

# Mark Andrew Zeno

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## SUMMARY OF QUALIFICATIONS

- Dedicated to linking university mission, vision, and values to student learning through effective strategic planning and assessment
- Effective communication, collaboration, and negotiation skills utilized across departments and surrounding community involvement
- Highly skilled at coordinating crisis management, behavioral intervention, threat assessment, and problem solving
- Working knowledge of higher education law and related regulations: Title IX, Cleary Act, Violence Against Women Act (VAWA), FERPA, ADA, and Service Animal/Emotional Support Animal polices
- Committed to diversity and inclusion through residential living and learning environments
- Partnerships within and across campus in developing task forces and committee projects
- Experienced budget and personnel manager/supervisor with focus on professionalism and growth
- Direct experience in multiple areas of student affairs: Residence Life, Housing, Student Conduct, Greek Life, Student Government, Orientation, Safety and Security, Civic Engagement, Recreational Services, Sustainability, Athletics, External Affairs and Community Development, and Alumni Engagement and Programs

## EDUCATION

**Candidate for Doctor of Philosophy in Higher Education Administration** **Aug 2009 – Aug 2019**

*Bowling Green State University, Bowling Green OH*

*Dissertation Topic: Creating Partnerships: Identifying Organizational Cultures in Perceptions. A Case Study at Bowling Green State University*

*Expected Dissertation Completion: Fall 2019*

**Master of Arts in Higher Education Administration** **May 1998**

*University of Akron, Akron OH*

*Concentration: Student Affairs*

**Bachelor of Science in Computer Information Systems** **May 1996**

*Heidelberg College, Tiffin OH*

*Major: Computer Information Systems*

## PROFESSIONAL EXPERIENCE

**Assistant Dean of Student Affairs for Campus Life** **Aug 2010 – Present**

*Heidelberg University, Tiffin OH*

- Develop goal-based initiatives and assessment for residential communities, hall staff teams and student conduct system
- Assist with the development and implementation of annual goals and objectives of the Campus Life and Student Life departments
- Supervise professional Residence Life Coordinator for Housing, Residence Life Coordinator for First-year programs, and Campus Life Office Administrative Assistant
- Directly supervise four (4) Heidelberg University Interns and Hall Directors and thirty (32) Resident Assistants
- Serve on Title IX team as conduct coordinator and hearing board moderator

- Coordinate the recruitment, selection, training and evaluation of hall staff team members
- Manage the student conduct hearing board selection, training and evaluation process
- Establish routine health and safety inspections with Maintenance and Safety and Security
- Maintain student room assignments and student conduct information through campus Banner system and Adirondack program
- Facilitate implementation and maintenance of campus BASIS ID card access system
- Manage all information for Campus Life website and social media platforms
- Administer conflict resolution management for roommates, parents and community concerns
- Oversee residence halls, themed houses and apartment room selection and lottery process
- Administer the early arrival process with Orientation and Student Engagement Offices
- Oversee the off-campus and commuter application process
- Co-Advise the Inter-Residence Hall and Greek Governance Board Councils
- Maintain and oversee budget disbursement for department
- Develop strategic plans for residence hall renovations/updates including facility needs and concerns in partnership with Maintenance and Business Office
- Provide leadership training workshops for Student Organization Leadership Development program in conjunction with Student Engagement Office
- Cooperate with university offices on pertinent information to troubleshoot student issues and concerns
- Participate in and manage the on-call administrative duty process and schedule
- Represent the Campus Life Office programs at summer, fall and winter orientations
- Maintain a positive customer service approach with campus and community constituents
- Liaison for food service operations partner

**Director of Residence Life**

**June 2008 – July 2010**

*Heidelberg University, Tiffin OH*

- Supervised the Director of Safety and Security, Housing Coordinator, Administrative Assistant, four (4) Bowling Green State University Interns, four (4) Heidelberg University Residence Coordinators, and thirty (30) Resident Assistants
- Coordinated the recruitment, selection, training and evaluation of hall staff team members
- Implemented monthly health and safety inspections with Krammes Maintenance Service Center
- Organized and maintained student room assignments and student conduct information through campus Banner system
- Facilitated and managed residential BASIS ID card access system
- Advised the Greek Life Council and ten (10) individual fraternity and societies
- Managed all information for the Residence Life, Greek Life and Campus Life web pages
- Administered conflict resolution management for roommates, parents and community concerns
- Oversee residence halls, Greek houses and apartment room selection and lottery process
- Administered the early arrival process with Residence Coordinators
- Oversaw the on-campus lottery process and off-campus and commuter application process
- Co-Advised the Inter-Residence Hall with Residence Coordinator for Housing
- Maintained and oversaw budget disbursement for department
- Developed strategic plans for residence hall renovations/updates including facility needs and concerns in partnership with Krammes Maintenance Service Center and Business Office
- Participated in on-call administrative duty rotation

