

Melissa B. Thornton
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EDUCATION

Master of Arts, English, December 2016

University of North Alabama, Florence, AL

Master of Business Administration, December 2012

University of North Alabama, Florence, AL

B.B.A., Economics, May 2008

B.S., English, May 2008

University of North Alabama, Florence, AL

RELATED EXPERIENCE

Assessment Coordinator, Office of Institutional Research, Planning, and Assessment, University of North Alabama, May 2014 – Present

- Work directly with vice presidents, deans, department chairs, and directors in overseeing the ongoing evaluation of student learning outcomes and departmental goals
- Work cooperatively with department chairs, faculty, and administrators across the university to advance assessment and evaluation efforts and maintain semester course evaluations
- Assist in the implementation of assessment activities and projects at the institutional level
- Support academic department chairs and faculty in the articulation and use of learning outcomes
- Guide and support the development of goals and assessment strategies within administrative and educational support departments
- Develop continuous improvement processes in academic, administrative, and educational support assessment
- Work with vice presidents, deans, department chairs, and directors in the development and evaluation of departmental/program review for all units
- Maintain and generate information from the institution's annual reporting system
- Maintain and generate information from semester course evaluations
- Design and conduct faculty/staff workshops, seminars, and other professional development processes focused on assessment and institutional effectiveness
- Serve as a member of the Office of Institutional Research, Planning, and Assessment team to support data-driven decision making for planning, budgeting, and resource allocation
- Prepare assessment reports and data for campus dissemination, accreditation documentation, and other purposes
- Provide professional assistance in the area of educational research, trend analysis, and institutional effectiveness analysis
- Update annual and semester reports on the office's website
- Provide status reports on on-going projects
- Define, analyze, plan, and implement solutions to improve operational efficiencies
- Compose correspondence and generate reports

Operations Manager, University Events, University of North Alabama, July 2013 – May 2014

- Manage all financial operations of University Events including purchasing supplies and equipment, budget preparation and monitoring, budget transfers and adjustments, and payments to other campus departments for event services
- Serve as auditor for the department's purchasing card
- Plan and organize major events such as plays, concerts, and University-sponsored activities
- Create contracts and invoices
- Design publicity materials and distribute to local media
- Coordinate with other campus departments such as University Police and Facilities to provide security and set-up services
- Serve as house manager during events
- Bill the sponsoring organization upon completion of the event and confirm that payment is made in a timely manner and posted to the correct account
- Coordinate bookings for summer camps and provide support services
- Manage the Lion's Den Game Room including hiring, training, and supervising the student staff; purchasing new games, consoles, equipment, and supplies; organizing and running tournaments

Facilities Financial Assistant, Facilities Administration and Planning, University of North Alabama, June 2010 – July 2013

- Purchase supplies for Facilities Administration, Maintenance, Grounds, and Custodial Departments, as well as for campus projects
- Monitor multiple departmental budgets in Banner
- Enter purchasing requests in TMA and Banner
- Establish and maintain positive relationships with vendors including obtaining prices and resolving issues with invoices, shipping, and warranties
- Prepare monthly expense reports for the Director of Facilities
- Create blanket purchase orders and issue blanket releases, assigning appropriate account number to release; track and authorize blanket purchases
- Approve purchases for daily operations

Administrative Assistant, Facilities Administration and Planning, University of North Alabama, April 2009 – June 2010

- Assisted campus personnel with maintenance issues in a friendly, positive manner
- Created work orders and assigned to appropriate trade; upon completion, closed work orders and assigned labor and materials costs as appropriate
- Prepared monthly reports

Administrative Assistant, University Police, October 2008 – April 2009

- Requisitioned and purchased supplies for the department
- Created purchase orders in Banner
- Processed parking tickets

- Placed student accounts on hold in Banner when tickets were not paid in a timely manner
- Attended and took minutes at the Parking and Traffic Committee and Safety and Emergency Preparedness Committee meetings
- Assigned decals to students, faculty, and staff
- Coordinated parking arrangements for events on campus
- Dispatched officers
- Explained parking rules and regulations to faculty, staff, and students
- Supervised student office workers

WHITE PAPERS

Luna, A.L., Thornton, M.B., Adkison, V.B., Pitts, W.N., & Vaughn, M.J. (2014) Where Did They Go? An Analysis of Why Admitted Freshman Did Not Enroll in UNA – 2014. Office of Institutional Research, Planning and Assessment, University of North Alabama
<https://www.una.edu/research/Where%20did%20they%20go%20-%202014-web.pdf>

PRESENTATIONS

Thornton, M.B. (2015). “*Virginia Learns to Read*” Presented at the Presidential Investiture Research Colloquium, August 27, 2015, Florence, AL.

Thornton, M.B. (2015). “*The Adventures of Jane and Virginia: Writing Childhood*” Presented at the Fourth Literary Juvenilia Conference, June 17 – 20, 2015, Barcelona, Spain.

UNIVERSITY SERVICE

Institutional Effectiveness Committee, 2014 – present; Chair, 2014-15
 Staff Senate 2011 – Present; Secretary 2012-13; President 2013-14
 Shared Governance Executive Committee, 2013-14
 Scholarship Committee, 2013-14
 University Advisor 2014 – present
 Registered Student Organization (RSO) Advisor, UNA Video Game Association
 Presidential Search Advisory Committee, 2014-15
 Vice President for Business and Financial Affairs Search Committee, 2013-14
 Shipping Coordinator Search Committee, 2013
 Administrative Compensation Ladder Focus Group, 2008