



50%

Reduction in request fulfillment timing

Reduced

costs & environmental impact – of paper-based processes

Effortless

compliance thanks to automated workflows and reminders

Less Stress

associated with public request management

### OVERVIEW

Wenatchee Valley College (WVC) is a public institution with two campuses located in north central Washington. After painstakingly managing public records requests manually for years, WVC was introduced to GovQA – a solution that cut records request fulfillment timing at WVC down by half, while also reducing the costs – and environmental impact – associated with paper-based processes.

### SITUATION | MANUAL AND MONOTONOUS

For most of the 15 years Reagan Bellamy has served at WVC, she's been the records request officer; but that's only part of her job. Most of her time is devoted to duties related to her role as the executive director of human resources. Being that the management of public records is a relatively small aspect of her role, Reagan was eager to find an easier way to manage public requests. For about a decade, Reagan managed public records requests manually, which meant lots of printing and arduous, manual redactions.

### SOLUTION | AUTOMATED AND ACCESSIBLE

After learning about GovQA from a colleague, Reagan was delighted to implement a digital solution that simplified public records management, saved time, resources, and significantly reduced her overall stress around this aspect of her job. Reagan can now redact using a tool within GovQA – a much easier process. She's particularly fond of the automated notification feature that reminds her to acknowledge new requests within the allotted time frame.

### RESULTS | PAPERLESS AND PRACTICAL

GovQA has reduced Reagan's public request fulfillment time by 50% and relieved the pressure of compliance with smart, automated notifications and a handy, time-saving redaction tool. Now, Reagan has the freedom to focus on employee relations, which – as the director of human resources – is a more appropriate use of her time, intellect, and expertise.

### MUST HAVE SOLUTION

GovQA

“ GovQA has given me so much of my time back.”

Reagan Bellamy,  
Executive Director of  
Human Resources and  
Public Records Officer