

REDCap Chargeback Town Hall

Rajendra Bose, Director of Researcher Engagement

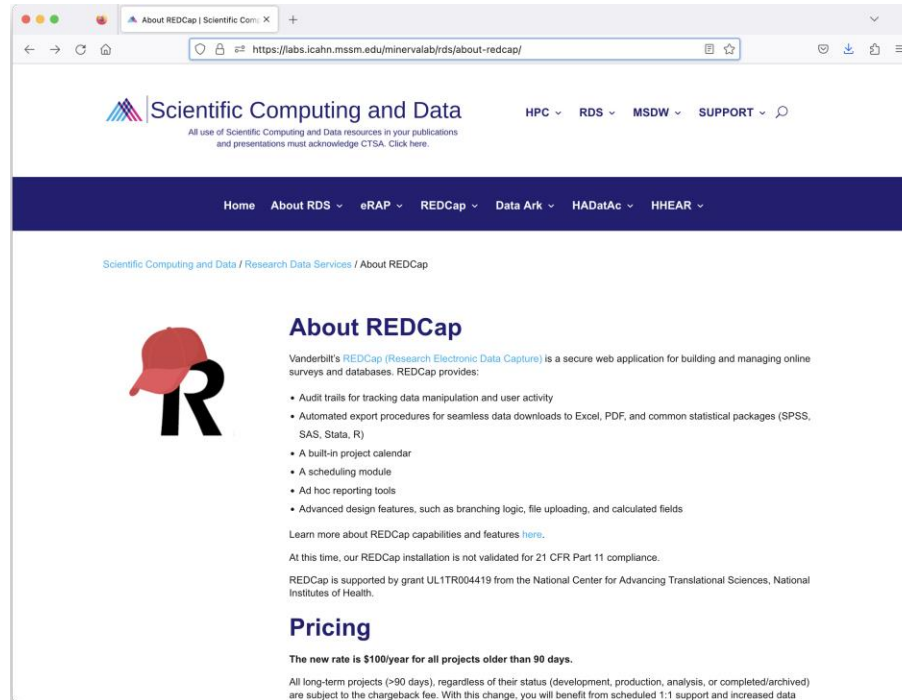
Scientific Computing and Data
July 19, 2023



Icahn
School of
Medicine at
**Mount
Sinai**

REDCap Website

<https://labs.icaohn.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

- ▶ **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.

REDCap Website

<https://labs.icaohn.mssm.edu/minervalab/rds/about-redcap/>

Submitting Fund Numbers for REDCap Projects

Instructions for providing a fund number for a REDCap project for the 2023 annual fee:

Note: If you have a Sinai Cloud number please convert it to GEAC by using the following tool: <http://coa.mountsinai.org/>

For new projects (created on or after July 1, 2023):

When creating a new REDCap project, you will have the opportunity to enter a fund number (with the exception of Student, hospital QI and hospital operations projects paid directly by MSHS). The first 90 days are fee-free and do not require a fund number. For projects that submit fund numbers, payments will be processed on a rolling basis. **For 2023, payment of the \$100 fee for projects older than 90 days is not due until January 31, 2024.**

After you submit your project information, you will be emailed a custom link with a return code. To later enter or update the fund number or other project information, **you must use the custom link with the return code that was sent to your email.**

For existing projects (created before July 1, 2023):

If your project was not moved to production in 2023, you can enter project information and a fund number [at this link](#). (Student, hospital QI and hospital operations projects paid directly by MSHS do not require a fund number). Payments will be processed on a rolling basis. **For 2023, payment of the \$100 fee for projects older than 90 days is not due until January 31, 2024.**

After you submit your project information, you will be emailed a custom link with a return code. To later enter or update the fund number or other project information, **you must use the custom link with the return code that was sent to your email.**

We will be reaching out to contacts for those existing projects that moved to production prior to July 1, 2023 separately in the coming weeks to reconfirm fund numbers to use for payment of the \$100 fee per project.

For people who oversee payment for more than 10 REDCap projects, we will provide a method for collecting lists of project IDs and fund numbers.

Backing up and Deleting Projects

See [our guide](#) for steps to take for backing up and deleting projects.



