WIPS User Demo FAQ

Quarterly Performance Report (QPR) Uploads

1. How do I know if my file has been processed?
   - Users will receive an email informing them that their data has errors or that a QPR was created. Additionally, users can check the *Edit Check* tab in WIPS to see if their file has generated any errors.

2. Where can I find a full list of each WIPS upload option and the respective file format?
   - A full list of each WIPS upload option and its expected file format can be found at https://doleta.gov/performance/wips/.

3. What is the accepted file format extension for WIPS data submission?
   - WIPS only accepts Comma Separated Value (.csv) files. Please make sure files contain the correct number of commas for each file format. For example, a Full PIRL file should have 467 data elements that require 466 comma separators. WIPS will not accept tab separated, column separated, or zip files.

4. Can I upload multiple files simultaneously?
   - Yes, WIPS will accept multiple file submissions at the same time.

5. Who receives the email notification when a QPR is generated?
   - Email notifications are sent to the individual who uploaded the file. We are working to build user groups that will allow multiple users to receive email notifications.

6. Who can see the QPR that is generated by my file submission?
   - Only the user who uploaded a file can see the generated QPR.

7. What is the maximum size of a file upload?
   - There is a maximum size of 1GB. As files get larger, WIPS will start to accept .zip files.

8. Can a file upload be canceled?
   - No, files cannot be cancelled while in progress for upload or processing. However, multiple files can be processed at the same time.

9. How can I upload multiple programs in a single file?
   - Multiple programs should be uploaded using the Full PIRL schema.
   - The Full PIRL format will accept all combinations of programs and all data elements from the PIRL.

10. Do Wagner-Peyser, Trade Adjustment Assistance, and Jobs for Veterans State Grants QPRs generate full reports?
    - These programs should currently be generating reports. Changes to their layouts in the 3/31/17 release resolved this issue.

11. When our QPR information does not match what we reported, do we have to upload the PIRL again and resubmit?
    - Resubmitting the file will generate the same aggregation rules. If you have an issue with the official QPR information this will need to be discussed with your respective Federal Program Officer and program point of contact. Questions can also be directed to wioa.feedback@dol.gov.

Technical Assistance

1. How can I reset my WIPS password?
   - Please use the *Reset Password* feature on the WIPS log-in page. If this feature is not visible or does not work contact WIOA.feedback@dol.gov.

2. Where do we go for questions about WIPS?
   - Please contact WIOA.feedback@dol.gov for any WIPS related questions.

3. Is there a location we can download the presentation PDF?
   - The User Demonstration PowerPoint can be accessed at https://doleta.gov/performance/wips/.

4. Regarding requesting an account/WIPS Access, what is the timeframe for receiving an email with the temporary password, etc.?
   - WIPS user accounts are created on the first and third Monday of every month, however, you will receive verification that a ticket has been created in 48 hours.

5. Can more than one person be logged into the WIPS at the same time?
   - Only one person per user account can be logged into WIPS at a time.

6. Where can I find file format, logical validations, and valid value check information?
   - File format, logical validations, and valid value checks can be found at https://doleta.gov/performance/wips/ along with other useful WIPS resources.

7. Can you access the resources prior to obtaining an account for access?
   - All WIPS resources can be found at https://doleta.gov/performance/wips/. This is a public facing website and does not need WIPS access.

Edit Checks

1. Where can I find a list of edit checks for WIPS?
   - The list of valid values for WIPS and all implemented edit checks are posted at https://doleta.gov/performance/reporting/. A full list is also available on the *Edit Checks* tab of WIPS. Cross data element edit checks are still being developed and will be posted when finalized.

2. Will we receive the data discrepancies that trigger the various edit checks (duplicate, validity, logic)?
   - WIPS supplies the information necessary to resolve edit check errors on the Edit Checks tab. This includes the record that produced the error, the expected value for that data element, and the corresponding rule.

Certification and Errors

1. Can I view my file(s) errors before I certify my Quarterly Performance Report?
   - Yes. In fact, a file that has errors will not create a QPR in the first place. Users can view their errors on the *Edit Check* tab.

2. Do I need a pin to certify my QPR?
   - WIPS has no separate pin to certify files. Every user who uploads a file can certify that file.

3. Who is responsible for certifying a QPR?
   - Only the user who uploaded a file is responsible for certifying the QPR. No other user will be able to certify this report. Additionally, Federal Program Officers (FPO) will no longer certify these reports.

4. Is there a maximum number of errors that WIPS will identify in a file?
   - No. The increased processing speed of WIPS allows the system to check the entire file for errors.

5. Can you export the error files?
   - Not currently. The file's errors can be viewed on the *Edit Check* tab. An exportable version of the error list is coming in future releases.

6. Once a report is certified can I go back in and make changes to it and recertify it?
   - Reports cannot be changed or recertified in WIPS. If you would like to make changes you will need to resubmit a file for that quarter and certify over the old report.

7. Can I reload previous quarter files to generate a more accurate QPRs for each program area?
   - Yes. Users are able to upload files for any quarter and can overwrite previous reports. These files will need to be reformatted into the current schema layouts.

8. Is there a limit on the number of times one can recertify?
   - There is no limit to the amount of times a user can recertify.

General Questions

1. Where can I test my files to see if they work in the system?
   - Users can use WIPS itself to test their files. Feel free to upload files to check if they have errors or to see how many participants are aggregated in the QPR.

2. How long is my file stored in WIPS?
   - User uploaded files are kept in cold storage indefinitely.

3. Can a Full PIRL format file be uploaded if all programs are not represented?
   - Yes. A Full PIRL format file can be uploaded for any combination of program. However, this file must contain fields for all 467 data elements in the PIRL even if there is no data in these fields. An empty field would be seen as two commas with nothing between them on the CSV file (e.g. ,,).

4. Can I print my QPR?
   - QPRs can be printed using the print button on the report itself or by printing their web browser window.

5. Will our PY16 Q1 data be used in any sanctioning actions?
   - The data from PY16 Q1 will not be used in any sanctioning actions. Negotiation policies will be made on a funding-stream-by-funding-stream basis. The official guidance can be found on TEGL 26-15, Published June 29th 2016, at https://wdr.doleta.gov/directives/attach/TEGL/TEGL_26-15_Acc.pdf.

6. Do the columns in the PIRL accurately indicate the data elements for each program?
   - Yes. The PIRL shows what data elements are required for each program. For Full PIRL uploads, users should have all 467 data elements included in the PIRL.

7. Do we need to go back to the Q1 and Q2 files that did not produce report numbers and rerun?
   - There is no requirement to re-upload previous quarter's data to produce reports, however, users have this option.

8. Are user accounts linked together in WIPS?
   - Not currently. This is being planned for later releases.