REDCap Chargeback Town Hall

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Scientific Computing and Data
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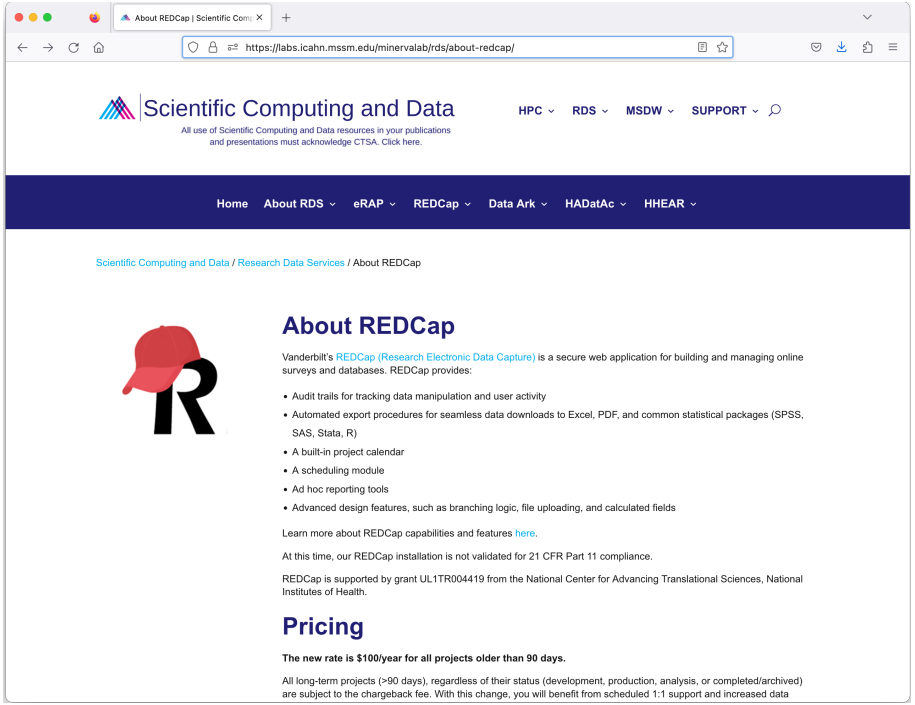
Icahn
School of
Medicine at
Mount
Sinai

REDCap Website

https://labs.icahn.mssm.edu/minervalab/rds/about-redcap/



Plan for REDCap sustainability

Goal: Improve REDCap support and data protection

The problem with unpaid projects:

- Unpaid projects have an increased risk of losing data due to a lack of administrative controls
- Unpaid projects aren't backed up
- Unpaid projects can only receive 1:1 help at the one hour weekly Digital Concierge and time is limited
- System has accumulated many unused projects with growing storage needs

The solution is to update the chargeback model to:

- Provide 1:1 support to all projects
- Improve data protection through administrative controls and backups
- Reduce unused projects

New REDCap Chargebacks (1)

- **The new rate is $100/year for all projects older than 90 days.**

- All long-term projects (>90 days), regardless of their status (development, production, analysis, or completed/archived) are subject to the chargeback fee.

- With this change, you will benefit from scheduled 1:1 support and increased data protection when projects are moved to “production” mode.

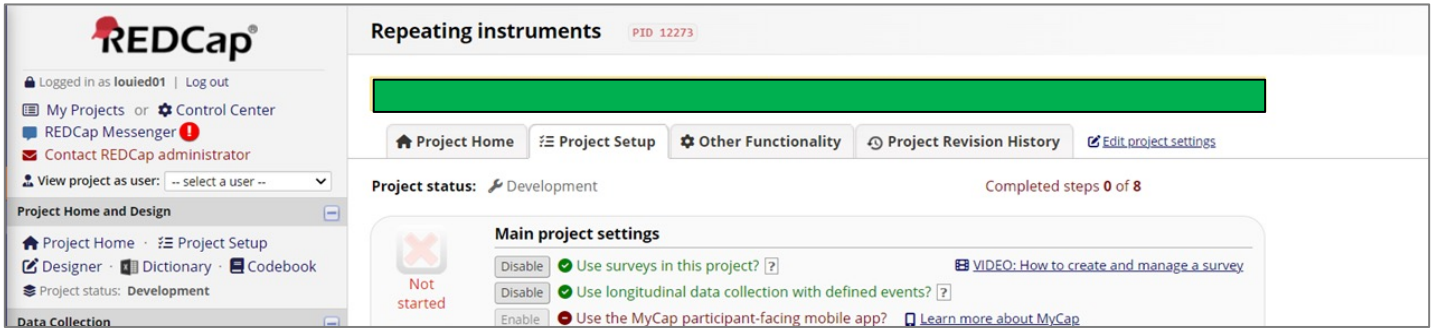
- Paid projects will also be automatically backed up.

