2022 REDCap User Survey Results

Scientific Computing and Data

May 12, 2023

The 2022 REDCap (Research Electronic Data Capture) user survey—distributed in January 2023—solicited feedback from all active REDCap users (6,936). Of these, 269 users responded (4% response rate).

Survey Questions:

1. **How would you rate your satisfaction with the REDCap implementation at Mount Sinai?**
   a. Very Satisfied: 37%
   b. Satisfied: 48%
   c. Neither Satisfied Nor Dissatisfied: 10%
   d. Dissatisfied: 3%
   e. Very Dissatisfied: 4%
   f. Decline to Answer: 1%
2. **How would you rate your satisfaction with REDCap support?**
   a. Very Satisfied: 34%
   b. Satisfied: 37%
   c. Neither Satisfied Nor Dissatisfied: 20%
   d. Dissatisfied: 4%
   e. Very Dissatisfied: 2%
   f. Decline to Answer: 3%
3. **Please share any additional comments:**

Comments regarding support services:

GENERAL:

- Very satisfied with the follow-up care received.
- REDCap support has been fantastic. I set up several sign-in surveys with the REDCap team this year, and Peter Morrisey and Qianhui Shao were extremely helpful in getting me up and running.
- Support has always been efficient and Redcap is a useful tool.
- I have only just begun to work with you all; I am responsible for resident research in the OB/GYN department at Mount Sinai West. I will certainly be more involved with REDCap as our resident research program progresses, with more complex study designs coming up.
- Thanks for a great support throughout the year. I have no complaints.
- It was very difficult to get my project active.
- Overall REDCap is a great and helpful system.
- This has been a great tool for all team members.
- REDCap is great, and my team loves having the available support.

CONTACTING SUPPORT AND SCHEDULED DIGITAL CONCIERGE/OFFICE HOURS:

- Mount Sinai's REDCap is straightforward much like any other REDCaps I worked with in other facilities, and its IT support is always available.
- The Digital Concierge service and Ms. Acquaye's help has been very accessible, wonderful, and so appreciated!
- The Redcap support team gets back to me very quickly whenever I have a question and are always very helpful
  - ○ Thank you for your feedback, our team strives to provide a high standard of support for the Mount Sinai REDCap community.

- Not consistently available at office hours, not able to send detailed responses via email inquiries
- Provide easy access for question ie tel. no or online chat
- It was not easy to find the proper email address to reach the support team.
  - ○ Our team can most efficiently assist and communicate with you when you contact us through our REDCap request tracking/ticketing system here as documented on our website and the REDCap Application landing page

- Office hours are great. Email support from anyone other than Priscilla is always hard.
- I have had issues with timeliness of support response.
- Support can be expedited Isome more
- We tried to get support but did not hear back for over a week
- Implementation is fine. It's an extremely valuable asset, even crucial. Which is why the delay and sometime lack of response to support issues is such an issue. Please increase the staffing that can support this platformI.
  - ○ We have added staff to the team to continue to provide responsive support.
  - ○ Thank you for your patience and your follow-up; we seek to be as responsive as possible, and we address requests in the order they are received during our normal work hours of 9:00 am to 5:00 pm Monday through Friday.

- I need more assistance with my project. The instructions are cumbersome and too time consuming. It would be useful to have personalized attention.
  - ○ See upcoming REDCap pricing changes for paid projects under "FEES/CHARGES/BILLING" below.
- The once weekly "open office hours" are always at the same time and do not work with my clinical schedule.
- Priscilla is great!! I think having a second office hour a week might be helpful for some folks (me) who can't always make the Wednesday hour.
  - ○ Responding to this feedback, we have added an additional session on a different day every month to our normal Digital Concierge office hours every Wednesday from 3:30-4:30 pm as a free service to all users.

- Redcap is a powerful tool, but we are limited in how we can use the system here because of policy and implementation practices. I am less than thrilled with the service we receive.
  - The REDCap implementation at Mt. Sinai provided by Scientific Computing and Data features use of the most current software release and selected external modules to expand functionality.

  - Digital Concierge office hours are open every Wednesday from 3:30-4:30 pm, along with an additional session on a different day every month, as a free service to all users. To learn more about Digital Concierge, including how to join an office hours session, click here. If you are unable to attend any Digital Concierge session, please submit a ticket through our REDCap request tracking/ticketing system here.