Icahn School of Medicine at Mount Sinai

[Returning?](#)

A A A



Please fill out this information for your new or existing REDCap project.

If you have previously submitted this survey for a project, you were emailed a custom survey link with a return code. **To later enter or update the fund number or other information for that project, you must use the custom survey link with the return code.**

Please do not take this survey again for the same project to avoid duplicate billing. Please search the keywords '2023 REDCap Chargeback' in your email. If you have any questions, [contact REDCap Support](#)

Project ID

IMPORTANT NOTE:

- Enter project ID only for existing projects, project ID is located to the right of the project title
- Leave blank for creating/copying new projects

Please select the option that best describes the purpose of your project.

* must provide value

Research

Hospital Operations (Projects that provide operational support for Mount Sinai Hospital)

Quality Improvement (NO RESEARCH PUBLICATIONS)

Medical Student Project

[reset](#)

Research Purpose and Principal Investigator (P.I.) Information

Please specify the type of research being conducted for this project. (check all that apply)

* must provide value

- ☐ Basic or bench research
- ☐ Clinical research study or trial
- ☐ Translational research 1 (applying discoveries to the development of trials and studies in humans)
- ☐ Translational research 2 (enhancing adoption of research findings and best practices into the community)
- ☐ Behavioral or psychosocial research study
- ☐ Epidemiology
- ☐ Repository (developing a data or specimen repository for future use by investigators)
- ☐ Other

P.I. First Name

* must provide value

P.I. Last Name

* must provide value

P.I. Email Address

* must provide value

Would you like to provide a funding number for this project?

Yes

No

reset

Rate: \$100 per project per calendar 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.

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.

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. Instructions on how to download your project data are available at [this link](#).

Fund Owner's First Name

* must provide value

Fund Owner's Last Name

* must provide value

Fund Owner's Life Number:

* must provide value

Fund Account Number:

Enter a 8 digits funding number

Hospital fund numbers start with 01 (e.g., 01000000)

School fund number start with 02 (e.g., 02000000)

If you have a Sinai Cloud number please convert it to GEAC by using the following tool: <http://coa.mountsinai.org/>

* must provide value

Fund Account expiration date:

* must provide value

  Today M-D-Y

***Funding numbers must not be expiring within the next 30 days*.**

Delete Archive Move Flag Mark Unread Sync Report ...

2023 REDCap Chargeback for 'Raj test project Jul 17, 2023': Submission recieved

😊 ↶ ↷ ↲



REDCap Support <redcap-support@mssm.edu>

Yesterday at 1:28 PM

To: Bose, Rajendra



[Download](#) • [Preview](#)

Attached please find the survey submission information for this REDCap project '**Raj test project Jul 17, 2023**' for your records.

It is crucial that you save this email and use the survey link and survey return code to enter additional information for this project 'Raj test project Jul 17, 2023**'. Please do not take the Chargeback survey again for the same project to avoid duplicate billing.**

You may return to this survey in the future to modify your funding responses by navigating to the survey URL and entering the code below.

Survey link: <https://redcap.mountsinai.org/redcap/surveys/?s=ZgaMF8FVzjN748ix>

Survey Return Code: LF4NJ8RR

If you have any questions, [contact REDCap Support](#)