- Finance and Compliance approved this rate.

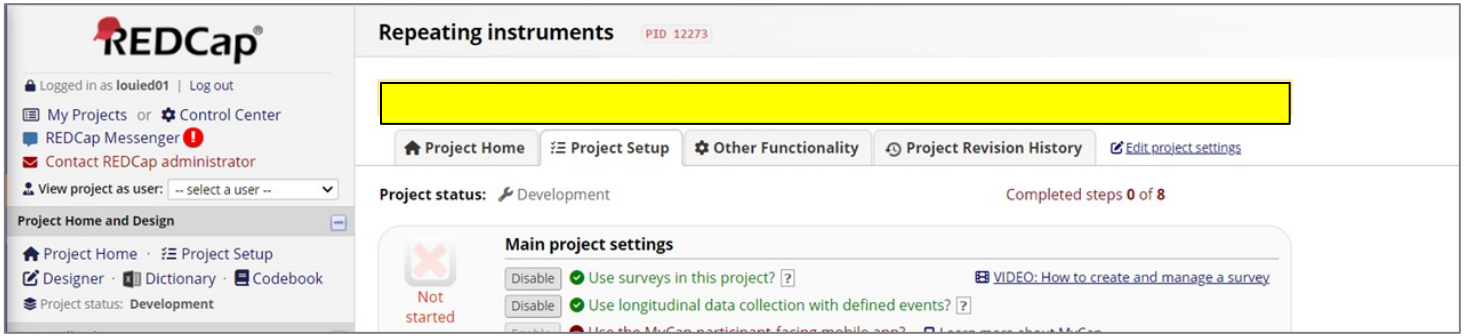
- If you intend to keep your project more than 90 days, you must provide a fund number, we will provide the link to do this on the REDCap page and our website.

New REDCap Chargebacks (2)

GREEN BANNER: PAID



YELLOW BANNER: FIRST 90 DAYS/UNPAID



New REDCap Chargebacks (3)

Projects < 90 days	54%
Projects > 90 days	46%

- **Not all projects will need a fund number:**
  - 54% of all projects are used for less than 90 days (for example, one-time or short-term surveys), so none of these projects will incur a chargeback fee
  - Student, hospital QI and operations projects will be paid directly by MSHS

- To provide you with sufficient time to account for the chargeback rate in your 2024 budget, **payment for long-term projects is not due until January 31, 2024.**

- Please contact us if you want to discuss special circumstances.

New REDCap Chargebacks (4)

- **Unpaid projects will be deleted one year after the initial date of creation**.

- All unpaid projects (older than 1 year) will be deleted on July 1, 2024.

Key Dates

- **Starting on July 1, 2023**
  - **New** REDCap projects have an initial, fee-free 90-day period
  - **These new projects for 90 days, and PAID projects, will receive help through REDCap support tickets and can arrange 1:1 assistance**
  - **Rolling out banners so projects are marked as paid, or in first 90 days and unpaid**

