

ITHS REDCap Support Policies

Effective Date 9/24/2012

The Institute of Translational Health Sciences (ITHS) at the University of Washington provides free of charge the use of REDCap™ (Research Electronic Data Capture) software as a service for ITHS member investigators and their teams to collect study data. This service includes the REDCap application software hosted in a web server, disk space for data storage, regular system backups, software patches and upgrades, basic and advanced training courses, online documentation, and up to 1 hour of consultation for new users.

ITHS implemented REDCap in 2009 and usage has grown steadily to the current level of more than 800 users and 400 projects. Due to this continuing growth, ITHS can no longer sustain the current level of individualized application support to the user community. By adopting the policies set forth in this document we aim to achieve the following goals:

- Continue the growth and success of ITHS REDCap
- Continue to provide REDCap users with the resources they need to use the service productively
- Evolve ITHS REDCap to a self-sustaining service offering

We will change our support process from the current model where users directly email administrators with questions, to the following steps in suggested order of use:

- 1) REDCap video tutorials, explanatory text on the REDCap pages, and the Frequently Asked Questions page
- 2) Online supplemental documentation provided by ITHS
- 3) User education including introductory and advanced classes offered by ITHS
- 4) Weekly drop-in help session
- 5) Peer support through communication with colleagues and via use of the REDCap user mailing list iths_redcap@uw.edu which will be monitored by administrators

All general support questions and answers will be posted to the REDCap user mailing list iths_redcap@uw.edu and users may join this mailing list by following the link below:

https://mailman1.u.washington.edu/mailman/listinfo/iths_redcap

The administrative link (iths_redcap_admin@uw.edu) should be used only for administrative requests outside normal support inquiries.

If a user does not obtain a solution to a REDCap problem using the above resources, and an administrator hasn't replied to an unanswered inquiry to the user mailing list within 3 business days after submission, then the user may send an email directly to the administrators at (iths_redcap_admin@uw.edu).

For individual consultation beyond the first free hour, including recovering project data and forms lost due to user error, or for project development assistance, a fee of \$96 per hour will be charged. If an investigator anticipates the need for these services for a long and/or complex study, please contact the REDCap administrators in advance to plan for appropriate resources.

We strongly encourage REDCap users to take full advantage of the resources described above, to thoroughly test projects before requesting that they be moved into Production status, and to protect their projects by making frequent backups of their project data using the Data Export Tool and downloading their projects' current data dictionaries to secure, backed up departmental file servers.

Our policy of responding to user requests to create new projects, copy projects, move projects to Production status, and review and approve post-production changes, will remain the same as it is now: we will respond within 1 business day.

In conclusion, we are confident that the policy shift described above will provide the REDCap community with all the resources it needs to fully utilize this software tool by encouraging and fostering peer-based support, with supplemental support and assistance provided by ITHS REDCap administrators.