

CLASSIFIED SPOTLIGHT

Name: Alison Mona

Department: School of Health Sciences and Public Service

Position: Senior Secretary

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What does your department do?

I work in the Dean's office, so my specific department deals with student and faculty issues. I work as a liaison between the Dean and all others.

What do you do?

Majority of my time is spent building and creating the schedule for our school. I do a majority of the administrative work in the Dean's office so everything from hiring new adjuncts, processing student petitions and forms, as well as assisting faculty with any administrative issues they may have. I like to think of myself as the first person most people go to if they need to get in touch with the Dean, so that I can help them to the best of my abilities before elevating their issues/concerns.

Common issues you help students/staff with?

Students and faculty turn to me if they have any issues with their classes such as enrollment, grades, and Canvas access. I'm normally the first person to turn to if there's issues between students and faculty that cannot be resolved between instructor and student, I get involved to notify important members. I also work a lot with other Senior Secretaries helping them with any and all scheduling issues that they may have whether it be how to build a class or how to add a certain type of assignment to an instructor. Sometimes I troubleshoot issues they may be facing with our new software Campus Solutions. I function quite a bit as a liaison between Secretaries, Business Office, District Office and HR.

What do you like best about your job?

I absolutely LOVE the people I work with. Building strong and healthy working relationships is so crucial to being able to LOVE what I do. Mesa has some of the best and most talented people, but more importantly they are extremely helpful and kind. I love our working environment and the culture that Mesa fosters. Everyday I wake up happy to come to work, looking forward to what the day holds.

Fun Facts: Favorite food is chili and cornbread and just about every type of Mexican food (the spicier the better). Hidden talent is that I can play the drums and enjoy singing, karaoke is one of my favorite pastimes. I'm an extreme goofball and love making people laugh.

