

## Reflective Letter: Frank T. Gragnano Summer 2022

This class caught me completely by surprise. To say that I had no idea what the class was going to be about would be an understatement. As I found out in the Spring, the most challenging classes create the most opportunity to learn and grow. I leave this class a richer person, both in knowledge and insight as to what I am capable of.



The week before I walked into the offices of Norfolk CSB to do my evaluation, I became engulfed in panicky thoughts about doing my evaluation. I felt like I had bit off more than I could chew and that I could jeopardize my job by doing poorly as a student evaluator. The real crisis came when the [Director](#) said she wanted to participate in the interview process. I was legitimately flummoxed. 🤔😬😬

The interview with the Director went great, she was a joy to interview and made me dizzy with her 30+ years of knowledge in the field. I learned so much! After the interview, we even discussed what my plans were when I graduated and if I was “coming to work” at Norfolk CSB. Image that! She wanted to know what my plans were and if they include working at Norfolk CSB. It turns out - they do, and that has always been my intention. I’m truly grateful that I was able to do this evaluation for my future employer. As it stands, I’m technically a temporary worker and have been for almost three and a half year now. But I think that will change a lot sooner than I am expecting.

Regarding the evaluation itself, the experience was one I hope to replicate in the future. The Director was disappointed when I told her the date I had to turn in the paper, she was expecting a lengthier process. Which, I am willing to provide - free of charge! 😊 In truth, I will be emailing my findings to the Director, the Division Head of Housing and Homeless, and anyone else who wants a copy. I am hoping that we can do a bit of a Q&A following people reviewing my paper. I would love to talk more on the subject of Street Outreach. One of the senior case managers even attempted to get me working in their department! 😊



I'm hoping that as an employee of the city of Norfolk, there will come a time when the Director or someone else wants me to replicate my program evaluation, but with more time and resources. I would love to pour over all the data and come up with numerous findings. Before getting clean, I worked as an IT specialist making a six-figure income for the [government](#). I was involved in data warehousing for the U.S. Navy. To say I like data would be an understatement. 🤖

I will gladly add that mid-way through the semester I took the professor's suggestions to look at APA formatting a bit more thoroughly. I feel that I made some headway but realize that there is still plenty to learn. I have also decided to commit myself to improving my writing skills. I will be purchasing the premium version of Grammarly for the Fall semester. Yep, I know about the resources free to me at the library - but I'm an IT guy still I guess, and having the computer teach me things appeals to me as well. 🖱️ Note the run-on sentence. 🤖 To sum up my experience this summer, it was frustrating, difficult, lengthy, tedious, and time-consuming. It made my hands cramp up, and hurt my back from the way-too-many hours in the chair at my desk. But it was also rewarding, appealing, interesting, growth-inducing, and honestly a great class. Thank you, Professor, it was a pleasure!

Regards,

Frank T. Gagnano