

Maggie Shields

Coordinator, Community Standards and Case Management

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📍 Columbus, OH 43215

STRENGTHS

- 🔑 **Fair Case Decisions**
In complex conduct matters, balanced interviews, records, and policy before reaching outcomes students could understand.
- 🎓 **Student Education**
A difficult conversation often became a learning moment through restorative options, reflection, and clear follow through.
- 👥 **Cross Campus Partnership**
Colleagues in residential life and athletics relied on steady coordination when student needs crossed office boundaries.
- 🗣️ **Clear Communication**
Accessible publications and workshops helped students grasp procedures, responsibilities, reporting options, and available support.
- ♥️ **Careful Records**
Consistent Maxient notes and tracking practices kept cases moving, protected privacy, and gave partners reliable information.

SKILLS

Case Management

Conduct Investigations

Adjudication Maxient

Restorative Practices

Conflict Resolution Clery Act

Campus SaVE Act Title IX

Assessment Data Analysis

Workshop Development

Board Training

Confidential Records

Communication

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

Riverton University 📅 July 2024 - Present 📍 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

Franklin Arts College 📅 June 2022 - June 2024 📍 Dayton, OH

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

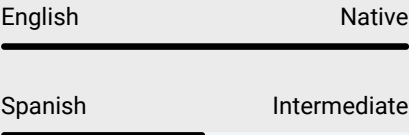
- Managed conduct referrals from initial review through closure, maintaining timely communications and **accurate records**.
- Investigated alleged violations through interviews and document review, organizing evidence for fair administrative resolutions.
- Developed restorative sanctions that helped 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

North Valley College 📅 June 2020 - May 2022 📍 Springfield, OH

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

LANGUAGES



MY CAREER



- Assistant Director, Student Conduct at Riverton University (2.2 Years)
- Student Conduct Coordinator at Franklin Arts College (2 Years)
- Residence Life and Student Support Specialist at North Valley College (1.9 Years)

- 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

Ohio State University 🎓 GPA: 4.0 📅 2020 📍 Columbus, OH

Coursework: Student conduct, student development, higher education law, assessment

Bachelor of Arts in Sociology

University of Cincinnati 🎓 GPA: 4.0 📅 2018 📍 Cincinnati, OH

Coursework: Social research, diversity studies, conflict resolution, organizational behavior

CERTIFICATIONS

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

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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

PROFESSIONAL AFFILIATIONS

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

ADDITIONAL INFORMATION

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

REFERENCES

AVAILABLE ON REQUEST