



Icahn School  
of Medicine at  
**Mount  
Sinai**

# eRAP Town Hall Meeting

Scientific Computing and Data

May 2, 2025

# Introduction: Team Members



**James "Chip" Masters**

Director for Research  
Data Services



**Alona Rabin**

eRAP Product Owner  
and project lead



**Donald Louie**

Programmer Analyst



**Eric Rosenberg**

System Administrator



**Rupan Hossain**

Database Administrator

**Big thank you to Ankit from WTC and Gil from MAGIC  
for your support and development work for eRAP 2.0**

# Agenda

## 1 eRAP to Date: Usage, Support, and Maintenance

- Usage and Login Statistics for Nov 2024 – April 2025
- Support Desk Statistics
- Active Projects for 2025
- New Users
- Accomplishments

## 2 Update: eRAP V2

- Projects Onboarding
- Current Status: eRAP PIs and Projects

## 3 Request for Guidance

## 4 Project Maintenance Costs for 2025

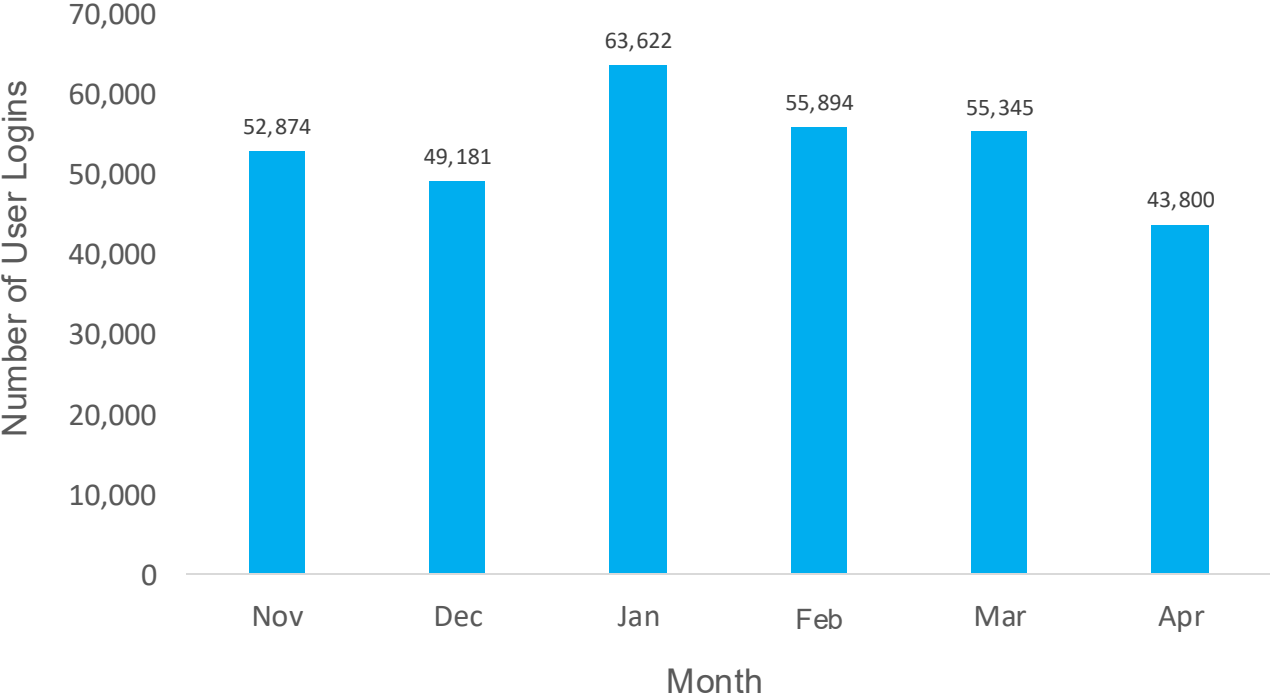
## 5 2024 User Survey Results

# eRAP to Date:

Usage, Support, and Maintenance

# eRAP User Logins from Nov 2024 – April 2025

User Login Count From Nov 2024 - Apr 2025

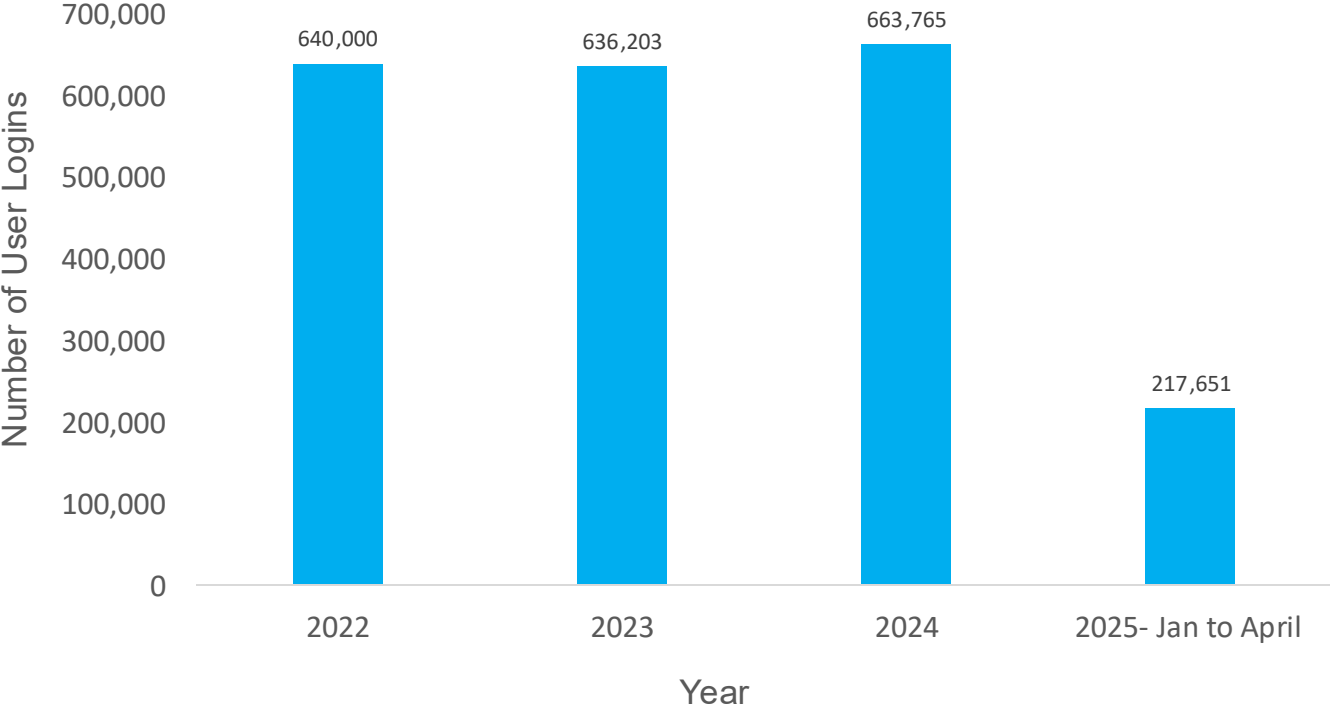


**327,716 total logins  
(Nov 2024 to Apr 2025)**



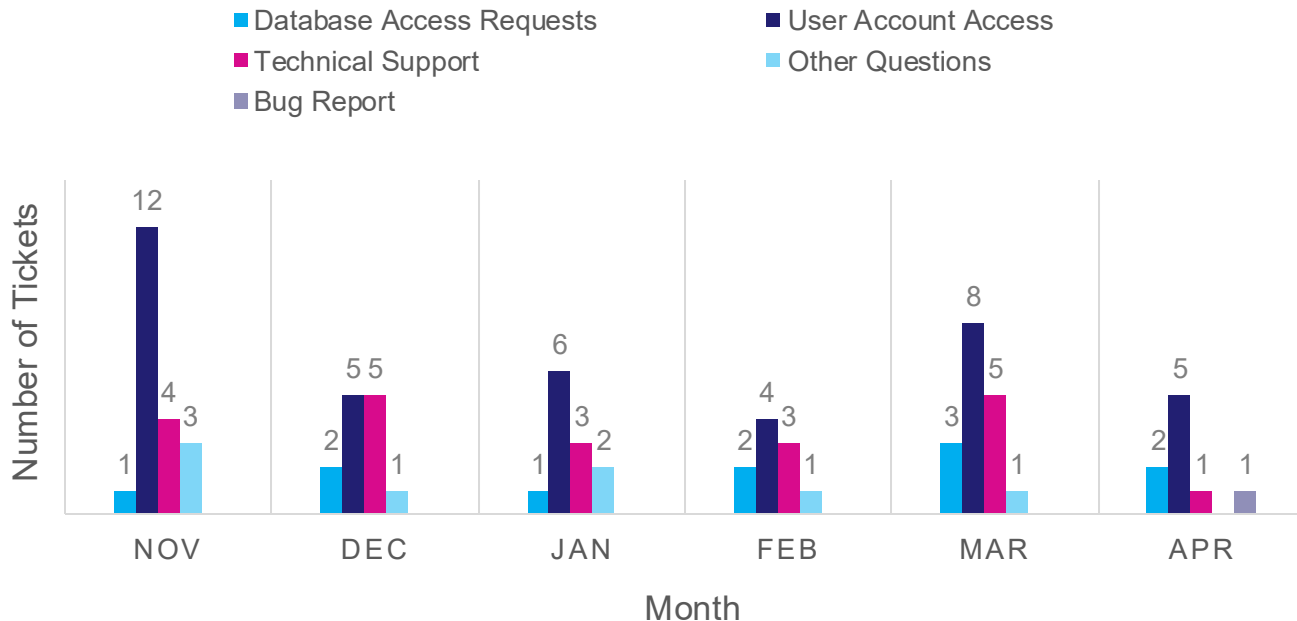
