



## New Oriental selects Saba to create a learning and people management platform for its teachers and staff.

**Industry: Education**

**Use Case: Learning Management  
Performance Management**



New Oriental has been quite innovative in using Saba to create an on-the-job learning path and promotions channel for core departments. These solutions have enabled the staff to both establish goals and see how best to achieve them.

### CHALLENGE

Enable teachers and staff members to manage educational resources, collaborate effectively and obtain the training needed to ensure that New Oriental remains the leading name in private educational services in China.

### BENEFITS

- Provides nearly 17,000 teachers plus staff members in 50 cities across China with access to professional education and on-the-job training needed to improve skills and enhance performance
- Integrates formal and informal learning – from inclassroom training and eLearning to Wikis, blogs, forums and individual feedback – boosting the efficiency and effectiveness of the program
- Strengthens the ability of New Oriental's HR system to support recruitment, maintain staff information, evaluate talent, and hire and promote staff
- Speeds the development time for new teachers

As the largest provider of private educational services in China, New Oriental Education & Technology Group offers learning for a lifetime – providing skills that give students a competitive advantage in the workplace and help improve their standard of living. New Oriental's wide range of educational programs and services includes English and other foreign language training, preschool programs, primary and secondary school education, after-school tutoring, professional education, test-preparation courses for standardized domestic and foreign tests, online education and educational publishing.

## KEEPING PACE WITH GROWTH

Developing rapidly since its founding in 1993, New Oriental has had a total of 16 million student enrollments – including approximately 2.5 million enrollments in 2013 – plus another 8.5 million registered users for its online educational services. The organization operates a network of 726 learning centers, including 57 schools and 32 of its own bookstores, and has relationships with more than 5,000 third-party bookstores.

To serve its students and keep up with the organization's rapid growth, New Oriental had accumulated a large body of knowledge while building up a network of affiliates and hiring almost 17,000 teachers plus other staff members in 50 cities. Based in Zhongguancun in the Haidian District of Beijing – often referred to as the Silicon Valley of China – New Oriental looked to innovative technology to help:

- Create a centralized, standardized database to manage key information and resources
- Provide a platform that encourages teachers and other employees to interact with one another and collaborate – sharing knowledge and experiences in a timely manner
- Ensure a human resources management solution that is highly systemized and standardized

After a rigorous review of vendors – and taking into consideration Saba's stable systems, rich body of experience, and its own employee training and principles of people management, which align closely with New Oriental's corporate culture – New Oriental selected Saba for its people management platform.

## PROVIDING AN IPORTAL TO NEEDED INFORMATION

Based on the strategic blueprints and existing structure of its human resources and knowledge management platform, New Oriental built a complementary services platform. After carefully analyzing business needs, a standardized iPortal was created to make it easier to display, search for, and navigate this information.

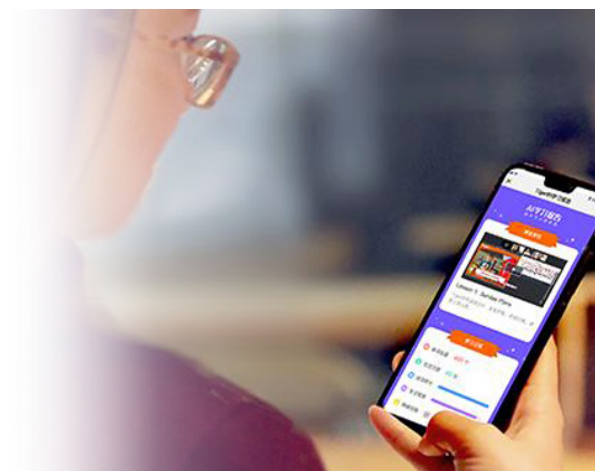
The iPortal is broken down into eight major panels – iSpace, iPeople, iTeach, iWork, iLearn, iMeeting, iEvent and iApps. These panels provide teachers and support staff with more convenient access to important information and resources such as daily lesson plans, coursework, videos, teaching materials and more. The iPortal also helps staff members actively connect with each other to respond to queries or collaborate on projects.

## ONLINE TRAINING AND TESTING

New Oriental uses Saba to provide online training and testing to all staff members. This is especially helpful with new teachers because of how much it speeds up their development time. A training plan was drawn up that focuses on the importance of class preparation and sometimes relies on games to get the information across in an engaging way for teachers.

While some traditional training has been moved online, New Oriental has worked to maintain a balanced online-offline model. This effort has enabled New Oriental to optimize its training workflow and has greatly enhanced the efficiency of the training department.

In addition to the increase in online training, New Oriental has been quite innovative in using Saba to create an on-the-job learning path and promotions channel for core departments. These solutions have enabled the staff to both establish goals and see how best to achieve them. The comprehensive capabilities go beyond training to support New Oriental in planning for recruitment, developing staff, storing and authenticating staff information, and evaluating talent and identifying any gaps – right up to the hiring and promotion of teachers and other staff members.



## INTEGRATING FORMAL AND INFORMAL LEARNING

### Saba's learning and development platform seamlessly integrates both formal and informal learning for New Oriental and its staff.

The solution's formal learning offerings include managing and delivering tangible knowledge such as in-classroom, instructor-led training, virtual classrooms, games, simulations, testing and evaluation, self-study e-learning, books, articles, videos, podcasts and more.

But Saba is also excellent for supporting dynamic, fragmented, informal learning. To accommodate this non-traditional learning Saba includes evaluation capabilities for performance, feedback, work rotations and execution. Saba's collaboration technology also supports individual feedback, QA focus groups, a Wiki, blogs, academic and user forums, space for specialist topics, and even business-oriented social networks.

Saba's ability to integrate formal and informal learning methods has greatly boosted the efficiency of the teacher and staff training program at New Oriental.







## COUNTING ON ITS PEOPLE-FIRST CULTURE

New Oriental is a company that places great value on its corporate culture. New teachers and staff quickly understand the meaning of the organization's motto: striving for excellence, challenging extremes, finding hope from despair, bringing out the brilliance in life. Just as at each step in its students' education, New Oriental is there as a trusted teacher and advisor, New Oriental's management places heavy emphasis on the importance of developing teachers and staff and putting people first.

By taking a systemized, technology-based approach to personnel development and management, New Oriental is able to crystallize a corporate culture based on achievement to better attain its organizational and educational goals.

# Your success starts here!

### The Saba Experience:

-  24/7 customer support
-  Collaborative online customer community
-  Value-added strategic services
-  Regular user group meetings
-  Standard or customized implementation services
-  Dedicated customer success rep

Learning

Performance

Engagement

Recruiting

Workforce Planning



Every company says they want to engage, motivate and inspire their people. As we see it, the problem is not that they can't – it's that they don't have the environment that really enables their top talent to thrive. Saba creates that environment, with talent development solutions that put people and teams in the driver's seat of their own experience, while staying aligned to your business goals. And delivering deep performance insights that connect people to business success, like no one else can. [Saba. The Talent Development Company.](#)

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