

## FACE Performance Management FAQs

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### What is FACE?

FACE refers to:

- face-to-face conversations between a supervisor and employee
- acronym for Feedback, Ask Questions, Conversation, and Explore Options
- performance management software



### How do I log into FACE?

In most cases, your FACE login is the same as your OPUS login. Your OPUS login is the first letter of your first name, your last name and employee number (such as *jdoe123456*). In the FACE system, your login is case sensitive so if *jdoe123456* does not work, try *JDOE123456*. Managers also enter PCG (which stands for Pinellas County Government) for the company code.

*First time users* – Use the “Welcome to FACE” email to establish your password. If you don’t have the email, contact Human Resources at 464-3367 or by [email](#).

## **FACE login -**

- Direct links:
  - [Employee FACE Access](#)
  - [Manager FACE Access](#)
- Remote access (from home or work): Select a FACE login link from ONLINE SERVICES in the top menu bar above the Pinellas County logo on any Pinellas County web page.
- Icon: Please note that the FACE desktop icon is no longer available but you can create a shortcut on your desktop.

Problems with login? - See [Login and Password Tips](#)

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## **How do I change my password?**

See [Login and Password Tips](#) if you forgot your password or need to change your password.

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## **How can I get training on FACE?**

There are a wealth of resources on the FACE website at [pinellascounty.org/hr/face](http://pinellascounty.org/hr/face). Also training courses on performance management have been incorporated into the Supervisor and Management Competency Series. In addition, performance management classes are offered through the training department throughout the year. Visit [pinellascounty.org/hr/training](http://pinellascounty.org/hr/training) to check the training catalog or contact Training & Development for information on upcoming classes.

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## **What is FACE used for?**

FACE is used to:

- Make note of conversations with employees about performance (“Comments” tab). Comments should be inputted on a regular basis to note an employee’s performance.
- The Goals area can be utilized as a department or division deem appropriate to note current goals and ongoing progress.
- The Performance Review function should be used on a consistent schedule as a formal “check in” to clarify and summarize performance observations.
  - It is recommended that supervisors do summary conversations at least four times a year (once each quarter: Jan. to March, April to June, July to Sept., and Oct. to Dec.) to note overall performance, goals and expectations. If the supervisor has been noting conversations throughout the period in the comments section, it will be much easier to create the summary conversation in the performance review section in FACE.

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## **What is the purpose of supervisor “Comments” in FACE?**

A supervisor enters comments/notes in the “Comments” tab to keep track of conversations they have with an employee about performance. It is important to note that entering information in FACE is not a way to provide electronic feedback since the comments are not viewable by an employee. Nothing should be entered that has not previously been discussed. For example, “12/3/15 - Talked with Matt about how well he handled the customer who was upset over the billing error” or “12/4/15 – Talked with Sue about coming in at 8:15 which is the third late arrival this week. She had child care issues but they will be resolved by next week.”

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## Will I still have an annual review by my supervisor?

The quarterly recorded conversations/reviews in FACE have replaced the annual evaluation form. Although supervisors provide ongoing feedback and coaching throughout the year, the quarterly conversations are an opportunity to discuss performance in detail. The quarterly review could include recognition, expectations, job objectives, goals, competencies, career interests, skill gaps, issues, etc.

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## How do I create a performance review?

View detailed step-by-step instructions for [Creating a Performance Review](#) (Supervisor Guide Vol. 2) or the [Quick Reference Guide](#). Briefly, the process is as follows:

- Supervisor logs into FACE.
- Supervisor selects the Goals & Reviews tab; employee's name, review template and time period; and clicks Save.
- Supervisor selects the saved review and enters the information regarding responsibilities, performance, goals, etc.
- Supervisor sets Action to "Mark as in Progress".
- Employee looks at the review and adds their comments.
- Supervisor and employee talk about the review, mark it as complete and sign it electronically.

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## When are the performance reviews due?