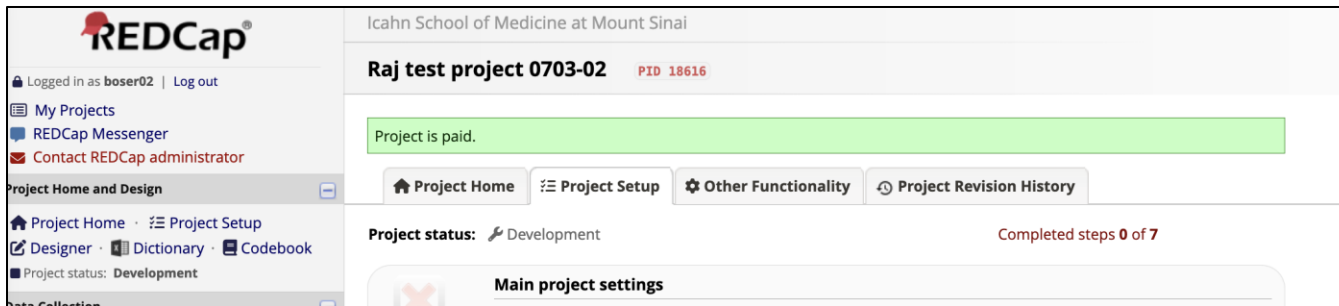
Icahn School of Medicine at Mount Sinai

To continue the survey, please enter the RETURN CODE that was auto-generated for you when you left the survey. Please note that the return code is *not* case sensitive.

Alternatively, if you have forgotten your return code or simply wish to start the survey over from the beginning, you may delete all your existing survey responses and start over.

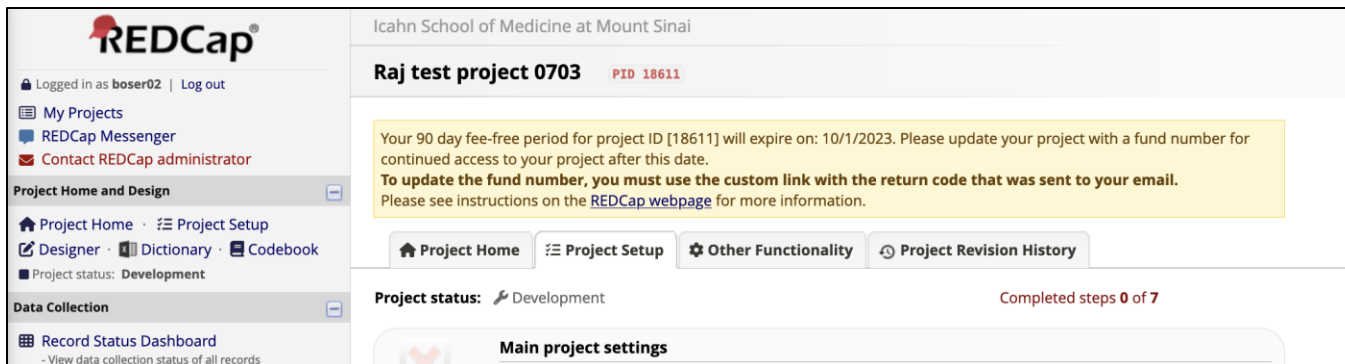
REDCap Project Banners

GREEN BANNER: PAID



The screenshot shows the REDCap interface for the Icahn School of Medicine at Mount Sinai. The project is "Raj test project 0703-02" with PID 18616. A green banner at the top of the main content area states "Project is paid." Below the banner are navigation tabs: "Project Home", "Project Setup", "Other Functionality", and "Project Revision History". The project status is "Development" and it shows "Completed steps 0 of 7". The left sidebar contains navigation links for "My Projects", "REDCap Messenger", "Contact REDCap administrator", "Project Home and Design", "Project Home", "Project Setup", "Designer", "Dictionary", "Codebook", "Project status: Development", "Data Collection", and "Record Status Dashboard".

YELLOW BANNER: FIRST 90 DAYS/UNPAID



The screenshot shows the REDCap interface for the Icahn School of Medicine at Mount Sinai. The project is "Raj test project 0703" with PID 18611. A yellow banner at the top of the main content area states: "Your 90 day fee-free period for project ID [18611] will expire on: 10/1/2023. Please update your project with a fund number for continued access to your project after this date. To update the fund number, you must use the custom link with the return code that was sent to your email. Please see instructions on the [REDCap webpage](#) for more information." Below the banner are navigation tabs: "Project Home", "Project Setup", "Other Functionality", and "Project Revision History". The project status is "Development" and it shows "Completed steps 0 of 7". The left sidebar contains navigation links for "My Projects", "REDCap Messenger", "Contact REDCap administrator", "Project Home and Design", "Project Home", "Project Setup", "Designer", "Dictionary", "Codebook", "Project status: Development", "Data Collection", and "Record Status Dashboard".

Questions & Answers

Thank you



Icahn
School of
Medicine at
**Mount
Sinai**