# eRAP User Logins from 2022 to 2025

User Login Count From 2022 - 2025



# Ticket Breakdown by Type

## eRAP Support Tickets: Nov 2024 – Apr 2025



**Database Access Requests:** Adding users to the project – done mainly by self-support

**User Account Access:** Typically, users locked after 6 months – done mainly by self support

**Technical Support:** Mostly, DTP reported vulnerability reports and operational issues, such as high CPU utilization or database maintenance

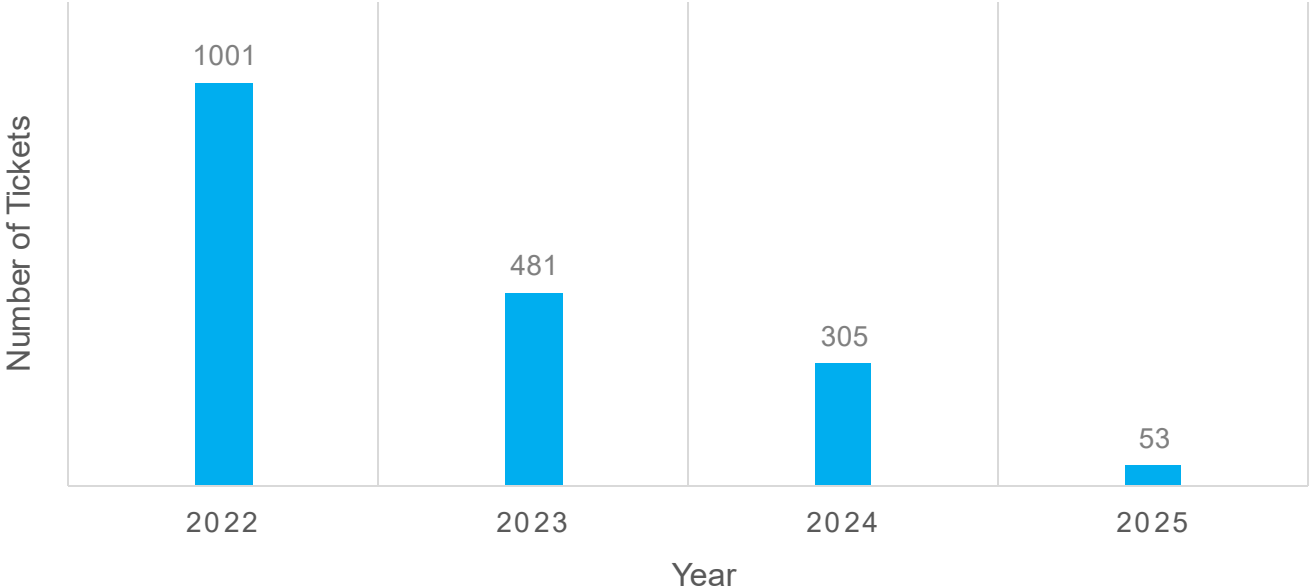
**Other Questions:** User questions about eRAP functionality

