

Shaun N. Crisler

Syracuse, NY 13214

EDUCATION

DOCTOR OF PHILOSOPHY: HIGHER EDUCATION ADMINISTRATION

Anticipated 2024

Illinois State University (ISU), College of Education, Normal, IL

MASTER OF LABOR AND HUMAN RESOURCES (MLHR)

The Ohio State University (OSU), Fisher College of Business, Columbus, OH

MASTER OF SCIENCE: ADULT AND HIGHER EDUCATION

Northern Illinois University (NIU), College of Education, DeKalb, IL

BACHELOR OF SCIENCE: BIOLOGY

Northern Illinois University (NIU), DeKalb, IL

PROFESSIONAL CERTIFICATE

SHRM – SCP

The Society for Human Resources Management Senior Certified Professional

PROJECT MANAGEMENT STRATEGY

The University of Chicago, Chicago, IL

Courses: Idea to Completion, Budgets, Estimates and Performance, Process Analysis and Design

FINANCIAL DECISION-MAKING

The University of Chicago, Chicago, IL

Courses: Financial Accounting, Corporate Finance, Managerial Analysis, Forecasting and Budgeting

IDI CERTIFIED TRAINER

Intercultural Development Inventory (IDI), LLC, Philadelphia, PA

FIERCE CONVERSATIONS FACILITATOR

(Building professionals through Teamwork, Coaching, Delegation, Accountability, Feedback, and Confrontation)

Fierce Conversations, Seattle, WA

PROFESSIONAL EXPERIENCE

ASSOCIATE PROVOST – Senior Student Affairs Officer

June 2022 - Present

Le Moyne College, Syracuse, NY

Champion of Student Affairs and Campus Life – As the senior student affairs officer, I collaborate with divisional leadership to develop a vision and roadmap that addresses the concerns of a diverse student body. I lead and engage professionals to remove barriers, provide support, and foster cooperation, transparency, and collaborative decision-making across the division. I represent the needs of each unit and the division throughout the institution, ensuring their voices are heard and their needs are met.

Leading Through Unified Teamwork – The units within Student Development are rebuilding from the challenges of the pandemic and evolving to support the next generation of students. In my role, I have guided the division into its next evolutionary stage by updating the organizational chart to improve student services, creating new positions, and updating job descriptions. I collaborate with leaders in various areas: Residence Life & Housing, Dining Services, Access-Ability Resources, Orientation & the Class Dean Model, Study Abroad, Student Academic Success, Wellness Center for Health and Counseling, Student Involvement & Leadership Development, Title IX, Student Conduct, Special Events, Jesuit Fund, and grant-sponsored academic enrichment programs (HEOP, STEP, CTEP, LPP, Upward Bound).

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ASSOCIATE PROVOST – Senior Student Affairs Officer (Continued)

Le Moyne College, Syracuse, NY

Progressive Leadership – Through progressive leadership positions in higher education student affairs, I have built and led programs and services addressing the concerns of a diverse student body. My experience includes developing and managing operating budgets, ensuring compliance, handling student conduct, overseeing human resources, and managing business operations. I have also been involved in planning and overseeing major facility construction and renovations within student and campus life areas. Additionally, I have led strategic planning initiatives to align student affairs with institutional goals, utilized data-driven decision-making to improve student outcomes, and fostered inter-departmental collaboration to enhance the overall student experience. My leadership is characterized by a commitment to innovation, continuous improvement, and student-centered practices.

Commitment to Belonging and Intercultural Competence – In our interconnected and globalized world, my role involves fostering a campus community where diverse opinions and self-expression are valued, intercultural competence is sought, and inclusiveness is prioritized. By partnering closely with the Office of Equity, Inclusion, and Belonging (EIB), I enable the division to collaborate and strategize on complex matters of equity, inclusion, and belonging, thereby improving the campus climate. These efforts are crucial in retaining students, as they promote a sense of belonging and support their academic and personal success. Additionally, I work to create programs and initiatives that address the unique needs of underrepresented groups, ensuring that all students feel supported and valued. I regularly assess and address the campus climate through surveys and feedback mechanisms, ensuring continuous improvement in our efforts.

