



July 31, 2018

Dear Colleagues:

The VCCS Shared Services Center, in existence now for several years, is already an essential part of Virginia's Community Colleges.

Credit for that, of course, goes to the hardworking men and women who staff our center in Botetourt County, but they are not alone. Appreciation also extends to countless faculty and staff members who are advancing the tools and culture of shared services onto campuses across Virginia.

Together, we are becoming increasingly better stewards of the hard-earned dollars entrusted to us by both the students we serve and the taxpayers of Virginia. Along the way, we have scored important wins and learned critical lessons – a never-ending process of learning and improvement that will forever define our shared services efforts.

The model of shared ownership that directs our shared service work lends meaning and value to the metrics that define it. Remarkable strides in compliance, the tens of thousands of invoices received and procurements ordered – while objectively impressive – are relevant and important for how they help our community college advance our mission of connecting individuals with the higher education and workforce training opportunities they need to succeed. Shared governance ensures that connection remains the priority.

Change is challenging and often chaotic. The promises of familiarity and comfort offered by habits, traditions and long-held practices can be tough to overcome. Together, however, we are leveraging shared services to move forward, becoming a stronger and leaner operation, and elevating our culture. Our future is bright as we continue to integrate the work of our shared services center into every community college campus!

Sincerely,

A handwritten signature in black ink, appearing to read "Glenn DuBois", is written over the typed name and title.

Glenn DuBois
Chancellor