu/minervalab/rds/about-redcap/">https://labs.icahn.mssm.edu/minervalab/rds/about-redcap/</a>.</li> </ul>
Add-ons	<ul style="list-style-type: none"> <li>There are add-ons that would be helpful. Knowing what the process is to request the installation of an add-on would be helpful.</li> </ul>	<ul style="list-style-type: none"> <li>Please email us (<a href="mailto:redcap-support@mssm.edu">redcap-support@mssm.edu</a>) directly if you would like a particular add-on installed. Please note that you can absolutely use the API (see above),</li> </ul>

	<ul style="list-style-type: none"> <li>• Add more third-party modules so that more functionalities can be implemented in REDCap.</li> <li>• [Concerning add-ons and software] I would like to know: when is next update? What are the new features? How do new features work in REDCap? Can we use API in REDCap? Why can't the API be used in REDCap? How secure is REDCap?</li> </ul>	<p>and that REDCap is generally very secure, however, we are in the process of implementing CFR 21 Part 11 compliance (see above), and it is up to researchers to ensure their projects are configured in a secure fashion.</p>
Autosave Feature	<ul style="list-style-type: none"> <li>• Have regular auto-save, or less "safeguards" which cause REDCap to exit without saving data - this has happened to me multiple times and is massively inconvenient e.g. "cannot save due to multiple tabs being open" and then exits without saving at all.</li> </ul>	<ul style="list-style-type: none"> <li>• This is a known issue with REDCap, and if there are any updates or changes to the code base that addresses this issue, we will investigate implementing them.</li> </ul>
Performance and Features	<ul style="list-style-type: none"> <li>• Data exports, reports, and stats work super slowly.</li> <li>• Sometimes, it takes me longer to log in, particularly when I have not used it since I am not the point person for REDCap of our team.</li> <li>• It is also difficult to add external collaborators who you may want to have access to projects.</li> <li>• I feel that in general REDCap is still too laborious. The need is to make it more automated.</li> <li>• ... Also, the Mobile app.</li> <li>• ...Also, I can't use alerts in REDCap project anymore for same reason....</li> <li>• Improve the layout for better navigation when using different applications, study arms, and data instruments.</li> <li>• A way to confirm the patient responds to emails without the need to login in REDCap.</li> <li>• Please have a larger data cap for automated email alerts about survey completion. We have surveys that need to send large PDFs and those do not get generated. Thank you.</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Performance Issues:</b> thank you for highlighting the performance issues, and we will look into them. We are implementing a new API policy and a new server cluster which should help increase overall performance.</li> <li>• <b>Making REDCap Less Labor-Intensive:</b> while REDCap is designed for robust data collection, we recognize that some tasks can feel manual. Here are a few ways to reduce effort and automate processes: <ul style="list-style-type: none"> <li>• <i>Auto-Validation &amp; Smart Fields:</i> use calculated fields, branching logic, and real-time data checks to minimize manual entry.</li> <li>• <i>Automated Survey Distribution:</i> the Survey Invitation Scheduler can send reminders and follow-ups without manual intervention.</li> <li>• <i>API &amp; External Modules:</i> if you're moving data between systems, our team can help explore integrations to automate transfers.</li> <li>• <i>Data Quality Rules:</i> set up automated checks to flag inconsistencies early.</li> <li>• If certain tasks feel repetitive, we'd be happy to meet and review your setup—sometimes, small tweaks in form design or reporting can save significant time.</li> </ul> </li> </ul>

