

## **2022 eRAP User Survey Results Scientific Computing and Data May 12, 2023**

The 2022 eRAP (Electronic Research Application Portal Rapid Database Generator) user survey—distributed in January 2023—solicited feedback from 1,059 active eRAP users. Of these, 123 users responded (12% response rate).

### **Survey Questions:**

#### **1. How satisfied are you with eRAP?**

- Very Satisfied: 26%
- Satisfied: 56%
- Neither Satisfied Nor Dissatisfied: 7%
- Dissatisfied: 9%
- Very Dissatisfied: 1%
- N/A: 2%

#### **2. How satisfied are you with eRAP support?**

- Very Satisfied: 26%
- Satisfied: 41%
- Neither Satisfied Nor Dissatisfied: 20%
- Dissatisfied: 7%
- Very Dissatisfied: 1%
- N/A: 5%

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

- Project Dashboard through Tableau: 2% yes
- Epic Data Population: 2% yes
- Other: 2% yes
- None: 87% yes

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

- Should be updated and user friendly

#### **5. Please share any additional comments:**

### **Comment related to support:**

- I don't have any complaints. The eRAP team responded to my issue and the problem was taken care of right away.

### **Comments related to the user interface:**

- eRAP works great but it would be appreciated if it didn't sign out the user after inactivity
  - In eRAP, a period of inactivity longer than 30 minutes will sign out a user--this is standard in web applications. While this period can be made longer, for security purposes we do not recommend that approach.
- The interface is slow and very clunky. I think working on the UI to make it as intuitive as possible and streamlined would be helpful.

- We appreciate your feedback on the user interface. We are developing plans to improve the website and will collect other change requests. Please contact us [here](#) to express your specific needs and discuss UI changes.
- My team uses eRAP to schedule visits with the CRU. It is extremely difficult to find a time that works without seeing their schedule. Additionally, when I cancel directly with the team over the phone it is frequently not updated on our eRAP account. Accordingly, there have been several instances when visits that have been cancelled weeks prior are considered to be cancelled the day of because the system is not updated.
  - We want to better understand the tighter scheduling integration you are envisioning so that these features may be more fully implemented in your eRAP project. Please contact us [here](#) so that we can assist you.

#### **Comment regarding useful functions:**

- Data Collection for Responders in our WTC Health Program would be very helpful to the clinicians and staff
  - We will pass this suggestion along to the WTC eRAP developers who can work with you to collect requirements to implement this change, should they decide to move forward with this feature.

#### **Comments related to access:**

**NOTE: As of April 2023 all project and user administration, including adding new users and roles has become the responsibility of project owners. Please contact your principal investigator to find out who your project administrator is.**

- I don't have this issue, but I know a number of people who have had problems accessing eRAP even though they're authorized. We have to request this access through our department by emailing a person directly, asking for access, and then hoping that they remember to do it. Access issues, as well as updating information (like PI, project, etc), might be done more efficiently if requests and information needed to fulfill those requests can be made easier to do through eRAP.
- I only have limited access would prefer having full access.

#### **Comments related to application performance:**

**NOTE: The following comments were left by individuals who did not provide an email address or other identifying information. We encourage these people to please contact us [here](#) so we can learn more about your specific issue and try to assist.**

- Still experiencing long lag time when processing new patient
- eRAP is consistently the slowest webpage I visit.

- Dissatisfied for that reason: For several months I have been continuously having a technical issue with the computer glitch; issue, I saved my work and upload the documents- when I go back the notes disappeared are not there. This delays my workflow. This issue has not been resolved. I am not sure if the staff is having the same issue or the entire department, but I would like it if this can be looked at. I'll continue to deal with it until is resolved.
- Very hard to access the system and system by itself is very slow.
- Shorter wait time when adding CPT/ ICD 10 codes.
- Sometimes when running a report that was created let's say 6 months ago, the "refreshed" report lists a few records that are showing as expired in the report but that were records previously deactivated.