- **Payment for 2023 is not due until January 31, 2024**

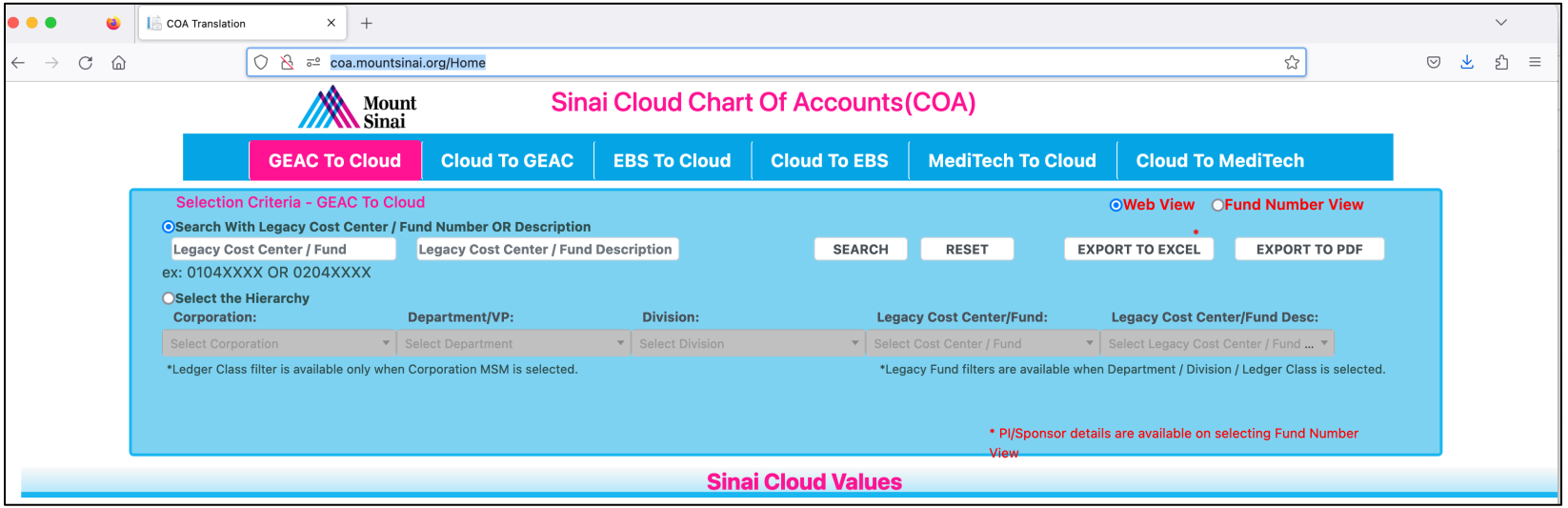
- **All unpaid projects (older than 1 year) will be deleted on July 1, 2024**

Questions & Answers

Fund numbers

Sinai Cloud Chart of Accounts (COA) website:

http://coa.mountsinai.org/Home



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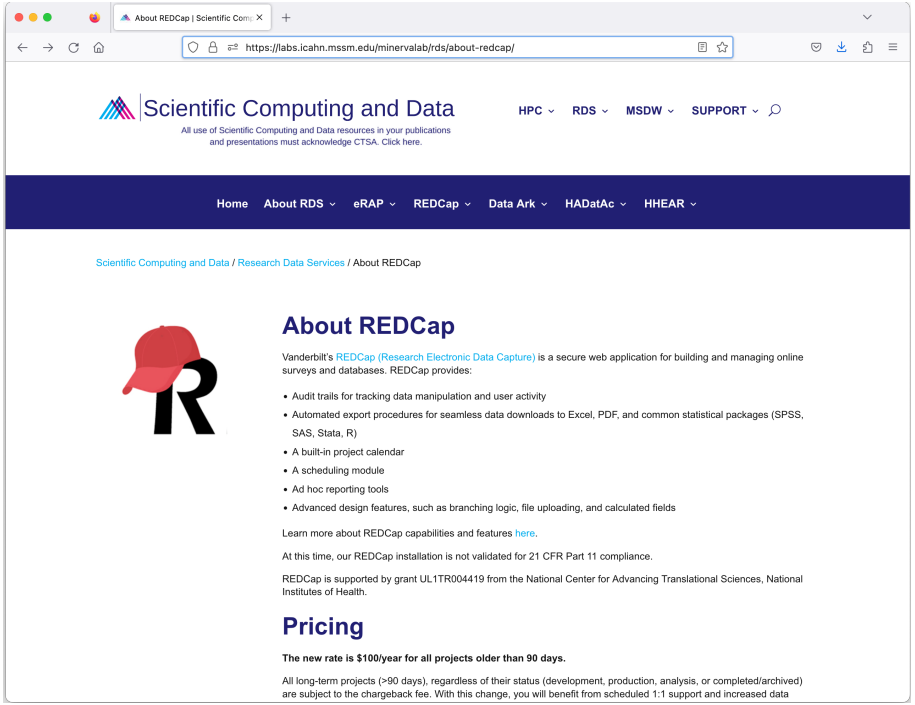

Thank you

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