



Workforce Performance Management (WPM) FAQs

1. What do the following terms in Oracle WPM mean?
 - Appraisee: Employee
 - Main Appraiser: Supervisor
 - Approver: Reviewing Official

2. Why can't I find my appraisal?
 - You may not have navigated correctly to access your appraisal.
 - Open an Internet Browser.
 - Navigation of the County portal: eportal.montgomerycountymd.gov.
 - Log into Oracle accessMCG using your single sign-on.
 - Select the '**Employee Appraisal**' link in the 'Navigator' section of your Oracle homepage.
 - The next page to open is the 'My Appraisals' page where you must enter the **Performance Plan Name** into the 'Plan Name' field in order for your appraisal to display.
 - Use the magnifying glass icon at right to search for the correct entry. Once loaded, click '**Go**'.

3. Why can't I see the appraisals in WPM?
 - If your screens appear oddly formatted, your cache may need to be cleared.
 - Launch an Internet Browser.
 - Select Tools from the menu bar.
 - Select Delete Browsing History; select Delete all... or select from the options.
 - When prompted (are you sure...), select Yes.
 - If you still cannot view your appraisees, create a Helpdesk ticket and someone from the WPM Helpdesk team will assist you. The Helpdesk may be reach by dialing 240-777-2828.

4. How can I know the status of my appraisal?
 - Contact your departmental HR liaison. Your departmental HR liaison can generate a Performance Appraisal Status Report to determine your appraisal status.

5. How will I know who has the appraisal at any given time?
 - Appraisals can only be possessed by one person at a time. A Main Appraisal or Appraiser can only edit/update an appraisal when it is in his/her possession.
 - WPM uses the appraisal status field to indicate who has the appraisal in their possession at a given time.

Appraisal status indicators are...

- Planned (Appraisals not yet started/created)
 - Saved (Appraisal is in the first stages (similar to Planned)
 - Transferred to Appraisee (Main Appraiser transferred the appraisal to Appraisee)
 - Ongoing with Main Appraiser (Appraisee transferred appraisal back to Main Appraiser)
 - Pending Approval (Approver to approve appraisal)
 - Completed (Appraisal has been completed and moved to 'Completed' section of the appraisal)
 - Transferred From Plan (Appraisee is no longer in the performance plan)
 - Returned for Correction (Approver returned the appraisal to the Main Appraiser for corrections)
 - Returned for More Information (Approver returned the appraisal to the Main Appraiser for more information)
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6. I can't find an appraisal that was returned to me by the Approver.
 - Log into Oracle WPM.
 - In the Subject area, click '*The appraisal of [employee name] is Returned for Correction*' link.
 - Scroll down to the Action History section toward the bottom of the page.
 - Click the Continue Action link.
 - Click the Edit Appraisal button.
 - Edit or Correct the appraisal and click Apply.
 - Click the Finalize and Submit to Approver button.
 - Click the Submit button.
 - Click Yes, when prompted.

 7. How do I know where appraisals are sent when I click navigation buttons?
 - The 'Send to ' buttons has only one (1) function
 - The 'Send to Appraisee' button only sends the appraisal to an employee.
 - The 'Send to Main Appraiser' button only sends the appraisal to a supervisor.
 - The 'Finalize and Submit to Approver' button to only sends the appraisal to a reviewing official.

 8. Can competencies be deleted?
 - Management Leadership Service (MLS) and Public Safety Management (PSM) appraisees' competencies are pre-loaded and cannot be deleted.
 - General Salary Schedule (GSS) competencies can be deleted before the appraisal is shared with the appraisee but cannot be deleted after the appraisal is shared with the appraisee.

9. Can objectives be deleted?
 - Main appraisers of MLS and PSM appraisees can delete objectives that the main appraisers or the appraisee created, before and after the appraisal is shared with the appraisee.
 - An MLS or PSM appraisee cannot delete objectives that a main appraiser created.
 - Main appraisers of GSS appraisees can delete objectives before and after the appraisal is shared with the appraisee.
10. If a competency cannot be deleted, how does the main appraiser indicate the competency is no longer relevant?
 - The main appraiser can indicate 'not applicable' (N/A) to indicate that the competency is no longer relevant.
11. How many competencies are required?
 - There is no specific number of required competencies.
 - Main Appraisers may select all or a few competencies from the appropriate suite of competencies.
 - The number of competencies added to an appraisal needs to be reasonable to allow Main Appraisers to assess performance without it becoming an arduous process for Main Appraisers and Appraisees.
 - OHR recommends no more than four (4) or five (5) competencies, in addition to the mandatory Work Safe Environment and the Racial Equity and Social Justice competencies,.
12. How many objectives are required?
 - There is no specific number of required competencies or objectives
 - The number of competencies and objectives added to an appraisal needs to be reasonable to allow Main Appraisers to assess performance without it becoming an arduous process for Main Appraisers and Appraisees.
 - Performance expectations and standards may be stated as a goal, outcome or result expected, numerical criteria, competency to be demonstrated, task to be accomplished or performed, acceptable conduct, or other expectation appropriate to the job classification and position.
 - Objectives must be written at least at a Successful level.
 - Objectives should be created using SMART GOALS - Specific, Measurable, Attainable, Realistic, Time-Bound.
 - OHR recommends no more than four (4) or five (5) objectives.
13. What should I do if an appraisals was completed in error.
 - HRLs should send an email with the following information to performance.management@montgomerycountymd.gov requesting to reopen the appraisal:
 - Employee's name
 - Employee Oracle ID#
 - Employee type (MLS/GSS/PSM)
 - FYXX MCG Executive Branch Performance Plan appraisal (performance plan).
 - The requested will be notified when the appraisal is reopened and ready to be edited, as needed.
14. Information on an appraisal is incorrect. How do I get it corrected.
 - Appraisals move with employees in Oracle WPM, so if the employee was supervised by the former manager/supervisor at the beginning of the performance cycle (July 1, 20XX), the prior manager's/supervisor's name would show on the appraisal. The current supervisor should ignore the former manager's/supervisor's information on the (performance plan) appraisal. The former supervisor's name would automatically move to the Participant section and the employee's information will appear correctly going forward. The current manager/supervisor has access to the performance plan and can edit it as needed.
15. Where can I find WPM online training material?
 - WPM resources are available in two places. WPM resources include FAQs, Job Aids including Quick Start Job Aids and UPKs (online training).
 - Office of Human Resources (OHR) Website: <http://www.montgomerycountymd.gov/ohr/perform/performance.html>
 - **HR Liaisons:** To access WPM system job aids, visit the *HR Liaison SharePoint Site > Oracle Job Aids and Other Guides > Workforce Performance Management (WPM) Job Aids.*