



UNIVERSIDAD ISA

A STRONG PROCESS SUPPORTED WITH ENABLING TECHNOLOGY LEADS TO ACCELERATED ACHIEVEMENTS

ORGANIZATION'S MISSION

Universidad ISA aims to train professionals in critical thinking and leadership skills so they can perform effectively and promote technological innovations and sustainable development.

ORGANIZATION TYPE

University

COUNTRY

Dominican Republic

CONTACT

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“[The Incubator] brought enabling technologies to enhance the recruitment process. The HR department has good recruiting protocols, it was a matter of mapping those to the solution to help accelerate the existing process and land on a great candidate in a short period of time.”

—CHEYLA RODRÍGUEZ, TECHNICAL AND ADMINISTRATIVE ANALYST, HEP-DR PROJECT, UNIVERSIDAD ISA

THE PROBLEM

Universidad ISA (“ISA”), a university located in Santiago De Los Caballeros, Dominican Republic, is an implementing partner for a USAID-funded activity, the Higher Education Partnership—Dominican Republic (HEP-DR). During the second year of the project, ISA had an interim Chief of Party and was rapidly approaching a deadline to have a permanent Chief of Party in place. Prior recruitment efforts had not yielded viable candidates. The ISA team needed to identify, select, and propose a permanent Chief of Party candidate for the HEP-DR project within a USAID-mandated deadline, which required selecting a candidate in a period of three weeks.

THE SOLUTION

Efficiencies are maximized and positive outcomes achieved when people, process, and technology work effectively together. ISA's human resources (HR) department had a robust candidate recruitment and selection process in place. It had the right people involved. But an important element was missing: an effective and enabling technology tool to streamline process workflows, create transparency, and facilitate access to additional recruitment channels.

The Partnerships Incubator consultant worked with the ISA team to select and implement a digital recruitment platform called Workable that fit the university's needs. The consultant worked alongside the team to organize the Chief of Party hiring process; identify step-by-step timelines for outreach, recruitment, candidate vetting, and selection; establish team member roles; and map all of this to the Workable platform.

Additionally, the consultant helped the ISA team elevate public communications about the vacancy to an executive level and advised the team on expanding candidate sourcing to include platforms such as Devex and LinkedIn. The consultant worked hand-in-hand with ISA to review candidate applications, conduct panel interviews, and select the most qualified candidate for USAID/Dominican Republic consideration.

OUTCOMES

The Incubator's support enabled the ISA team to recruit, identify, and select a new Chief of Party candidate in just three weeks. The technology applied, with support to elevate vacancy communications and improve targeted interview questions, was critical to the achievement of this accelerated timeline. The university's longer-term recruitment capability now has a technology solution in place to complement its robust candidate selection processes. Ultimately, the provided support enhanced the confidence in the selected candidate for both ISA and USAID.