



Mona Dugo

2017 LEADERSHIP AWARD RECIPIENT



**photo from Northwestern U.*

MONA DUGO
SENIOR ASSOCIATE
DEAN OF STUDENTS IN
STUDENT ASSISTANCE &
SUPPORT SERVICES
NORTHWESTERN UNIVERSITY

“As Senior Associate Dean of Students in Student Assistance and Support Services, Mona works with students who need assistance in the intersection between mental health, wellness, academics and co-curricular life. Mona strives to help Northwestern’s students manage their mental health concerns while thriving in academic and campus life. She does so by meeting with students, talking to their parents, providers, advisors and faculty to coordinate needed support and services to Northwestern’s students.”

The above is quoted from the Northwestern Dean of Student [website](#).

Nominated by:
Jennifer Henkle
Communication & Marketing Chair
HECMA 2016-2018

There are few people I believe to be more qualified to receive the HECMA Leadership Award than Mona Dugo, Senior Associate Dean of Students at Northwestern University. Mona is an inspiration to many of us in higher education case management and embodies the definition of the award in how her “professional accomplishments have made a significant impact on the field of higher education case management and whose character and work products have earned the respect and admiration of their professional colleagues.” – J. Henkle.

These contributions are evident in her extensive work with the Quality Improvement Committee. Mona has spent the past year working diligently with Ben Falter & Jamie Molnar on the HECMA Membership Survey; its revision, execution, analysis, and summary report.

More from the Nominator Statement:

While I have not worked as closely with Mona as I would ultimately like, I am lucky to have gotten to meet Mona at a few conferences and to have spent time learning about how she has gotten to where she is today. As a member of the organization I have gotten to know Mona’s name from her responses to questions on our listserv and the invaluable feedback that she regularly shares. Her willingness to take the time and respond to the listserv shows dedication to this work and her responses have helped many members in furthering the programs being at their respective institutions. Recently Mona was elected as the Chair of Operations and Strategic Planning for HECMA. While her resume speaks volumes to her commitment to higher education case management, her application and ultimate election to this position is directly reflective of the definition of this award. She has shown a passion for the organization in her involvement on individual committees since joining HECMA, which is impressive on its own. As a Leadership Team member of a few years I recognize how difficult it can sometimes be to find members to not only join our committees but to be active contributors to the projects we are working on. Mona has always been willing to give back, which is why I know her new role in leadership will mean continued advancement for the field. Mona’s professional work is impressive and her journey to higher education case management is reflective of her immense commitment to this field and to college students as a whole. With almost 15 years of experience in higher education and having spent the last five years as a non-clinical

case manager, Mona has continued to develop processes that have made a lasting impact on our field. In just two short years she went from a role where she served on the student of concern team to a role where she is running the non-clinical case management program in its entirety at Northwestern University, one of the most prestigious universities in the United States. When I myself have a question about process at my institution I often think of individuals whom I hope respond via the listserv with feedback and those that I feel confident would have an answer should I reach out to them individually—Mona is among those individuals and I know I can trust her professional judgment and her ability to help us continue to move forward the standards and definitions for best practice our field is developing. Ultimately, despite knowing Mona better from afar, I am confident that she is deserving of the HECMA Leadership Award. She is a member of our organization who regularly gives back and her dedication and passion for this work is evident. I look forward to the year ahead that I work with her on the Leadership Team and our continued involvement higher education case management!