**Bug Report:** Reports of issues with eRAP functionality or related integrations, such as FreezerWorks



# All Tickets for eRAP Support by Year

## eRAP Support Tickets



# eRAP Project Stats for Nov 2024 - Apr 2025

	2022	2023	2024	Apr – Oct 2024	Nov – Apr 2025	Comments
Active Projects	50	51	51	51	42	CCMS projects (7) will move to REDcap as their workflow allow them
Unique PIs	25	26	24	24	20	
New Users	383	329	184	110	69	

# Accomplishments

- Deployed eRAP 2.0 to production on the new server infrastructure
- On-boarded **20** projects to the new portal eRAP 2.0
- Performed database tuning by investigating jobs that have been running from the beginning of the year 2000
- Enhanced the project workflow by adding automation for specific tasks
  - Add the patient to your project if it exists already in a different project, and populate patient demographics automatically
  - Search for MRN and add patient demographics to your repository with one click
  - The functionality is available to any project, but the eRAP team must work on the request.
- Worked with users and PIs on missing functionality and deployed the new functionality to enable projects to onboard eRAP 2.0

# Accomplishments

- Increased the performance of the eRAP 2.0 portal compared to the Legacy portal
- Provided training to 35 eRAP users for the eRAP 2.0 portal
- Offered support and gathered feedback from the users
- Worked with DTP to apply security patches to secure eRAP
- Worked on database tuning by validating and turning off jobs for inactive projects
- Introduced new functionality that will help the user to view parent-level and sub-levels on one screen in a tab format

Example: patient, visit, specimen, and pathology all in one screen

## Benefits

- Will reduce human mistakes by navigating to all sublevels while the data is in memory
- Reduce data entry workflow time
- Optimize performance by reducing the number of loads on the page

# Accomplishments

- Implemented customized Intelligent search on the search page for each project
- Reduced real estate for multi-select controls as radio buttons and check boxes
- Fixed the Pathology integration between eRAP and Power Path that allows
  - The researcher can get the Pathology report for the patient by MRN and specimen identifier, the functionality can be implemented to any project

# Update: eRAP 2.0



# eRAP 2.0 Update: Project Timeline 2025

## Project Migration to eRAP

January – June 2025

### January 1, 2025:

#### eRAP Core Team to:

- Review testers' feedback and identify any changes needed prior to onboarding
- Deploy the eRAP 2.0 platform on the Production servers prior to commencing the transition  
**completed for 18 projects**

#### Project representatives are:

- Encouraged to attend training sessions before migration
- Coordinate with Core Team to schedule their project migration to eRAP 2.0

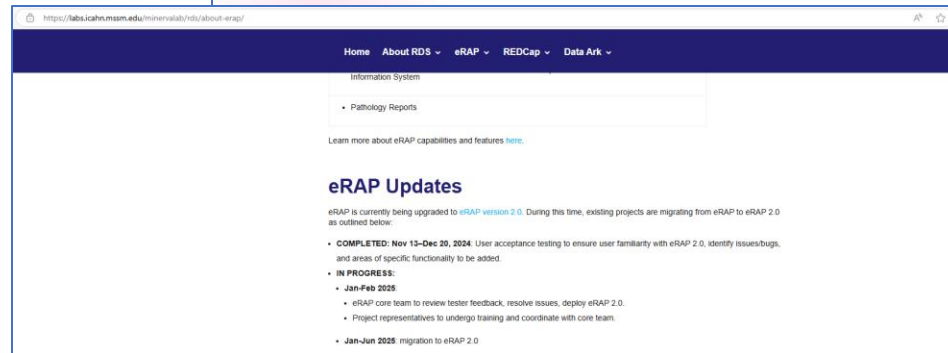
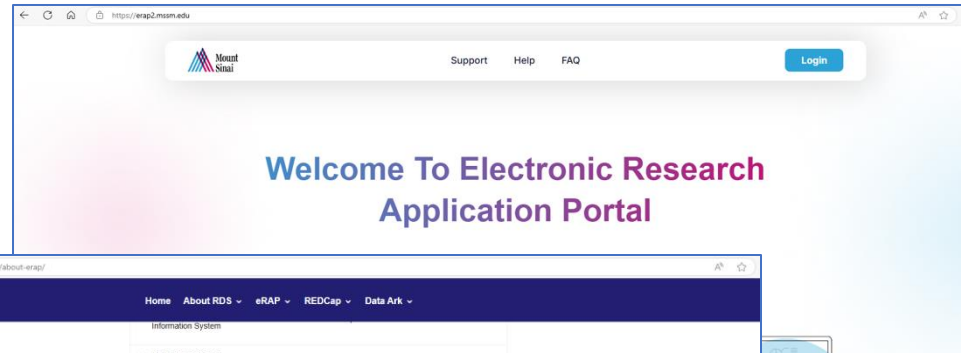
### January 1 – June 30, 2025:

