See below for answers to some common Frequently Asked Questions (FAQs). If your question is not answered here, please reach out to HR's Performance Management team at PerformanceMgmt@Rivco.org.

Q: How do I log in to the system?
A: Navigate to https://corlearning.sumtotal.host to log in to the system. If you are on the County network, you will be signed into the system through Single Sign On (SSO).

Q: What are the four steps of the Performance Management Cycle?
A: The four steps of the Performance Management Cycle are PLAN, ACT, TRACK, and REVIEW. Please see our performance management guidebook or access our on-demand Performance Management training for more information on each phase of the Performance Management Cycle.

Q: What is a competency?
A: A competency is a cluster of highly interrelated attributes, including knowledge, skills, and abilities (KSAs) that give rise to the behaviors needed to perform a given job effectively. Competencies can be either technical or behavioral in nature.

Q: What is a competency model?
A: A Competency Model is a set of competencies that collectively defines the requirements for effective performance in a specific job, profession, job level, or organization. Competencies included in the County's competency model come from the Korn Ferry Leadership (KFLA) competency library, which includes 38 competencies.

Q: How are competencies auto populated to jobs in the system?
A: Competencies are auto populated in the system based on job level. Each classification in the County has been assigned to one of the following 6 job levels: Clerical/Trades/Labor, Technical/Paraprofessional, Professional, Management/Supervisor, Department Executive, and County Leadership. Each job level has approximately 4-8 different competencies assigned to it that will auto-populate on an evaluation in the system.

Q: Are there any trainings on how to utilize competencies in an evaluation?
A: Yes. We are in the process of developing a training that will discuss what competencies are, how to utilize them, and how to discuss them with staff. You will be notified when this training is made available to County supervisors and managers. In the meantime, access our KFLA Competency library: Click Here

Q: What is the new 3-point evaluation rating scale?
A: The new 3-point evaluation rating scale consists of Exceptional, Successful, and Unsuccessful/Needs Development. See our performance management guidebook for more information on the new evaluation rating scale.

Q: Why are we moving to a new performance management system?
A: The County of Riverside has developed a new performance management framework. Part of this new framework includes a new performance management cycle and process, competency model, and the implementation of a new performance management system. The new performance management system, SumTotal Performance, is one tool utilized in the new framework that is intended to assist the County of Riverside in becoming a high-performing public service organization.

Q: Who do I contact if I can't log in to the system?
A: If you are having difficult logging in, contact the IT Help Desk at 951-955-9900. The Performance Management team does not have access to reset passwords or login information.

Q: Who do I contact if my information in the system is incorrect?
A: If your information in SumTotal Performance is incorrect, contact your Departmental PeopleSoft administrator. All information (with the exception of some information in the Talent Profile/Resume section) is populated via a nightly data feed from the PeopleSoft system. Your Departmental PeopleSoft administrator will need to rectify any inaccurate information currently in PeopleSoft.

Q: Are there any trainings I can take on how to utilize SumTotal Performance?
A: Yes! We have a number of tutorials on the system coming soon.

Q: What is a development plan? How do I create one in the system?
A: As an employee or manager, you can use the Development Plan to assemble and track activities and goals that are specially tailored to help you or your employees grow and develop. See our performance management guidebook for step-by-step instructions on creating and managing development plans in the system.

Q: Who can access and view my current and past performance evaluations in the system?
A: Your current and past performance evaluations in the performance management system are viewable by you, your manager/supervisor, and up your chain of command.

Q: Who can access and view my goals in the system?
A: Your goals in the performance management system are viewable by you, your manager/supervisor, and up your chain of command.

Q: Can I use my Talent Profile/Resume to apply for County jobs?
A: No. information stored in the Talent Profile/Resume section of the system is not connected to the County's recruiting system and cannot be utilized to apply for County employment.

Read more about Sumtotal Performance by accessing the Performance Management guidebook.

Still have questions? Reach out to the Performance Management Team at PerformanceMgmt@Rivco.org.

RIVCO
TAL_NT