		<ul style="list-style-type: none"> <li>• <b>Mobile App &amp; On-the-Go Access:</b> we agree that the REDCap Mobile App could offer a smoother experience. While Vanderbilt University (which developed REDCap) continues to enhance mobile functionality, the web-based version remains mobile-friendly for surveys and basic data entry. If you're encountering specific limitations, let us know, and we can relay feedback to the REDCap consortium and explore workarounds. Our Mt. Sinai REDCap Support team is here to assist with optimizing your projects for efficiency, exploring automation tools tailored to your workflow, and troubleshooting mobile access issues.</li> <li>• <b>REDCap Alerts Issues:</b> we will investigate what might be causing this issue and will reply to you as soon as possible.</li> <li>• <b>Confirming Study Email Responses:</b> currently, there is not a way to confirm if a user responds to emails without logging into REDCap that we know of. If you know of a plugin or feature, we could make use of please let us know and we can investigate it.</li> <li>• <b>E-Mail Data Cap Issue:</b> thank you for the feedback, we will investigate if increasing the data limit is possible by inspecting the configuration of the email services in REDCap.</li> </ul>
Multilingual Features	<ul style="list-style-type: none"> <li>• Spanish translation not working</li> <li>• I can't use the language module and it's impacting the research projects. It's a must-have.</li> </ul>	<ul style="list-style-type: none"> <li>• We will investigate the issues with the language module and related features in REDCap and resolve any issues as soon as possible.</li> </ul>

#### Q4: What suggestions do you have for improving Mount Sinai's REDCap support?

Theme	Comment	Response
Compliments	<ul style="list-style-type: none"> <li>• None, you guys do a wonderful job.</li> <li>• No the team has always been very receptive to helping front end users.</li> <li>• Bring more people like Cate REDCap support.</li> <li>• None, excellent support</li> </ul>	<ul style="list-style-type: none"> <li>• Thank you for the positive comments. We are constantly looking to get feedback and improve our services so please reach out if you have suggestions.</li> </ul>

	<ul style="list-style-type: none"> <li>I am very satisfied. Recently, my urgent request to reactivate my suspended account was immediately fulfilled. I wasn't sure why my account was suspended.</li> <li>I am grateful for the REDCap support's online open office hours and suggest that they are maintained as is or expanded.</li> </ul>	
Training / External Collaborators	<ul style="list-style-type: none"> <li>Improved workflow for onboarding external researchers.</li> <li>Provide classes for assistants so they can learn how to set up REDCap (you may already do this, and I may just not have realized it).</li> <li>more training tools for creating complex reports. more support for external account users/external collaborators.</li> </ul>	<ul style="list-style-type: none"> <li>We will investigate making more online content available to easily onboard external researchers, creating complex reports, and providing support to assistants to set up REDCap. In the meantime, there are some guides available on the Vanderbilt REDCap site which may be of assistance here: <a href="https://projectredcap.org/resources/videos/">https://projectredcap.org/resources/videos/</a>.</li> </ul>
Two-Factor Authentication	<ul style="list-style-type: none"> <li>Remove two step verification or make it optional.</li> </ul>	<ul style="list-style-type: none"> <li>To protect your data and research, comply with various regulations, and meet best practice standards, we're required to implement two factor authentication. If there are upgrades to the two-factor authentication process that streamlines the process, we will incorporate them.</li> </ul>
Service-Related	<ul style="list-style-type: none"> <li>Support ticket responses sometimes are vague and require further clarification. As a recent (in the last month) they have been getting better.</li> <li>Faster turnaround/more staff. You cannot make additional design changes while changes are still pending; this can be very difficult.</li> <li>i have attended some in-person support sessions where i am told to submit a ticket - would be nice to trouble shoot live as that is why I'm joining the session other times is helpful.</li> <li>Expanding the support team would help reduce long wait times for assistance with our requests.</li> <li>Better support, maybe just understanding better features of REDCap so they can help us with our research projects.</li> <li>The staff is good but slow to respond. Some are better than others, so it depends on who you get if you want an answer. Also, they</li> </ul>	<ul style="list-style-type: none"> <li>We are investigating ways to improve our support and services, including creating FAQs, identifying common themes, and improving our support workflows.</li> </ul>