#### eRAP Core Team to coordinate with all project representatives to facilitate and finalize eRAP migration

- Ensure that all of the core functionality is working post transition to eRAP 2.0
- Coding to be implemented and tested
- Three Core Team members (Alona, Don, Gil and Ankit) – will fix gaps; ensure smooth running
- Finalize switching date from eRAP 1.0 to version 2.0
- **NOTE: eRAP 1.0 will continue to function for users until August 2025**

# eRAP 2.0 Update: Websites

- We updated the Scientific Computing and Data website to link to the new eRAP 2.0 page.





# Request for Guidance

# Questions

As you all know, we focused on gathering information from each project before the onboarding to the new platform, and after the onboarding, to make sure we follow the workflow and the customization for each project operations workflow.

However, we would like to learn from your experience what we could do better. With the transition to eRAP 2.0:

1. What worked well
2. Areas for improvement
3. Lessons learned after onboarding to the new portal

# Project Maintenance for 2025



# Project Maintenance Cost for 2025

- In 2024, we charged \$5,000 per project per year
- For 35 projects in 2025, the actual costs are \$15,000 per project per year
- We can choose to charge up to \$15,000 (\$5k or more)

# 2024 User Survey Results



# 2024 eRAP Survey Results

**We asked 3 questions:**

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

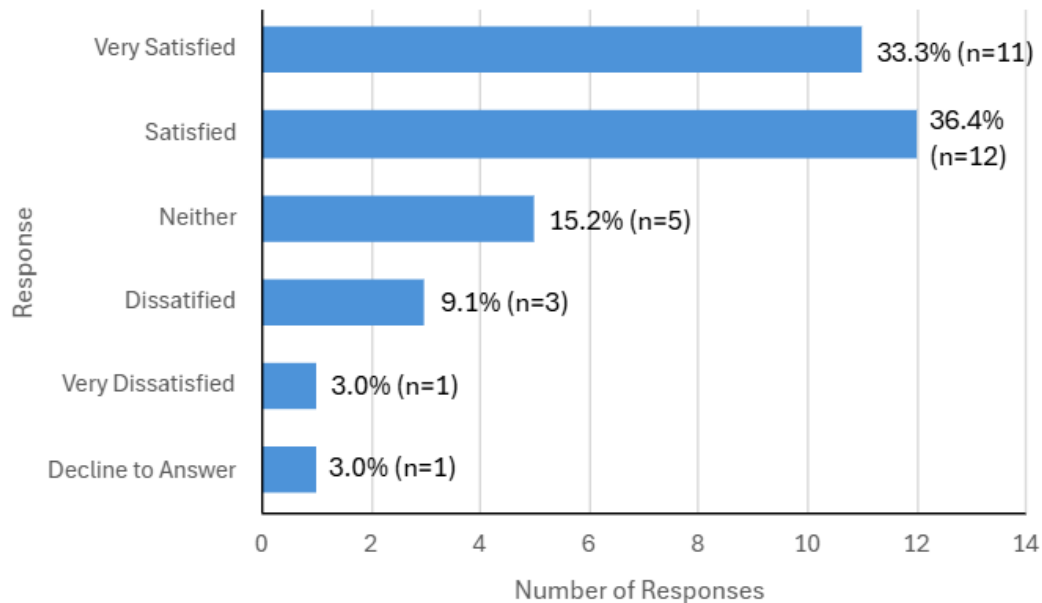
**Q2:** How satisfied are you with eRAP support?