SUPPORT ISSUE: PASSWORDS:

- REDCap and Mount Sinai should coordinate password expirations and resolving those issues better. It's the most difficult part of using this service.
- Many of our external site users have been facing difficulties resetting their password, and Support has not been able to offer them enough help. This has disrupted meeting our deadlines.
- Irritates me that an old PW populates/new PWs don't populate and that I have to delete the old one and put in new one.
- I use redcap for a study with MT. Sinai, at times it has been a struggle to use redcap because my password always expires when there is an update of changes to the system. I understand security reasons, but I don't think you should have to go through the same process over and over again to get access. AlsoWh, sometimes the process to get access is not the same as the time before.
- Logging in to REDCap from an outside collaborator has been difficult.
- I am a remote user as part of a research consortium with MSSM. I am currently having issues logging in to MSSM REDCap.
- Had difficulties logging in called the number that populated waited to speak with someone only to find out they are not able to assist with password changes. Had to reach out to my sponsor/monitor. Way too many hoops to jump through.

Thank you for the comments informing us about challenges you face with password expirations for some REDCap accounts. This issue seems to primarily affect external collaborators (those who are not Mt. Sinai faculty, staff or students) who are issued limited Mt. Sinai accounts.

For external collaborators in the Mt. Sinai REDCap system:

- A PI, project owner or delegate requests one or more limited Mt. Sinai accounts (provided through the Academic IT (ASCIT) Active Directory service), with an initial password (which must be immediately changed) and an initial expiration date of 120 days.
- As the expiration date approaches, the account requestor receives automated email from ASCIT about the accounts reminding them of the expiration date. The account holders themselves may not be notified about the upcoming expiration date.

- If the account password is not changed by that date, the account cannot access REDCap, and the account holder must directly contact ASCIT at ascit@mssm.edu to reset the password.
- External collaborator account holders should be aware of their account expiration date when they are provided with the account information. We are working with the Academic IT team to see if we can improve this aspect of limited accounts.

More details are on our webpage under the section "REDCap Accounts for External Users and Collaborators"

FEES/CHARGES/BILLING:

Note: Below we summarize upcoming REDCap pricing changes (May 2023):

For complete details please see the REDCap webpage.

All REDcap projects are either in a **Free** or **Paid** status starting July 1, 2023.

Free: All REDCap projects (Development or Production) have an optional free 90-day period. (You can request to move a project to Paid at any time during this 90-day period.)

For Free projects:

- Account questions *only* answered through REDCap support.

- No project support except Weekly Digital Concierge sessions on a first-come, first serve basis.

- Self-service REDCap training and tutorial resources on the website.

  - REDCap Resources and Support Materials

Paid: After the optional free 90-day period, all REDCap projects (Development or Production) will be charged an annual fee of $100 per project.

For Paid projects:

- REDCap service desk support for all REDCap projects (Development or Production)

  - REDCap Service Desk Support

  - Hours of Support: Monday - Friday, 9am - 5pm

- 1:1 assistance via Zoom to answer any project questions.

- Project backups on our system

- Self-service REDCap training and tutorial resources on the website.

  - REDCap Resources and Support Materials

- REDCap is pretty user-friendly and there are many resources available online to answer one's questions. Unfortunately, when one cannot find a solution on their own, Sinai REDCap support is not an attractive resource when much assistance requires fees-for-service.
  - See upcoming REDCap pricing changes above.
  - We offer no-fee Digital Concierge office hours: these are open every Wednesday from 3:30-4:30 pm, along with an additional session on a different day every month, as a free service to all users. To learn more about Digital Concierge, including how to join an office hours session, click here. If you are unable to attend any Digital Concierge session, please submit a ticket through our REDCap request tracking/ticketing system here.

- With so many changes for billing and the production process things have been a bit confusing. However, the redcap team has always taken the time to provide clarity about the process, answer any questions I've had and help troubleshoot as needed.
- being proactive instead of reactive especially when it comes to payments. Historically speaking, when annual production mode payments haven't been paid, the databases have been taken off line without warning.W Not to mention that no invoices were sent to departments as a reminder to pay the invoice. However, I have discussed this with REDCap plenty and we have developed a good system.
- Pay fees are still confusing.
  - See upcoming REDCap pricing changes above.
- Why does QI [internal Quality Improvement project] need to pay - these studies are rarely funded and this really limits use by our housestaff.
  - All REDCap QI projects are exempt from payment once a signed, up-to-date QI letter from the department head has been submitted. Please submit a ticket for further QI questions here

- ...develop a funding structure, such that investigators with external funding can budget for RedCap support hours in their grant applications.
  - Concerning budgeting for REDCap support in grant applications: with the current project cost of $100 annually, one can estimate the costs if several REDCap projects are anticipated.

- I think payment tracking is very confusing and we don't get notified through the system that we're missing a payment, our project just gets withdrawn. I think there needs to be more transparency with the $200 yearly payment.
  - See upcoming REDCap pricing changes above.