	<p>seem to want to get you to figure it out on your own when it's complicated. I feel like it's not as good as before, I'm not sure if it's due to staffing or just lack of concern for customer support.</p> <ul style="list-style-type: none"> <li>• Inconsistent support. Responsive staff with REDCap experience and knowledge are needed. I do not like that sometimes when you go to Digital Concierge, they don't answer your questions and tell you to raise a ticket. I didn't join to be told to raise a ticket. I joined to get help.</li> <li>• I have experienced a long wait time from support or no response at all I think it would be best to answer in a timely matter.</li> <li>• REDCap email support is inconsistent. I've had to wait weeks sometimes for answers. I usually go to Digital Concierge when I don't receive a reply in a few days.</li> <li>• Chatbot or chat hours to send questions in addition to office hours.</li> </ul>	
Website-Related	<ul style="list-style-type: none"> <li>• Maybe more information and training about new features and how best to use REDCap for research studies, the information on the website is not kept up-to-date and some links are broken. Also, sometimes they send too many emails. It's not good.</li> </ul>	<ul style="list-style-type: none"> <li>• We are currently in the process of redeveloping our website, please check here <a href="https://labs.icahn.mssm.edu/minervalab/rds/about-redcap/">https://labs.icahn.mssm.edu/minervalab/rds/about-redcap/</a> for updates. As mentioned above, we will investigate streamlining our email communication to make it more effective.</li> </ul>

**Q5:** Please provide any additional comments.

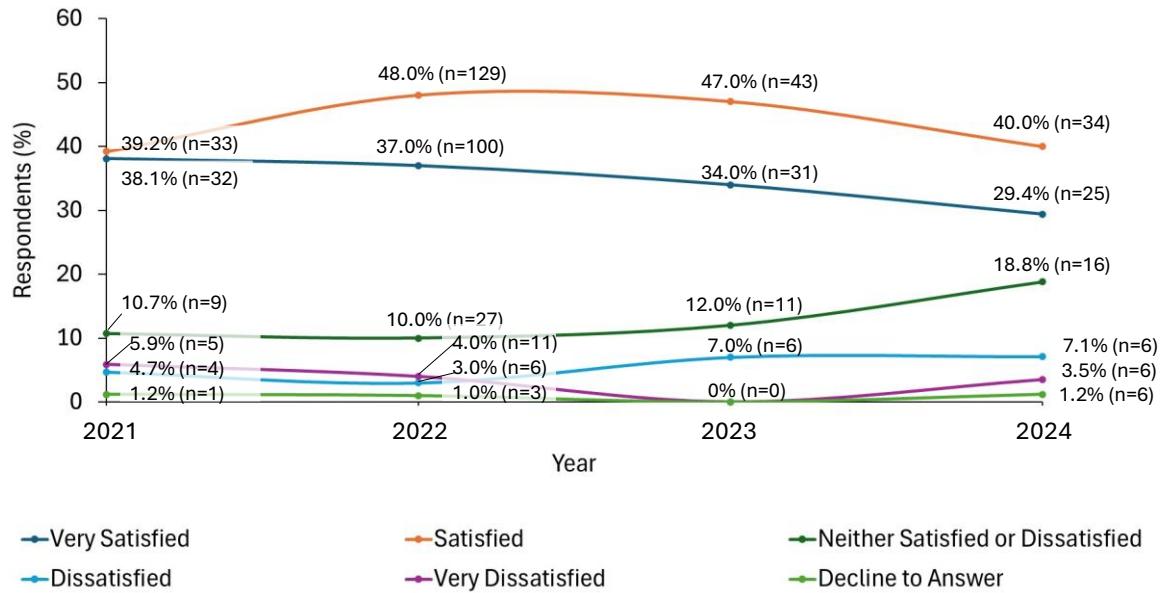
Theme	Comment	Response
Compliments	<ul style="list-style-type: none"> <li>• Thank you for the support. REDCap is a wonderful resource to have as an employee at Mount Sinai, I appreciate the patience and guidance I received, especially from Catherine!</li> <li>• My team is grateful for all the great REDCap support we receive.</li> <li>• Cate has always gone above and beyond when helping me with REDCap issues. She truly takes ownership of the ticket and provides excellent service. Cate has helped me numerous times troubleshoot complex REDCap project issues. Thank you, Cate!</li> </ul>	<ul style="list-style-type: none"> <li>• Thank you for the positive comments. We are constantly looking to get feedback and improve our services so please reach out if you have suggestions.</li> </ul>