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

**We received 33 responses and 14 comments from 742 active users in Jan 2025 (4.0% response rate).**

# 2024 Survey Results Question 1

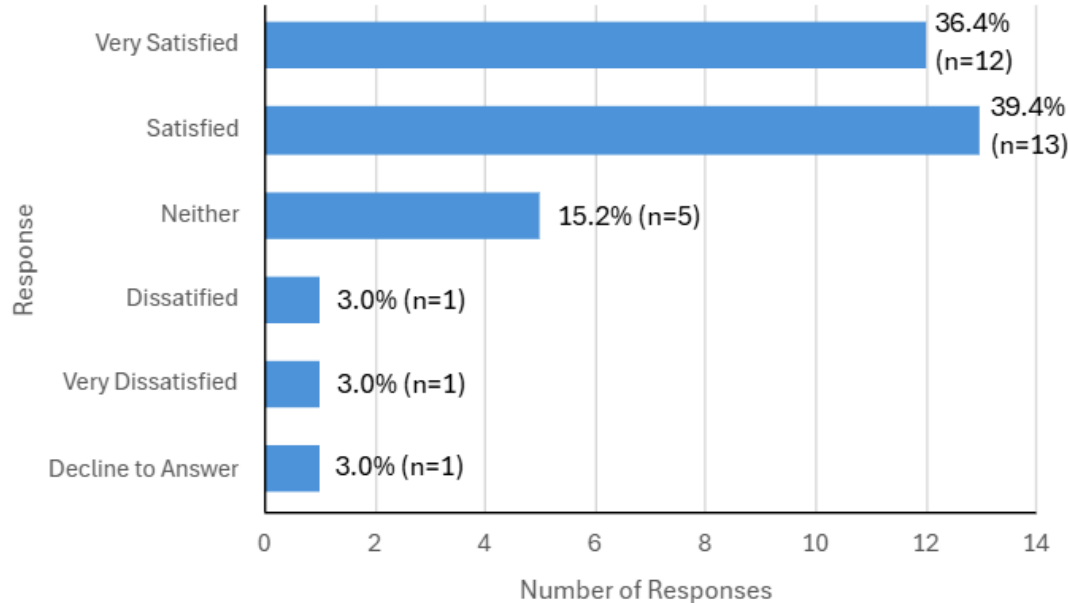
**Q1:** How satisfied are you with eRAP?



User Satisfaction ( $\geq$ Satisfied)  
2024: 70%  
2023: 59%  
2022: 82%  
2021: 73%

# 2024 Survey Results Question 2

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



User Satisfaction ( $\geq$ Satisfied)  
2024: 76%  
2023: 61%  
2022: 67%  
2021: 69%



# 2024 Survey Results Question 3

**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>

# 2024 Survey Results Question 3 (cont'd)

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

Theme	Comment	Response
<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>	<p>Thank you for your feed back On 4/1/2023 eRAP stopped supporting scheduling and all scheduling functionality moved to Rubin system.</p>
<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 does not bring to the correct page when clicking a link within a chart.</li> <li>•Sometimes I am stuck in a window with it circling (just going around and around) for minutes or I am kicked out. ...</li> <li>•Every day around 2pm-2:30pm (approximate window of time) eRAP almost stops responding and it continues to load...</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>	<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 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.</li> </ul>

## 2024 Survey Results Question 3 (cont'd)

Most of the answers to user comments on the survey were implemented and resolved in the **eRAP 2.0 portal**:

*“Search request by name”*

*“Please make the font broader, bolder, and bigger. Hard to read”*

*“Not very user-friendly. Even just getting a ‘request submitted’ when you submit a new visit request would be helpful to start.*

*“It must be faster, as it takes too long to load the forms. More speed means it takes forever to load a page.”*

*“System still seems to have a large lag when entering system and when saving.”*

*“eRAP is just very slow and a lot of the time it sends to error page or does not bring to the correct page when clicking a link within a chart.”*

### Action to take:

Reach out to the user if the user’s email is available.



**Thank You**