

August 15, 2023

To Whom It May Concern:

Dear Committee:

I write this letter in support of the University of Virginia's nomination to the National Association of Government Archives & Records Administrators Program Excellence Awards.

I have been employed at the University of Virginia for more than 30 years. When I started at the University of Virginia, Records Management was very challenging to navigate. It was difficult to calculate the cubic square feet of a box, find what type files you were requesting be purged let alone find the record series, and fully understand the retention process.

Then came Caroline Walters and her team. What a remarkable transformation of this process she and her team have made since her hire in 2008.

What I have seen since then was a true revamping of the entire system. Initially the Records Management Team set out to determine what space was acceptable for storing records. Caroline visited multiple sites to ensure compliance and physically helped go through records to help the entire University get to a point where records were stored in approved places and were compliant with retention.

The next step was to set up training so that we could all understand the records process and the differences in physical vs. electronic records as well as human resources vs financial records, etc.

Then a Records Management website was created that incorporated all of the up to date information we had been trained on for our reference.

The next step included using approved vendors for storing records so the process became more automatic. This allowed the departments to use vendors to move, store and destroy records.

At this point we then went to an electronic records system, URMA, where we can go in create labels, add records, destroy records, etc.

This has saved us a lot of time and energy rather than having to physically visit the site and do this ourselves. Caroline and her team are visible, personable, and willing to help in whatever manner we need. They have truly enhanced our records management system and made this a much easier and more pleasant process.

I am not sure where our records management system would be without Caroline and her team. They are involved in every aspect of records management and how it impacts end users. We are kept up to date, training modules are updated and added as needed, and all of them are responsive and helpful.



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**Department of Biochemistry
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I have learned so much from them throughout the years in regards to an area that I virtually knew nothing about.

This group is truly an asset to the University of Virginia and should be recognized for their efforts.

Sincerely,

Helen Norfleet-Shiflett
Administrative Director
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