	<ul style="list-style-type: none"> <li>I do not always have this great experience, but I think his name was Savas Sevil. He stayed with me for a long time as we both tried to figure out my question. We decided I need to bring in the person who created the REDCap for us. I don't always get Mr. Sevil, but I wish I could.</li> <li>The weekly office hours are really helpful.</li> <li>I like using REDCap and hope to see service improvements.</li> <li>Jing and Cate helped me with my REDCap projects.</li> <li>Cate helped me during Digital Concierge and she's very knowledgeable.</li> </ul>	
Multilingual Features	<ul style="list-style-type: none"> <li>Fix language glitch that occurred when you started making everything more "secure". ... We need to be able to switch languages ....</li> </ul>	<ul style="list-style-type: none"> <li>We are currently investigating issues related to the language features and hope to resolve them soon.</li> </ul>
User Features	<ul style="list-style-type: none"> <li>Still not a super-user-friendly application. They could do better.</li> <li>Since I don't use REDCap frequently, I find it not too intuitive to navigate. Could this be streamlined? A co-worker tried using the "Form" platform. It was a piece of cake.</li> </ul>	<ul style="list-style-type: none"> <li>We stay current with REDCap upgrades and interface improvements, and if there are new, more user-friendly versions of REDCap we will make sure to upgrade as soon as possible. If there are specific changes you would like to see, please contact us at <a href="mailto:redcap-support@mssm.edu">redcap-support@mssm.edu</a>. Please note that some REDCap features are "hard coded" and we may not be able to modify them.</li> </ul>
Service-Related	<ul style="list-style-type: none"> <li>Please organize payments based on the IRB study number or even better, a grant number, not by REDCap project, as it is often necessary to split one study into multiple REDCap projects (e.g. surveys cannot be connected to consent forms).</li> <li>REDCap is a good service, but the payment system needs to work.</li> <li>Digital Concierge is a nice option but not enough time to get questions answered. It would be nice to have at least 15 -20 minutes per person. The email support is slow and sometimes people don't respond.</li> <li>Please update the project verification survey when copying projects to remove the requirement to provide the email address of the PI or clinical trial director. It is redundant and irrelevant when "Quality Improvement" is selected</li> </ul>	<ul style="list-style-type: none"> <li><b>Organizing Payments:</b> we appreciate your suggestion regarding payment organization. We understand that studies may span multiple REDCap projects, and we will evaluate the method of linking payments to IRB study numbers or grant numbers instead. Your input is valuable, and we will work towards a system that better aligns with research workflows.</li> <li><b>Payments System:</b> thank you for your feedback. We are actively working on improvements to make the process more efficient and user-friendly.</li> <li><b>Project Verification Survey:</b> we will investigate streamlining this process.</li> <li><b>Digital Concierge:</b> we are reviewing comments concerning training resources and the Digital</li> </ul>

	<p>and the survey is not related to research. In my case, there is no PI's email to provide.</p> <ul style="list-style-type: none"> <li>• I understand the limitation of data storage space, but in my opinion, REDCap should be free for our Academic Research Organization, so we can utilize REDCap for multi-site clinical trial management (day to day site management), in addition to participant data. It makes sense to limit how many inactive and small databases that employees use as playground, but please consider giving a discount to actual working teams so we can utilize REDCap to do great work.</li> </ul>	<p>Concierge service, as well as creating better online support material (the Mount Sinai REDCap website currently being redeveloped, please check here in the near future for updates: <a href="https://labs.icahn.mssm.edu/minervalab/rds/about-redcap/">https://labs.icahn.mssm.edu/minervalab/rds/about-redcap/</a>) which we hope will help researchers resolve issues more quickly.</p> <ul style="list-style-type: none"> <li>• <b>REDCap Costs:</b> currently, researchers are not billed for the first three months of their study on REDCap. After 3 months, researchers will be required to pay. For more information about the billing, please visit our website here: <a href="https://labs.icahn.mssm.edu/minervalab/rds/about-redcap/">https://labs.icahn.mssm.edu/minervalab/rds/about-redcap/</a>.</li> </ul>
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## REDCap User Satisfaction Survey Results 2021–2024

### Q1: How satisfied are you with the REDCap installation at Mount Sinai?



### Q2: How would you rate your satisfaction with REDCap support?

