

Issues Raised by CWG Members

Issue	Comments
Help text for business processes in addition to technical help	Great idea & should be done. We have not identified the resources to do it.
Change “Save” buttons to “Confirm” on delegation screens	Does this make sense to everyone else? If so, we will do this.
Allow PI Delegate to route an eSnap to the PI	PI has to be the one to route because they are certifying accurate information.
Wasted space at top of screen (logo, etc.)	Not much room to gain. Probably won't address
Allow more than 10 results in a search result	This will be done for all hit lists in the commons.
Add “Overdue” as search option in eSnap search	This should be addressed in the Oct. release.
Show more citation text on PPF screen listing publications	Does this make sense to everyone else? If so, we will do this.
What does “Justify” other support mean? Need more than 2000 characters	We will change “Justify” to “Explain” and double the size of the field.
Allow saves for incomplete or incorrect data. Catch errors only when user runs validation.	This will be done.
Various printing problems	These seem to be centered around Macs and the Adobe installation.
How are we defaulting human subject and animal subject questions on Research Subjects page?	These are being defaulted based on information in IMPAC II.
Employment type should default to Non-Federal instead of Federal on employments page.	This will be done
Is 500K file size limit on file uploads enough?	File size limitation is now set to 6MB.
Progress reports are showing up as overdue when they have been submitted in paper	This is a matter of the NIH institutes not entering the receipt date of the progress report into the system promptly. We are working hard to raise awareness of this issue.
Have to enter % >0 for personnel report	For the current time 0% will not be allowed, but based on the recommendation of the CWG, NIH will consider the creation of a new personnel classification that would allow 0% effort to be claimed.
SOs need to appear in AO dropdown	Will be done, also AO will default to SO (summer release)
PI allowed to route to SO without assigning an AO, but AO needs to be assigned in order to submit application	This is how it was designed. The SO is allowed to update business info & the AO is part of that info. Should we change this? Why?
Need more space in the justification fields for the Snap questions	We are going to double the size.
Leading 0's missing from serial number in the grant number on Snap report	Scheduled to be fixed in the summer release.
How to handle submission of publications not available on the web	We don't have an answer to this one right now. What would you like to see?
Ability for SO to delegate PPF edit for a PI	Goes against SPO concept. Convince us.
Ability to delegate both eSnap and PPF edit privileges at the same time (PI & SO)	Scheduled for Feb. release
Need ability to delete publications from profile	This will be fixed in the summer release

Key Personnel vs Personnel Report (which name to use)	We recognize that there is an inconsistency between the paper and electronic versions of this portion of the document. One reason that it was named Key Personnel in the eSnap application is to bring attention to the fact that NIH only wants key personnel to be listed. Even though the instructions changed in the last revision of the 2590 (May 2001), many people are still entering all personnel on the grant. If there is enough support to change the name back to Personnel Report, NIH will consider the change.
When/where are employment/reviewer addresses used?	Employment addresses are not used at the current time, but will be used for future correspondence when appropriate. Reviewer addresses are only used for PIs registered in the IAR module as reviewers.
Have to click twice to view PDF/eSnap report	We have researched this and can't consistently duplicate this error.
Sometimes there are other items that need to be uploaded in addition to the progress report. (Mentor letter, other support etc.) There is not a place to upload those documents	We are trying to define the requirements to allow multiple uploads. For the present, append any extra documentation to the end of the progress report itself.
Cannot edit major division /subdivision for eSnap	Should be in Oct. release.
Percent effort does not allow tenths of a percent	NIH only wants whole numbers. In fact the use of tenths in effort reporting is an audit "red flag" since the likelihood that someone tracks their time to that degree is very small.
"other support" is misspelled on eSnap report	This will be corrected in the summer release
Remarks box on FSR is too small to show all comments when the screen is printed	While a "print screen" on the FSR form page will not show the entirety of the remarks if they are long, you can save the data and then "view" the FSR to open a PDF version of the data saved. This will show all of the remarks entered. This also works for FSR already submitted.
AHRQ FSRs show up on FSR hit list	This is fixed.
Add text to error messages to tell on which screen the error can be corrected	Might be able to do this for summer release, if not it will be in Oct. release.
Link validation error text to the screen use to correct error	Need to do more analysis.
Warn user before leaving a page w/o saving data	This is not an industry standard for web based applications because it cannot be implemented without flaws.
eSnap Key Personnel page: PI is listed last name last and others are listed first name last	Fixed possibly in summer release, if not it will be fixed in the Oct. release
Need to change language on email notification to PI when an AO/SO routes eSnap back to PI. Current language states "X has completed processing on the SNAP grant 5-P01-CA-12562-3- and has forwarded it to you." Should not say "completed processing" as it implies "successful processing".	We will work on new language and send to the group for review.
Upload Science: when you press the save or back buttons under publications, the page is refreshed to the Manage	Fixed possibly in summer release, otherwise it will be fixed in the Oct. release.

eSNAP page. However, the Upload Science tab is still highlighted.	
How long does this take to move from the Pending status to Completed? Is there functionality in the production site that is not mirrored in the Demo?	Depending on the load on the conversion server at the time of the upload and the sized of the document, it should only take a few seconds to convert the document. The conversion only happens in the production environment. Due to licensing issues we do not convert documents in the Demo facility.
Email & phone numbers are required when entering employments. Many times these are not remembered for past positions.	We are trying to figure out how to make these fields mandatory for the current employment record. For the present, enter filler data. Make sure that you use the “@” and a .edu, .com, etc. extension on the email address.
PDF conversion from word document does not always render the document the correct way.	We have not been able to reproduce this. If this happens, please call the help desk and send them a copy of the file in question.
Users want a way to determine which FSRs were submitted electronically vs paper	Scheduled for Oct. release