

[Digital GAP Program](#)

Digital GAP Program

Overview

The CTSI Digital GAP Program Digital GAP Program bridges the digital divide in clinical research by providing technology access to participants who may not have reliable connectivity or smart devices. This collaboration between UCLA Health and Verizon enhances inclusion and engagement in decentralized and hybrid trials by supplying eligible participants with smartphones to facilitate their participation in research.

The Embedded Clinical Research and Innovation (ECRI) Unit, part of the Office of Clinical Research at CTSI, facilitates all Digital GAP service requests to ensure projects meet program eligibility and compliance requirements prior to approval.

ECRI's Role

ECRI serves as the central coordinating unit for the Digital GAP Program, responsible for:

- Reviewing and approving requests from UCLA research teams to confirm alignment with program criteria.
- Screening projects to ensure that device use is justified by participant need and study design.
- Makes the handoff between research study team and the UCLA Mobile Device team once projects are screened as eligible.

UCLA Mobile Device Team Role

- Coordinating logistics with Verizon and UCLA departments for device activation, tracking, and returns.
- Ensuring regulatory compliance with UCLA Health IT, IRB, and data security policies.
- Maintaining oversight of participant agreements, device issuance, and study documentation.

Program Highlights

Each eligible participant receives:

- Android smartphone
- 25GB of high-speed data (with unlimited 3G thereafter)
- Cost: \$20/month per participant
- Term: 12-month agreement

These resources help enable participation for individuals who might otherwise face barriers due to lack of access to technology, Wi-Fi, or mobile data.

Eligibility & Participant Agreement

The Digital GAP Program is intended for participants who demonstrate a technological need as part of an approved UCLA clinical study.

Before device issuance:

- The study team must complete an eligibility screening through the Digital GAP Service Request Form.
- ECRI will verify project compliance and participant eligibility.
- Each study participant must review and sign the UCLA Health Research Participant Device Use Agreement, which outlines:
 - Device ownership (property of UCLA Health)
 - Study-related permitted use only
 - Privacy, security, and data protection standards
 - Participant responsibilities for safekeeping and return of devices
 - Liability terms for lost or damaged equipment

Devices are issued solely for research-related activities such as completing surveys, using study apps, or communicating with study staff.

Benefits to Research Studies

- Expand recruitment among traditionally underserved or digitally disconnected populations
- Increase diversity and representation in clinical research participation
- Enhance engagement and retention through digital accessibility
- Enable decentralized and hybrid trial models
- Promote inclusion and equity in clinical research

How to Request Services

Requests for the Digital GAP Program are managed by ECRI.

To initiate a request:

1. Complete the [Digital GAP Program Service Request Form](#).
2. ECRI will review your submission for eligibility and provide next-step guidance.

For additional information or questions, contact ctsigitalgap@mednet.ucla.edu.

Why It Matters

The Digital GAP Program reflects UCLA's commitment to inclusive, accessible, and equitable research. By leveraging technology to remove participation barriers, UCLA Health and Verizon are empowering communities to engage in clinical trials that advance health innovation and improve outcomes for all.

Source URL: <https://www.researchgo.ucla.edu/digital-gap-program>

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