

## 2024 eRAP User Satisfaction Survey Results

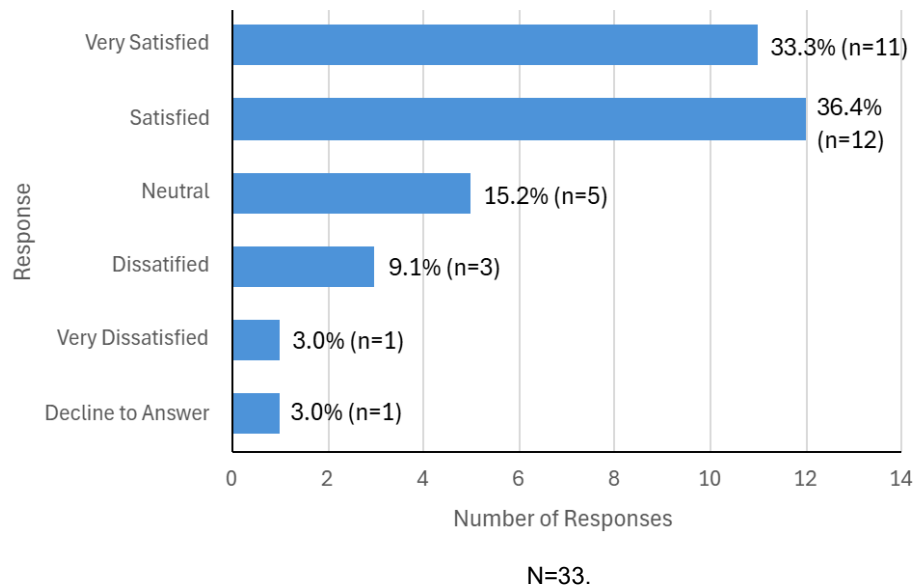
### Scientific Computing and Data

February 11, 2025

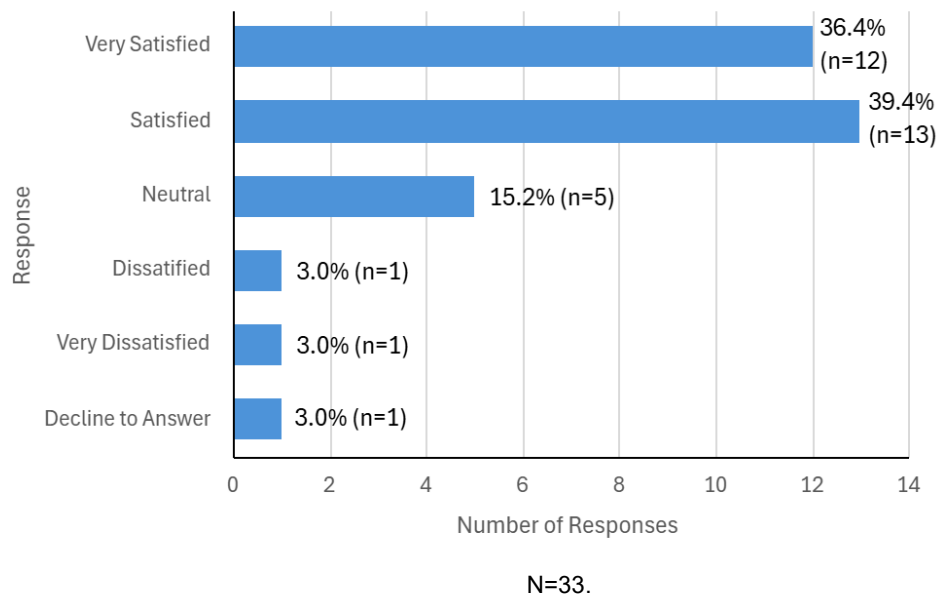
The 2024 eRAP User Satisfaction Survey (distributed in January 2025) solicited feedback from 742 active eRAP users. Of these, 33 users responded (4% response rate) with 14 comments in total.

#### We asked three questions:

**Q1:** How satisfied are you with eRAP?



**Q2:** How satisfied are you with eRAP support?



**Q3:** Which project integrations are you interested in implementing for your eRAP project?  
Please provide any additional comments.

Theme	Comment	Response
<b>General</b>	<ul style="list-style-type: none"> <li>I have used eRAP for the [project] for the past 13 years and it has met all the needs of this project. Very user friendly.</li> </ul>	<ul style="list-style-type: none"> <li>Thank you for the positive feedback.</li> </ul>
<b>Efficiency / Productivity</b>	<ul style="list-style-type: none"> <li>The need to be able to go into other windows with better efficiency for productivity's sake.</li> <li>The ability to search request by name.</li> <li>It would be great if the automatic logout could occur later, e.g. 1 hour after not using the platform. Thank you.</li> </ul>	<ul style="list-style-type: none"> <li>Thank you for the feedback – we will investigate these issues, and some of these may be addressed in eRAP 2.0. If you have additional questions, please do not hesitate to contact us at <a href="mailto:erap-support@mssm.edu">erap-support@mssm.edu</a>.</li> </ul>
<b>User Interface</b>	<ul style="list-style-type: none"> <li>Please make font wider, bolder and bigger. Hard to read.</li> <li>Not very user-friendly. Even just getting a "request submitted" when you submit a new visit request would be helpful to start.</li> </ul>	<ul style="list-style-type: none"> <li>Over the past year we have been rebuilding eRAP and recently launched eRAP 2.0 - this should address some of these interface issues identified here concerning font size and user messages / user experience. If you have additional suggestions, please contact us at <a href="mailto:erap-support@mssm.edu">erap-support@mssm.edu</a>.</li> </ul>
<b>Scheduling</b>	<ul style="list-style-type: none"> <li>Having a calendar with available dates/time slots already there that we can sign up for.</li> <li>The back-and-forth scheduling through eRAP makes scheduling with participants very labor some and time intensive. It is confusing for the participants and difficult for the coordinators.</li> </ul>	<ul style="list-style-type: none"> <li>Thank you for the feedback, and we are looking into scheduling issues, and encourage you to try the scheduling features in eRAP 2.0 which should improve the scheduling user experience.</li> </ul>
<b>Speed / Responsiveness</b>	<ul style="list-style-type: none"> <li>It needs to be a little faster as it takes too long to load the forms. More speed it takes forever to load a page.</li> <li>System still seems to have a large lag when entering system and when saving.</li> <li>eRAP is just very slow and a lot of the time it sends to error page or</li> </ul>	<ul style="list-style-type: none"> <li>Thank you for the comments, we will investigate the performance issues identified here. Over the past year we've rebuilt eRAP 2.0 to address some of these speed and related performance</li> </ul>

	<p>does not bring to the correct page when clicking a link within a chart.</p> <ul style="list-style-type: none"> <li>• Sometimes I am stuck in a window with it circling (just going around and around) for minutes or I am kicked out. The 2:00PM hour especially seems to be problematic. It circles to the point where I must get up or move on to another task. My teammates experience this as well.</li> <li>• Every day around 2pm-2:30pm (approximate window of time) eRAP almost stops responding and it continues to load. I have asked other team members if they are experiencing the same thing, and most have said they are. Is this a time of day for an update? If so, is there a way to change this until after working hours so as not to interrupt workflow. Thank you.</li> <li>• Once you click "Save" on a form it takes ~6-7 seconds to save. Is there a way to increase the responsiveness of eRAP?</li> </ul>	<p>issues. If you continue to notice them, please contact us (<a href="mailto:erap-support@mssm.edu">erap-support@mssm.edu</a>) and we will investigate further.</p>
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# eRAP User Satisfaction Survey Results 2021–2024