**Executive Account Manager**

**January 2007 – June 2008**

*Premises Control, Cleveland OH*

- Managed and created business accounts through personal and network based connections

- Provided support and resources for project managers at customer locations
- Specialized in college and university safety and security system implementation and training
- Created marketing and promotional materials for new and prospective clients
- Developed corporate and educational institution based presentations on security camera, access ID card system products and VOIP phone systems
- Promoted company through website, direct mail, phone correspondence and social media
- Updated and maintained company database processes
- Completed network and security system certification training

**Associate Dean of Student Development**

**July 2005 – January 2007**

*Baker University, Baldwin City KS*

- Provided overall leadership and management in residence life and housing operations, judicial affairs and Greek life
- Coordinated management of all residence hall and university-owned apartment complex facilities including operations, student development and emergency intervention
- Selected, trained, supervised and evaluated the residential housing staff consisting of two graduate-level Residence Life Coordinators (RLC), four student Hall Directors (HD), four student Community Advisors (CA) and twenty-two Resident Assistants (RA)
- Maintained student billing, room assignments and meal plans through campus POISE system
- Co-advised the residential Inter-Hall Council (IHC) programming board
- Planned and implemented all hall-staff workshops and monthly in-service programs
- Facilitated and directed the weekly RLC, HD and CA staff meetings
- Oversaw the off-campus housing process and placement system
- Participated in a twenty four (24) hour on-call administrative duty schedule
- Scheduled, processed and recorded all judicial/appeal hearings, records and procedures
- Developed and revised university procedures and policies for effective maintenance and safety standards within the university community
- Taught First-Year Education classes for new and transfer students
- Provided customer service and conflict resolution for roommates, parents and community
- Advised the Inter-fraternity Council, Greek Council and Fraternity Alumni Council
- Co-advised the par-Mentor organization, official host group of students for the University
- Collaborated the development and implementation of annual goals and objectives and assessment process of the office of Student Development
- Created, updated and maintained the Office of Student Development web pages and content

**Assistant Director of Residence Life**

**June 2003 – July 2005**

*Ashland University, Ashland OH*

- Coordinated Resident/Fraternity Director recruitment, selection, training, evaluation and budget
- Managed coordination of Resident Assistant recruitment, selection, training and evaluation
- Established health and safety inspections with university Safety Services and Physical Plant
- Maintained student billing, room assignments and confidential information in Datatel system
- Facilitated and maintain information for the Residence Life web pages
- Provided conflict resolution management for roommate, parent and community concerns
- Assisted Physical Plant with development and updates for the on-line work-order system
- Oversaw residence halls, fraternity house and apartment room selection and lottery process.
- Directly managed three senior apartment buildings including operations, student development and emergency intervention
- Demonstrated a positive customer service approach with faculty, staff, students and parents
- Administered the opening and closing of residential units as well as summer and break housing

- Implemented the summer early arrival process in coordination with Summer Residence Director
- Chaired and managed the off-campus application and selection process

**Educational Coordinator for Fraternity and Sorority Standards**

**July 2002 – June 2003**

*Case Western Reserve University, Cleveland OH*

- Advised and collaborated with IFC and Panhellenic Vice Presidents for Administration in creating a functional judicial process to select, train and supervise judicial board members
- Selected, trained, supervised and evaluated four (4) Greek Life Assistants and one (1) House Advisor
- Supervised fraternity and sorority house representatives for on-campus residential living
- Maintained confidential departmental files/databases related to student judicial and housing records
- Developed and revised university policies and procedures for effective maintenance and safety standards within residential buildings and Greek community
- Implemented educational programs and professional development opportunities for housing and Greek life office professionals and students
- Served in emergency and crisis response team program and created educational topics for training of staff and students
- Developed and presented leadership training programs in partnership with Student Activities and Leadership office.
- Assisted students in identifying personal/emotional concerns and provide appropriate resources or referrals

**Director of Greek Affairs**

**July 1998 – June 2002**

*Ohio Wesleyan University, Delaware OH*

- Administered a Greek Life system, which supports the mission of the University and the ideals of the National Greek organizations
- Supervised, trained and selected ten (10) Fraternity Resident Directors
- Selected, trained, supervised and evaluated the Inter-fraternity and Panhellenic Councils judicial hearing team
- Served on numerous campus committees including the Ohio Alcohol Coalition and Programming Committee
- Supervise ten fraternity house advisors including coordinating selection, training, and evaluation
- Coordinated advising of Interfraternity and Panhellenic Councils, Order of Omega Honorary and Rho Lambda Women's honorary
- Coordinated advising of 16 individual National Greek chapters
- Served in on-call duty rotation with Residence Life Coordinators to enforce university policies and regulations and serve as adjudicator in judicial situations
- Coordinated three yearly meetings with Alumni Interfraternity Council and other alumni officers
- Advised production of fraternity and sorority recruitment programs and new member education sessions
- Designed and implemented educational programs including Trilogy Series, Officer Roundtables, Leader Series, Risk Management Series, One-on-One Programs and an annual Greek Leadership Conference
- Coordinated traditional Greek programs including a fall Greek Week, New Member Education Night, Greek Reception for Orientation and the Greek Awards Banquet
- Coordinated monthly and year-end house inspections with Risk managers and Public Safety
- Coordinated facilities management projects for fraternity houses with Fraternity House Corporations and University officials