TRAINING/CONSULTATION

- It isn't as intuitive as I would like it to be, and it takes time to develop. Program development sessions would be helpful when the video tutorials are not addressing issues.

- I do think that RedCap and its support at Mount Sinai is exceptional. I'd like to see them doing better at:
1. Showcase some less used features of RedCap. Have RedCap workshop specifically on those features.
    - We are developing intermediate training sessions to cover non-introductory topics. Please contact us here with suggestions.

    Suggestions:
    (1.) Have consultation where investigators can get some feedback from RedCap folks how they can best use RedCap for their grants and projects.

    - Digital Concierge office hours are open every Wednesday from 3:30-4:30 pm, along with an additional session on a different day every month, as a free service to all users. To learn more about Digital Concierge, including how to join an office hours session, click here.
    - If you are unable to attend any Digital Concierge session, please submit a ticket through our REDCap request tracking/ticketing system here.

- Wish there was more resources for learning to use redcap - their help documents are really not user friendly
- Also, it seems as if review for draft changes in projects is somewhat disorganized as these queries have gone on for over a week and then when I finally did get a response to my drafted changes it was not relevant to the changes I submitted. I feel there is a lot of improvement that could be made in terms of timeliness and also oversight.
    - Rajendra Bose (rajendra.bose@mssm.edu), Director of Researcher Engagement, is now overseeing the REDCap support team, to which we have added staff. This oversight role includes ensuring responsive support and improving our FAQ and other documentation. We now conduct four training sessions per year, including beginner and intermediate level topics. We appreciate your patience as we address requests in the order they are received during our normal work hours of 9:00 am to 5:00 pm Monday through Friday.

- I consulted with the RedCap administrator and it often felt like she was using our time together to figure out the problems I was having, troubleshooting in real time, rather than troubleshooting offline and then spending the time together to teach me how to use it. In the end I got a product/project that works well for me but it took 2x as long as it could have.
    - We can best resolve problems by reviewing issues together with those we are supporting. We appreciate your patience as aim for responsive, efficient support.

- We don't use REDCap for research, we use it for patient referrals and tracking patients enrolled in our grants. It would be great to have a training geared to this type of REDCap usage.

Comments regarding REDCap application functions, interface and upgrades:

- No issues. If there was a codebook online with some useful equations/formulae and action tags/field annotations, that could go a long way. Could be situated in the Research Roadmap somewhere.
  - The Project Setup tab of each project contains a quick navigation to access Smart Variables, Equations, Action Tags, and other useful functions:
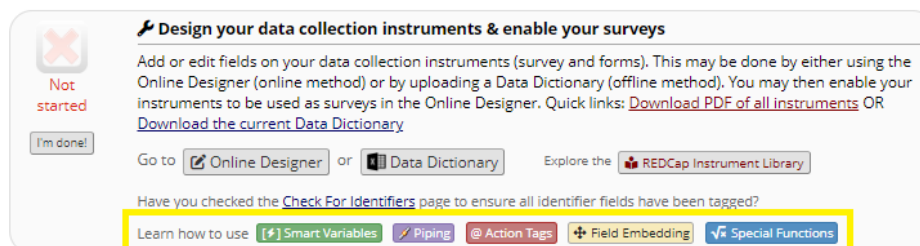

- REDCap is a very useful tool for many research purposes.

- The API functions are not straightforward to put into effect and I have not been able to schedule time with a developer. I have requested a meeting multiple times. Pricilla and Jing have both been wonderfully supportive, but We have a complex project than needs some more programming support
  - We have worked alongside this user in order to understand the depth and complexity of the project. Based on the desired goal, REDCap was not the appropriate tool to utilize in order to render the desired outcomes, even with available API functions.

- I have used Redcap for our morbidity and mortality reporting in SICU and TICU. The user interface is simple and I haven't faced any issues with accessing the system and reporting any issues.

- REDCap is in many ways a worse excel, I don't really like it as a tool and I wish we had more tools available to us

- suggestion: When someone is adding a question/item to a page within a project that is already in production and contains data, there should be an option to auto-fill this new question for all the previous patients. For example, if I have data for patients 1-10 already and I decide to add a question when I am up to patient #11, it should say "would you like to fill out "n/a" for numbers 1-10?" Or you can let users fill out a custom message so that this question is not blank for all the data preceding this addition (and so that the user does not have to manually go back and type in "n/a" for every previous patient who came before the addition of this question).
  - Thank you for your suggestion. Unfortunately, there is no automated method of back-filling records. It is possible to utilize the Data Import tool in order to format data points in existing records when you create new questions.

