

**From:** [Cindy Matter](#)  
**To:** [Records Management Office](#)  
**Subject:** NAGARA Program Excellence Award - Letter of Support  
**Date:** Tuesday, March 28, 2023 8:27:30 AM  
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To: NAGARA Program Excellence Selection Committee

Having been involved in the development, sales, implementation, and training aspects of physical records management software for 25 years as a vendor, we have had the privilege of interfacing with literally hundreds of clients' records management programs across both public and private sectors, ranging from small departmental to global enterprise installations. And as would be expected, we have engaged with records managers of varying degrees of knowledge, capability, and temperament during that time. Without hesitation I endorse Caroline Walters, CRM, as one of the best of the best.

Over the course of the past ten years, we have seen her transform the program at the University of Virginia from a rudimentary, significantly outdated effort into one of the best within higher education across the nation. Her education and deep understanding of records management principles, coupled with a keen sense of how to utilize records management tools to solve real-world record-keeping problems, speaks for itself in the resulting maturity and success of the overall records management program at the university.

Moreover, in addition to her design and tactical success, Caroline possesses the somewhat rare ability of building, effectively training, and empowering the team around her. Without question, each of her direct reports have become capable in their own right, of leading successful records management teams. It is a coveted position to work under Caroline. And as a highly sought after resource within the industry, all those who collaborate with her, vendors and colleagues alike, are better for it.

Sincerely,

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