**Director of Greek Affairs and Housing**  
**Fraternity Residence Director**  
**Graduate Intern, Orientation Programs**

**May 1997 – June 1998**  
**May 1996 - May 1998**  
**May 1997 – August 1997**

*Ashland University, Ashland OH*

- Supervised, selected and trained three graduate students and two student workers
- Advised Interfraternity council, Panhellenic Council and Mover & Shaker program
- Provided resources and support for Residential and Greek community
- Maintained fraternity house work-order system and process
- Developed and presented an intricate orientation program for new students and parents
- Selected, trained and supervised thirty-five student orientation leaders

**PROFESSIONAL DEVELOPMENT/INSTITUTIONAL SERVICE**

- Represent the Student Affairs Office as a member/chair of various institutional committees including: Title IX Team, Disability Intervention Team, Student Conduct Board, Campus Sustainability Team, Enrollment Initiative Committee, HLC Accreditation Committee, University Handbook Review Team, Dash Grant Writing Committee, Candidate Search Committee, and Changing Campus Culture Committee
- NASPA AVP Conference Attendee January 2018
- NASPA Student Affairs Administrator in Higher Education Member 1998 - Present
- OCPA Co-Chair for Conference Planning Committee 2017 - 2019
- OCPA Conference Planning Committee 1998 – 2005; 2008 - Present
- ACUHO-I Association of College and University Housing Officers International Member 2003 – Present
- GLACUHO-I Member 1998 – 2005; 2008 - Present
- Ohio Housing Officer (OHO) member 2002 – 2005; 2008 - Present
- Association for Student Conduct Administration (ASCA) Member 2002 - Present
- Grant Writer for Heidelberg Sustainability Team 2010 - Present
- HLC Accreditation Team 2014 - 2016
- Advised Greek Life Council 2011 – 2016
- Heidelberg University Residential Building Project Team Member 2010 – 2011, 2016 - Present

**CERTIFICATIONS**

- Title IX Investigator Certification
- Criminal Interrogation Technique Training Certification
- Banner/Datatel/Jenzabar/Poise/Adirondack Database System Certifications
- Reditest/Redicup Substance Abuse Screening Certification
- Blood Borne Pathogen Certification
- Red Cross Adult First Aid/CPR/AED Certification

**PROFESSIONAL PROGRAM PRESENTATIONS**

- Co-Chair and presented OCPA Professional Conference 2017- 2019
- Lead OCPA Senior Student Affairs Officer programs and meetings, 2016, 2017, 2018
- Participated in NASPA AVP Institute program 2018
- Co-Presented leadership workshop for student clubs and organization, Heidelberg 2017
- Presented Student Affairs Leadership development presentation, OCPA 2015 & 2016
- Created and Presented Poster Campaign on Title IX and Harassment Policies, 2013 - Present
- Presented Greek Life Recruitment Workshops, 1998 – 2002; 2005 – 2007; 2010 - 2017
- Presented Culture and Climate Development program, OCPA 2014 & 2015
- Co-Presented Culture and Climate Assessment program, NASPA 2015
- Co-Chaired the Mid-Level Manager Institute presentation for OCPA MMI Institute 2014, 2015
- Co-Presented Leadership Development presentation, OCPA Regional Training & BGSU 2014

- Presented doctoral opportunities round table discussion for Mid-Level Manager Institute, OCPA 2011-2012
- Co-presented Resident Assistant CHARACTER program model, OCPA Conference 2009-2010

### **COMMUNITY INVOLVEMENT**

- City of Tiffin Elite Sport & Culture Week External Relations Committee 2017 - Present
- CARSA Coalition member 2015 - Present
- Tiffin Community Winter Parade Marshall Liaison 2010 – Present
- Tiffin Young Professionals Club Member 2016 - Present
- Grade A Banquet Celebration Member for 4-H Youth Development Program 2010 - Present
- Tiffin Kiwanis Club President 2016 – 2017
- Tiffin Kiwanis Club President Elect 2015 - 2016
- Tiffin Kiwanis Club Vice-President 2014 - 2015
- Tiffin Kiwanis Club Board Member 2009-Present
- Tiffin Kiwanis Foundation Board member 2016 – Present
- President of Marlin Auto Club 2015 - Present
- Chair of the Board for the Marlin Auto Club 2010 – 2014
- Vice President for the Excelsior Men’s Society Fraternity Alumni Advisory Board 2013 – 2016
- George F. Hixson Fellows Inductee Summer 2013
- Committee Member for the Tiffin Habitat for Humanity 2008-2010