Performance review dates are set by the department. A suggested matrix is below:

Fiscal Year Quarter	Review Period	Due Date to Complete Review (Summary Conversation)
1 <sup>st</sup> quarter	October to December	January 31
2 <sup>nd</sup> quarter	January to March	April 30
3 <sup>rd</sup> quarter	April to June	July 30
4 <sup>th</sup> quarter	July to September	October 31

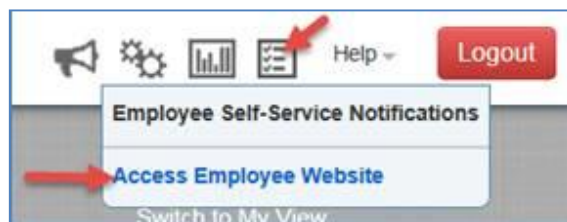
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## Why can't I see my performance review?

For an **employee** to see a review, it must be drafted by their supervisor and the view mode set by the supervisor to "Mark as in Progress". The employee will log into their FACE Employee Access, click "Performance" tab, "Active Reviews", and select "Edit" under "Employee Review Actions" to see the review.

For a **supervisor** to view their personal review:

- Log into the FACE Manager Access as usual
- On the top right, select "Access Employee Website" from the "Employee Self-Service Notifications" menu
- Select "Yes-take me to the Employee Website"



NOTE: After an employee eSigns, the review PDF may be temporarily unavailable for viewing until the supervisor eSigns it. Then it will be found under the "Past Reviews" tab (not the "Active Reviews" tab).

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### **How do I print my performance review?**

**Employee:** Under the “Performance” tab, see the “Active Reviews” tab, and click the “View” button under “Actions”. You will see a copy of the review. Select ‘Printable View’ then select “Print this Page” at the top right.

NOTE: After an employee eSigns, the review PDF may be unavailable until the supervisor eSigns it. Then it will be found under the “Past Reviews” tab (not the “Active Reviews” tab).

**Supervisor:** Select employee, under “Performance Reviews” tab, click the “View” button under “Action”. You will see a copy of the review. Scroll down to the bottom of the review, from the “More” drop down menu, select ‘Printable View’ and select “Print this Page” at the top right.

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### **What if I can’t eSign my performance review?**

Use Chrome or Firefox to access FACE, instead of Internet Explorer. Some users have had issues trying to eSign a performance review when using Internet Explorer 8.

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### **What if I need to make changes in a review?**

An employee may add remarks in the “Employee Comments” section only. A supervisor can make any changes in an employee’s review until it is completed. Once a review has been completed and eSigned, changes may no longer be made.

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### **Can I enter “Comments” on my performance review?**

Yes. After your supervisor drafts your review, you may view it and enter “Employee Comments” in the box provided at the bottom of the review. Select “Save and Close” when finished. For more information, see [Employee Guide Volume 2](#).

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### **Who can see my information in FACE?**

You, your supervisor and your supervisor's manager.

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### **What if my employee information is incorrect?**

If information in FACE is incorrect, such as a supervisor who is missing one of their employees or an employee has transferred to a new department, contact Human Resources at 464-3367 or email [face@pinellascounty.org](mailto:face@pinellascounty.org).

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### **How does FACE affect my pay?**

FACE did not affect the salary adjustment of 3% in October 2015. Going forward, the Appointing Authorities have approved the concept of a two-tiered pay plan. One element incorporates a general increase based on the increased cost of labor. The second element will be a merit increase rewarding high performing employees. While performance always matters, the increases will no longer be tied specifically to a score on an annual evaluation, but rather to the employee's overall contribution. There will be additional details forthcoming.

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### **Will disciplinary actions be listed in FACE?**

Yes, noting disciplinary actions is permissible in FACE. Conversations about the behaviors, actions and circumstances that led to the discipline should be noted.

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**What if I disagree with my supervisor on a FACE review? Can I grieve?**

An employee who disagrees with a conversation/review in FACE may grieve up to Step 2 which is a written grievance submitted to the director asking for a written response. For more information, see the [Grievance Process](#).

**What if my supervisor doesn't meet with me regularly?**

All Appointing Authorities have pledged their support to hold their managers and supervisors accountable for having ongoing conversations with staff about performance.

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**What if I need help?**

Contact Human Resources at 464-3367 or email at [face@pinellascounty.org](mailto:face@pinellascounty.org).

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