- We are using REDcap for operational projects. I find it cost prohibitive for these use cases. I wish MSHS would provide/develop a tool for this type of paperless tracking

- REDCap IT is very helpful and I'm happy with the continued efforts to use new versions of REDCap.
- Just continue keeping up with REDCap version updates and when possible, adding additional functionality through external modules.
- We pay the fee every year but get very limited support. We have had specific glitches that ultimately the answer was "sorry, we don't know what the problem is" leaving us without a solution. Additionally, it has gotten very challenging to make test databases, we frequently attempt things before putting them into a live database (which is good practice). Any time we ask about updates we are told "they are coming soon", which in our experience means anywhere from 2 weeks to 12 months.
    - Thank you for your feedback. Going forward we will be using the latest version of REDCap with regularly scheduled upgrades.
- Too many maintenance jobs which caught us by surprise.
    - We will improve our communications and strive to give at least two weeks advance notice for planned, regular maintenance periods. Occasionally there are emergency critical upgrades which may happen with less notice for security purposes.

- REDCap seemed to crash for about an hour while I was using it recently. I lost some data as a result. Separately, it took a while to make my REDCap account; the verification link did not arrive for days. Otherwise, REDCap has worked well for me.
    - Thank you for letting us know. Please open a ticket here regarding your data loss, and we will address it immediately.

- I don't like having to fill out the whole form when creating a new test project. I understand you need this information for real projects, but sometimes I need to create a test project and play around with redcap and I find that form very annoying.
- The project intake form needs to be simplified.
- Haven't used redcap support so I can't speak to that but the use of RedCap throughout my workflow has worked well and been easy for me to implement.

- - add ability to email multiple surveys at once, instead of doing them individually - line all the data up in a single column in the reports - currently data shows up based on events and it makes for a very visually unappealing spreadsheet
    - Thank you for your feedback. Please note, you can send multiple surveys at once using the Automated Survey Invitations. Secondly, when using a longitudinal survey unfortunately REDCap does not provide a way to line all the data in one single column.

- have a way to select multiple surveys when email surveys. It probably is annoying for participants to receive multiple emails instead of a single consolidated one.
    - Thank you for your feedback. Please note, you can utilize the survey queue or auto continue (found in survey settings) that will allow you to send your

surveys in one consolidated message.

- REDCap is a very useful tool. It has significantly made data collection and reporting for our department (which used to be primarily paper source) easier. There are many modalities that I feel are underutilized and need further improvement. I would suggest looking into surveying the Mount Sinai community to find those who are looking into transitioning from paper to digital tools such as REDCap. As more sites and departments use REDCap, we may see more use of the different modalities REDCap has to offer. This could also potentially increase REDCap's revenue stream if the volume of customers increases. Some modalities I feel could use improvement are:

  -Epic CDP More users were to use this modal There needs to be a log so errors can be seen and troubleshooting would be easier as most systems have.

  -RxNorm Medical Antology Sometimes the database is glitchy and the medication names do not show up when the research staff is entering the data. Is there a log to see what causes the glitches to help troubleshoot to prevent it from happening again?

  -Surveys: There is no straightforward way for a user to come back to a survey with their responses saved and have multiple instances. The process is very convoluted and confusing for our research participants. As more staff support continues to grow, I would also suggest scheduling office hours to twice a week or adding more monthly/quarterly trainings.

  - Thank you for your feedback. Regarding surveys, the participant has the ability to return to their surveys either with or without a code (this option can be applied from the survey settings). Also, responding to this feedback, we have added an additional session on a different day every month to our normal Digital Concierge office hours every Wednesday from 3:30-4:30 pm, along with an additional session on a different day every month, as a free service to all users.

- We are eagerly using the REDCap system for our investigator-initiated studies, especially those funded by the NIH. We are looking forward to more features available especially if we are able to use daily tracking potential that may be possible in the system to capture Patient Outcome measures such as taking their meds or pain diaries or other types of diaries that many studies have patients complete. Other companies who provide this service cost too much money for the small number of participants we are enrolling.

