

Maggie Shields

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SUMMARY

Student affairs professional with six years supporting college students through **community standards**, **conduct investigations**, case management, educational outreach, and **restorative practices**. Holds a Master of Education in Higher Education Administration, hands on Maxient experience, and working knowledge of Title IX, **Campus SaVE Act**, and Clery Act requirements. Guides students through fair administrative resolutions, protects confidential records, and translates institutional policy into clear, respectful communication. Builds practical workshops on student rights, responsibilities, conflict resolution, and restorative practices. Partners with residential life, athletics, accessibility, academic affairs, student support, campus safety, and compliance teams. Uses case data, spreadsheets, and database reports to identify trends, assess educational initiatives, and inform prevention programming. Brings sound judgment, inclusive communication, careful documentation, and a steady commitment to student growth and community safety.

EXPERIENCE

Assistant Director, Student Conduct

July 2024 - Present

Riverton University

Columbus, OH

Directs a varied portfolio of on campus and off campus conduct matters, leading case administration, adjudication, training, **assessment**, and campus coordination through Maxient.

- Directed **Maxient** intake plans for on campus and off campus matters, creating clear resolution milestones.
- Conducted fact finding meetings and administrative conferences, producing consistent outcomes grounded in institutional policy.
- Coordinated confidential **Clery** case information with campus safety and compliance partners for accurate reporting.
- Designed rights, responsibilities, **conflict resolution**, and restorative practice workshops for student communities.
- Rebuilt **conduct board** training with scenarios and decision exercises, strengthening readiness for complex cases.
- Analyzed conduct trends through spreadsheets and database reports, guiding prevention programming and policy education.

Student Conduct Coordinator

June 2022 - June 2024

Franklin Arts College

Dayton, OH

Managed **student conduct** referrals from intake through closure, combining investigations, administrative resolutions, educational sanctions, board preparation, and cross campus support.

- Managed conduct referrals from initial review through closure, maintaining timely communications and **accurate records**.
- Investigated alleged violations through interviews and document review, organizing evidence for fair administrative resolutions.
- Developed restorative sanctions that helped students reflect on impact, repair harm, and demonstrate learning.
- Created accessible publications explaining procedures, responsibilities, reporting options, and available support resources.
- Prepared **conduct board** volunteers through orientations, simulations, and procedural reference materials for consistent panels.
- Partnered with **residential life**, athletics, accessibility, academic affairs, and **student support** colleagues on coordinated cases.

Residence Life and Student Support Specialist

June 2020 - May 2022

North Valley College

Springfield, OH

Supported students in residential and student support settings, documenting concerns, facilitating educational conversations, coordinating referrals, and contributing data to outreach assessment.

- Documented behavioral concerns, policy questions, referrals, and follow up actions while protecting student privacy.
- Facilitated educational conversations after lower level concerns, applying **conflict resolution** and appropriate referrals.
- Delivered **community standards** presentations during orientation and residence hall programming for new students.
- Maintained tracking spreadsheets and support records, helping staff identify unresolved matters for timely follow up.
- Contributed case observations and program data to annual **assessment** discussions, refining student education topics.
- Built relationships with diverse students and coordinated support across faculty, residential staff, and student services.

PROJECTS

Community Standards Assessment Initiative 📅 2025

Reviewed conduct case trends, database reports, and educational program feedback to identify recurring concerns and guide prevention topics.

Restorative Practices Workshop Series 📅 2024

Created practical sessions on conflict resolution, student responsibilities, restorative practices, and reflection for residence hall communities.

LEADERSHIP & AWARDS

- Recognized for thoughtful student conduct case coordination and consistent procedural judgment at Riverton University.
- Selected to strengthen conduct board preparation through scenario based training and accessible reference materials.

- Commended by campus partners for clear communication across residential life, athletics, accessibility, and academic affairs.

EDUCATION

Master of Education in Higher Education Administration	2020
Ohio State University GPA: 4.0	Columbus, OH
<i>Coursework: Student conduct, student development, higher education law, assessment</i>	
Bachelor of Arts in Sociology	2018
University of Cincinnati GPA: 4.0	Cincinnati, OH
<i>Coursework: Social research, diversity studies, conflict resolution, organizational behavior</i>	

CERTIFICATIONS

- Clery Center Virtual Training Series 📅 2025
- Association for Student Conduct Administration, Foundations of Professional Practice Institute 📅 2023

TECHNICAL SKILLS

- **Case Management Systems:** Maxient, student conduct systems, case intake
- **Investigation Methods:** fact finding, interviews, document review
- **Adjudication Practices:** administrative conferences, policy review, outcome letters
- **Restorative Practices:** restorative options, reflection, harm repair
- **Conflict Resolution:** mediation, educational conversations, facilitated dialogue
- **Compliance Frameworks:** Title IX, Campus SaVE Act, Clery Act
- **Data and Reporting:** case data analysis, trend reports, institutional reporting
- **Office Applications:** word processing, spreadsheets, database management
- **Educational Programming:** workshops, educational materials, student orientation
- **Campus Coordination:** residential life, athletics, accessibility services

SKILLS

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|--------------------------|-------------------------|------------------------|------------------------|
| • Case Management | • Restorative Practices | • Title IX | • Board Training |
| • Conduct Investigations | • Conflict Resolution | • Assessment | • Confidential Records |
| • Adjudication | • Clery Act | • Data Analysis | • Communication |
| • Maxient | • Campus SaVE Act | • Workshop Development | |

PROFESSIONAL AFFILIATIONS

- Association for Student Conduct Administration, professional member.
- Clery Center, training participant and community standards resource.

LANGUAGES

- English (Native)
- Spanish (Intermediate)

ADDITIONAL INFORMATION

Work Status : Authorized to work in United States. No sponsorship required.

REFERENCES

AVAILABLE ON REQUEST