



July 31, 2018

Dear Colleagues:

The Shared Services Center for Virginia's Community Colleges was established to improve services, leverage the size of the system to gain efficiencies and achieve maximum financial benefits, and allow colleges to focus on mission critical programs. The progress achieved at the Shared Services Center in the first two years of operation is a testament to the resilience and tenacity of our system. Consolidating the processing of administrative transactions for colleges across the state is a daunting task, but working together, we are improving compliance, reducing risk, documenting and improving processes, updating technology, and providing ongoing training at levels that we would not be able to achieve individually. The Shared Services Center is an essential partner in efforts to support student success and improve lives and communities.

There is still much work that needs to be accomplished and many more opportunities to implement, but working together, Virginia's Community Colleges and the Shared Services Center are modeling the way to efficiently improve services and support for the people we serve.

Sincerely,

A handwritten signature in black ink that reads "Donna M. VanCleave".

Donna M. VanCleave
Vice Chancellor for Administrative Services