Case Study: Modernizing the Human Resources Department at the University of Belize

The University of Belize is the national university of Belize, established in 2000. UB currently serves about 4,000 students and offers about three dozen four-year and two-year degree programs and seven certificate programs In addition to its main campus in the capital city of Belmopan, UB has additional campuses in Belize City; a Central Farm campus in the Cayo District; and the Punta Gorda campus in the Toledo District, as well as marine sites at Hunting Caye and Calabash Caye.

"Thanks to OrangeHRM there is quick access to information both by employees and administrators. It facilitates the process of calculating leave for employees. It has helped also in the coherent and accurate process of vacancies and recruiting employees."

Hertha Gentle,
HR Director, University of Belize

The Need for Efficiency In HR

Running a newly established national university requires the efforts of hundreds of people. One of the areas most crucial to the university's administration is Human Resources. A highly functional HR Department serves every employee well, while unaddressed administrative challenges can cause a dangerous and self-feeding downward spiral in employee productivity and job satisfaction.

The Human Resources Department at the University of Belize was facing this problem. All of its major HR processes were managed manually, resulting in a highly labor intensive and paper-driven organization. Hiring, training, retention, timekeeping, benefits administration, and leave accruals were all managed and tracked on paper.

This approach created several significant problems for the University:

- Significant use of staff time
- Opportunity for human error
- Physical data storage and retrieval problems
- Duplication of effort
- Limited task automation
- Poor reporting capabilities
- Poor decision support

Complicating the problem was the fact that the University's IT staff was not prepared to deploy and support a modern, enterprise-level HR management system. Further, solving these issues might require significant expense; however not solving them would eventually bring University HR operations to a standstill.

What Would The Ideal HR Solution Look Like?

The university needed a flexible, scalable Human Resources solution that would enable it to manage every aspect of employment. The solution must be able to store all HR data for each employee; manage timekeeping; conduct accurate benefits administration; track leave accruals; and organize new employee recruitment for open positions at the University.

In addition, the solution must be highly cost-effective and fully hosted to permit the modernization of the University's HR Department.

The OrangeHRM Solution

In researching their options, the University discovered OrangeHRM, the world's most popular enterprise-level HR software solution. OrangeHRM offered the university a fully functional system that provides complete:

- Personal Information Management
- Leave Management
- Recruitment Management
- Customized reporting capabilities

In addition to offering turnkey modules that operate out of the box, the OrangeHRM solution can be customized to meet the exact needs of the University.

The University of Belize handled all of its employee information manually. The slightest change in a particular employee detail would involve the following laborious process: The employee will inform HR Personnel, the relevant administrator will have to manually search for the particular employee's record by going through thousands of employee records stacked into files, which is a time consuming process. With Orange HRM's solution, the University could maintain all employee information in one central location, and attach electronic documents to each personnel file as needed. Moreover, the employees can access the PIM module and conveniently make the relevant changes in their personal information records, while the system updates these changes concurrently.

The University's HR Department had to constantly produce reports such as Full time staff contracts, Job Letters, Part time contracts, Student worker contracts and Tenure Track contracts. As a solution to this problem, OrangeHRM offered a valuable document management system. Through this tool, the administrator or HR Personnel could produce HR related employee reports without the need to input the required employee details manually into a particular document template. The system automatically creates these letters by extracting the required employee criteria from the records and transferring it to the document template.

The University of Belize comprised a complex and erroneous leave management system, where the leave accrual procedure was based on the employee's

OrangeHRM also offers a Time and Attendance module that tracks timekeeping data electronically; provides supervisory authorization; and reports attendance accurately.

designation, pay grade and years of service. Based on the leave accrual criteria that needed to be considered, OrangeHRM offered a flexible Leave Management module, thus catering to a fully automated Leave Management System that takes off a huge burden from HR Personnel. All leave requests and

approvals were automated and all accruable leave times were automatically calculated, updated and reported whenever a change occurred.

Recruitment, which is lengthy and yet an important aspect of HR Management, was another complication that needed to be handled. OrangeHRM's Recruitment module enabled the University to manage and maintain the recruiting process for new hires and potential hires, including short-listing of the most desirable candidates; interview scheduling; and offer preparation efficiently.

The Benefits of OrangeHRM

OrangeHRM delivers a complete, customizable HR administration system that enables your organization to define every personnel aspect of your operation. This highly secure system allows you to customize company structure information; user information; job descriptions and qualifications; pay grades; job titles and more.

Other modules offer Personal Information Management for each employee; employee self-service modules that allow each staff member to view and update personnel information using a secure, Web-based tool and an intuitive user interface. This eliminates the need for a HR department employee to enter corrected or updated information, and reduces the risk of introducing human error into the organization's data.

The Leave Module offers comprehensive management of all types of leave time, including sick time, medical leave; scheduled days off; current vacation balances and vacation accrual; leave requests and leave approvals. By handling leave management electronically, an organization can streamline the leave request process, eliminate paperwork and improve direct communication between the employee and employer.

Boost Your User
EXPERIENCE
With Efficient Support & Services
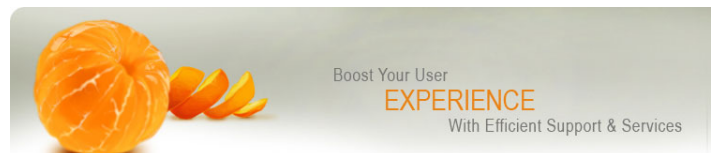
In addition to tracking leave, OrangeHRM can manage other employment benefits, including medical and welfare benefits, non-salary monetary benefits, benefits payments and charges.

The Orange HRM Recruitment Module enables you to track all facets of employment, including requests for personnel, hiring approvals, job postings, the entire application process, reporting and documentation, interview scheduling, and the ability to generate templates, all of which are designed to improve process efficiency.

The Performance Module enables your HR department to monitor and manage the entire employee performance review process; establish and communicate performance standards, and track employee performance over time.

Fully Hosted, Custom HR Solution

At OrangeHRM, we offer not only the best Open Source HR software solution, but also the programming, deployment, integration and support expertise your organization needs to make the most of your resources.

For more information about OrangeHRM, to speak with our sales staff, or to schedule a demonstration, please visit our Web site at http://www.orangehrm.com.

"Until 2009, the Human Resource Office of the University of Belize had relied solely on human memory and hands to deal with their day to day activities and the office. When OrangeHRM was introduced to us it was such a relief. So many manual things were eased and the speed of delivering tasks was amazing. Reports are generated in minutes, leave updates can be given via email in seconds and even our contracts and job letters can be accurately prepared using the system. The system has moved our HR Office from being a manually based office to a Technologically Advanced Office.

Dora Najjaro,
Human Resource Department,
University of Belize,
Belmopan Central Campus,
Belize.

What is more amazing is that all this has been done electronically. At one single instance there was a face to face training but besides that all other trainings were done online: over the phone or over chatting, emailing, etc. Training classes has helped me so much that I think I would be lost if it wasn't for the trainings. I am very grateful for the patience and the time your team has had to walk me through all the aspects of OrangeHRM and training me to be an expert in the system. At the University I am the only one who has been fully trained and who knows almost every single aspect of our system. With the training I have received from your team I can train others here and we have planned to have a more in dept training where all HR staff members will be able to use the system fully.

I would like to encourage you to continue online trainings as it helps tremendously. Keep up the high quality of work and the patience to deal with so many questions and queries from us."

OrangeHRM CEO and the HR team at the University of Belize