  - Thank you for your feedback and for using REDCap to advance your studies. It is possible to request a customization to REDCap developers: in the "Help & Information" section of your project, select the option to "Suggest a New Feature."
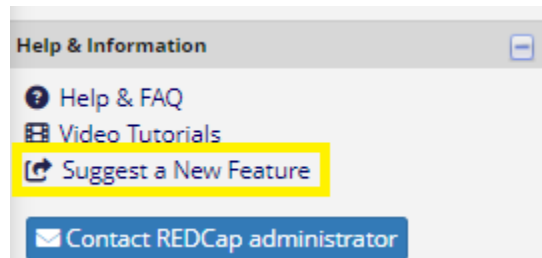
- As a Registered nurse using RedCap it would be useful to be able to bundle records by patient as opposed to log number. This would allow us to see who has submitted multiple surveys.
    - Thank you for your feedback. There are ways to link the surveys in reports if you use identifiable information in a field such as an email or name.
    - You can also customize the record by first name or any identifier of your choosing, by visiting the "Enable optional modules and customizations" section. Select "additional customizations" and then select the first option to "Set a custom label."
    - For further assistance, please open a ticket here.

- I find the REDCap user friendly and easy to navigate.

- Very hard to find the link for the forms

- I am new to using REDCap but I find it very cumbersome to use.

- We often use this software during pharmacokinetic studies. We need a way to input a start time and then additional timepoints and it gives calculation of the amount of time from the initial timepoints. EXAMPLE: Medication administered: 9:00AM first blood draw: 9:15AM (calculated time +15min) second blood draw: 9:30AM (calculated time +30min)
    - The datediff function can be used in a REDCap calculated field, to calculate the time between two entered date fields.

   datediff([date1], [date2], "units", returnSignedValue)

      [date1] and [date2] are fields (variables) in your project.
      In the REDCap application, the Help & FAQ has information about datediff and calculated fields.

- For entry, sometimes it requires too many clicks (validating popups).

- Would like a simpler process for creating simple surveys used for meeting attendance. Have not used REDCap Support.

- Some issues with delayed sending that is sometimes unable to be canceled

- It would be great to expand the calendar capabilities, linking it to instruments, so if you input a date in an instrument there is an option to have it automatically set an event or reminder in the calendar. And/or integrate with Outlook calendar.
    - Thank you for your feedback. Currently, REDCap does not have this feature and it is one that would be exciting to see. It may become available with future updates. In some cases, smart-variables and piping may be of interest when working with automated/mass email and surveys. Please see the following documentation for more details: https://redcap.mountsinai.org/redcap/index.php?action=help

Comments regarding data:

- I would like to have more options within REDCap without having to go via the Mount Sinai REDCap support staff such as uploading larger data files into REDCap.
    - Thank you for your feedback; please note you can utilize the "big data import" external module to achieve this. Open a ticket here, and we will add the module to your project.
- Any future improvement should include measures to remove erroneous data entries.
    - We would like to help clarify your questions or concerns. Please contact our team by submitting a ticket detailing your concern here.

- More formatting specifications for when exporting record information (when exporting to csv, repeating instances of instruments are not specifically linked to a certain record number, requiring some restructuring of the data so that a particular instrument value and date are in the same row as the specific record).
    - Within REDCap, data export customization is not a feature that can currently be changed. However, it is possible to request a customization to REDCap developers. In the "Help & Information" section of your project, select the option to "Suggest a New Feature"
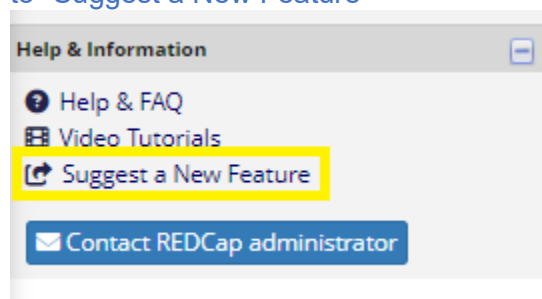
- For novices, make it easier to download data to spss
    - Downloading data to SPSS is possible in REDCap! In the left-hand navigation, select "Data Exports, Reports, and Stats." Click the button to "Export Data." There are many different file types to choose from, including SPSS. Once you choose "SPSS" and select "Export Data," you will have the option to download SPSS, Pathway Mapper (.bat), and .CSV files. Download all three files and save to a common location. When the SPSS file is loaded and displayed, choose "Run" and select "All" from the top menu options. This action will launch the script that will automatically read in all data and manipulate data fields with labels, option values, etc.

- It would be great if one can assign two options to a score in one question in a survey.
    - It is possible to assign two options to one score in a survey. However, it is not possible to use the raw code assigned to options directly because codes must be identical. To implement and score your questions, you can add a calculated field that takes the variable from the target question. You can create a calculated field

for each question of interest. Participants will not see the calculated field if you add a "@HIDDEN-SURVEY" action tag.

In the example below, we want to assign score 1 to the primary colors and 0 for Other. We added a calculated field with a conditional logic.

Equation: if((([color] = 1 or [color] = 2 or [color] = 3), 1, 0)