

To whom it may concern:

It is my pleasure to write this letter of reference, and share with you my insights on the professionalism and instructional aptitude of Dr. Robert Wuagneaux. I was a student of Dr. Wuagneaux's through Norwich University's Graduate Teaching and Learning Certificate (CTL) program, which is designed to equip experienced professionals with the knowledge, skills, and credentials to teach at the post-secondary level and/or train in a corporate setting. At the beginning of the program's first semester I quickly realized that Dr. Wuagneaux is someone who is a very passionate about the educational and leadership fields. In a program that is designed to allow students to examine the roles and responsibilities required for effective teaching, Dr. Wuagneaux was consistently a model of excellence who shared valuable, practical, and relevant insights from his many years of experience in the higher education field. His thorough and direct communication style coupled with his approachability made learning from and partnering with Dr. Wuagneaux a true pleasure.

Norwich's CTL program is facilitated entirely online via a web-based classroom platform and this at first made me feel apprehensive, wondering if the lack of face-to-face interaction would diminish the quality of learning, collaboration, and feedback. But, my apprehension was in vain, the CTL program fostered some of the best interactions I have ever had in an academic environment. The online platform allowed my colleagues and I to engage on a continual basis, and allowed Dr. Wuagneaux the ability teach and connect with more quality and quantity. His "office hours" in essence were not just a couple hours a week, but all the time—something he took full advantage of as the CTL instructor. Dr. Wuagneaux used the phrase "supervised learning environment" to describe the atmosphere of the program, but I want you to know that he is more than just a supervisor or administrator. He is a mentor who seeks to partner with his students in learning how to: craft educational experiences for a wide-range of learners, create effective assignments and classroom materials, and develop/sustain a vibrant learning community. He is very effective at doing this because of his well-founded expertise in the areas of adult learning, corporate communication, and leadership—which he illustrated through many tactfully shared examples and comments—this united with his consistent desire to connect in meaningful ways meant that we did not skim over hard issues, rush through topics, or simply check boxes.

Near the end of the program I learned that Dr. Wuagneaux had unfortunately been dealing with a rather serious issue at home for several months (if not longer), but it was never apparent through his interactions and in spite of such difficult circumstances he never wavered in being available to me or my peers.

I greatly appreciated Dr. Wuagneaux's responsiveness; not a single question I asked or concern I raised went unaddressed. In addition, he thoughtfully and respectfully utilized his sense of humor to spur interest and discussion about course topics. This is a rare quality amongst educators, particularly those at the university level and is something I greatly appreciated. Moreover, Dr. Wuagneaux provided specific feedback on course assignments that he thoroughly reviewed and fairly graded. I was impressed by the specificity of his feedback and how he consistently encouraged me to ask him and peers for feedback. Because of the lack of face-to-face interaction, online courses require a high degree of motivation from all parties involved, and I must highlight how Dr. Wuagneaux led by example. It was clear to see his motivation from the beginning of the CTL program, because of how well organized the course materials were, like the syllabus and course expectations, as well as his consistently quick response to questions and concerns. Moreover, I can certainly say that Dr. Wuagneaux encourages academic curiosity, welcomes diverse ideas, fosters dynamic conversations, and advocates for self-efficacy. His leadership, instruction, and friendly nature made my Norwich CTL experience meaningful, and I can highly recommend his involvement with any academic institution or program. Because of the CTL program and Dr. Wuagneaux's example I am better prepared to teach and lead in the public sector.

Sincerely,



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