DQ2 and Staff Reporting

Questions and Answers

Q) How do I find my Single Sign-on (SSO) LEA Admin contact information?

A) The district should refer to the FDOE Single Sign-on (SSO) Support page on the web at: https://portal.fldoesso.org/PORTAL/Sign-On/Resources/Support.aspx.

Q) What roles are required to access the DQ2 System for districts?

A) All users must have the User, K12, and Staff roles.

Q) What roles are required to access the DQ2 System for Lab Schools?

A) All users must have the User, K12, Staff and Labschool roles.

Q) What roles are required to delete files from the DQ2 System for districts?

A) Authorized users must have the User, K12, Staff and Deletefile roles.

Q) What roles are required to delete files from the DQ2 System for Lab Schools?

A) Authorized users must have the User, K12, Staff, Deletefile and Labschool roles.

Q) Why am I getting an Unauthorized Access Message when I try to access the DQ2 system?

A) Please have your SSO Administrator check your assigned roles to make sure you have all required roles User, K12, and Staff (Lab Schools must also have the Labschool role).

Q) Where do I find the File Numbers for the Reporting Format Name?

A) The File Numbers can.be found in Appendix D of the User Manual online at: http://www.fldoe.org/core/fileparse.php/7574/urlt/0099988-appd.pdf or Appendix M of the User Manual http://www.fldoe.org/core/fileparse.php/7574/urlt/0100000-appm.pdf

Q) Where do I find the file lengths?

A) The file length can.be found in Appendix M of the User Manual online at: http://www.fldoe.org/core/fileparse.php/7574/urlt/0100000-appm.pdf

Q) Why does my file show all zeros on the File Upload screen?

A) The record length of the file submitted must match the required record length of the reporting format submitted to the DQ2 system for processing.

Q) Will districts submit 2018-19 Survey 5 Staff files via the DQ2 system?

A) No, the 2018-19 Survey 5 Staff files **must** be submitted to the mainframe via NWRDC.

Q) When will districts be required to submit data via the DQ2 system for staff reporting?

A) Districts will begin submitting staff data to the DQ2 system beginning with the 2019-20 Survey 8 reporting period; which begins July 22, 2019.

Q) Will there be training on the DQ2 system for Staff Database contacts?

A) The FDOE will have a webinar to discuss the DQ2 system and staff reporting in mid-July.

Q) Why can't I see the Gateway page in DQ2?

A) Users with only the Student role assigned will not have access to the DQ2 Gateway.

Q) Can districts upload staff files for processing directly to the DQ2 system?

A) Only Lab Schools can upload files directly to the DQ2 System. Districts must upload staff files for processing via secure file transfer (TIBCO).

Q) Why can't I see the files that were uploaded via TIBCO under the File Processing/ Survey Submission menu?

A) Users will not see the files that were uploaded if the dataset name is incorrect or if the file was uploaded to the incorrect TIBCO folder.

Q) What access do we need to be able to submit files using TIBCO?

A) The district SSO administrators were provided a username and password that must be used to upload and/or download secure FTP's to and from the FDOE

Q) Does the district have to submit the district's IP address(es) to the FDOE?

A) Yes, the FDOE uses an IP Filter (Safelist) to limit those that can connect to xfiles.fldoe.org. Therefore, to have your IP address added to the Safelist the SSO LEA Admin will need to send an Email to FLDOE_SSO@fldoe.org with Outside (NAT) IP Address or IP Address Range.

Q) Where do I need to go to set up my credentials to FTP the district's Survey 8 1920 Staff data?

A) Refer to the Secure File Transfer (TIBCO) User Guide. If you need a copy, contact the DQ2 Team at DQ2project@fldoe.org.

Q) Can we have multiple emails added to the email recipient list to receive the notification email when survey files have been processed?

A) The DQ2 system is designed to accept one email address per file type (Student, Staff and WDIS), to send notifications of files processed via DQ2. Districts can setup a distribution list for email notifications to be sent to multiple users and provide that email address to FDOE.

Q) Can we have multiple user accounts for TIBCO?

A) No, each district has only one TIBCO account to FTP files to and from FDOE.

Q) Will districts be able to submit Staff Data via Vendor supplied software applications?

A) Yes. District will need to work their Vendor to configure their FTP software to ensure files are placed in the appropriate DQ2 TIBCO folder structure, as shown below.

The TIBCO® Folder structures for DQ2 are:

1. In Folders: DQ2\IN\K-12\Preflight or DQ2\IN\K-12\Production

2. Out Folders: DQ2\OUT\K-12\Preflight or DQ2\OUT\K-12\Production

Q) Will districts continue to send two files for each format, a data file and an indicator file, for processing via DQ2?

A) Districts are to submit a data file only; submitting an indicator file is not required for processing data via the DQ2 system.

Q) How do we know what surveys will be available for preflight/production in DQ2?

A) Districts should check the online DQ2 News for updates on the DQ2 website at: https://dq2.fldoe.org/Home/News

Q) Will the Staff Email Address Data Collection be submitted to the DQ2 system?

A) The DQ2 Team is currently working on the development of the Staff Email Address layout for use with the DQ2 system beginning with the September Staff Email Address Data Collection period. Districts will be notified when the Staff Email Address Data Collection period opens for submitting staff email addresses.