Strengthening Collaborations Between College Divisions – We must find natural synergies between departments to create interdivisional solutions that support co-curricular learning. I have strengthened collaboration among college divisions, including Academic Affairs, Athletics, and Enrollment Management, to address student retention, engagement, and accommodations. My efforts include partnering with deans and faculty chairs to create a retention plan, working with the Registrar’s Office to lower DFWI rates, and coordinating with multiple departments to develop engagement activities. Additionally, I worked with faculty to review the advising model, increased mental health support for athletes, and co-led the creation of a graduate student services model. I have also focused on fostering compassion to support student identities and their intersectionality, aiming to create a holistic student experience.

Negotiating Risk and Crisis Management – Mitigating risk and managing crises are critical competencies for higher education professionals. This work involves awareness of early warning signals, prevention, recovery, learning, and reflection. As the co-leader of the College’s emergency management team, I coordinate crisis response for the division and develop, assess, and evaluate policies and procedures to proactively address complex issues. Currently, I am leading the review phase of our divisional response efforts to better incorporate behavioral interventions and update our student code of conduct.

Continuous Improvement – I bring an evaluative lens to all my responsibilities and functions in my role in relation to budgetary structure and use, Middle States accreditation, and campus-wide initiatives to support student retention and persistence. A new divisional assessment cycle designed to review each unit will allow us to discern how to best advance a seamless, well-planned student experience. I work to ensure that the divisional priorities stay current around important student issues.

Engaged in the Life of the Campus – This role has allowed me to promote a welcoming and accessible campus culture for over 3,200 students and nearly 95 student staff residing on campus. At the core of this role, I build relationships across campus and with external constituencies, such as prospective students, alumni, families, donors, and community partners. I actively participate in campus traditions, major college events, and student activities, ensuring I am a visible and approachable leader.

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ASSISTANT VICE PRESIDENT – Residence Life and Housing (RLH)
The State University System of New York (SUNY), Oswego, NY

Jul 2019 – Mar 2022

Leadership and Supervision – Provided leadership and vision for SUNY Oswego’s residence life and housing programs, which included: 12 residence halls, 8 apartment buildings, 2 Fitness Centers; and direct supervision of the Director of Fitness (1), Associate Directors (3), Assistant Director (1), COVID-19 Coordinator (1), and Administrative Assistant (1); indirect supervision of 4 central office professionals, 3 Assistant Directors, 13 full-time Hall Directors, 9 Assistant Hall Directors, 300 student staff team members.

Diversity, Inclusion, and Intercultural Competence - Developed and led the inclusion/diversity education initiatives for RLH, resulting in individual intercultural development plans for all professional staff. Served as a member of the Vice President’s Council for Diversity and Inclusion.

Fiscal Planning and Budget Management – In partnership with the Associate Director for Finance and the Division of Finance and Facilities managed an annual operating budget of \$33M and ensured accountabilities for all operational spending along with revenue generation and cost containment. Forecast appropriate targets for revenue, expenses, and capital reserves planning. Worked to develop short/long-term capital investment plans to ensure that facilities are properly maintained to support strategic priorities.

Behavioral Assessment and Crisis Management - Served as a member of the division’s behavior response and assessment team with campus partners. Participated in the on-call to support the residential communities of 4,100 students.

QUALITATIVE SPECIALIST
Rankin Climate

Jan 2021 – Present

Campus Climate - Rankin Climate is committed to assisting campuses and organizations in assessing their environments for learning and working through: (1) assessment of the current campus/organizational climate via focus groups, interviews, and surveys to identify current strengths and challenges; (2) analysis and synthesis of the data collected; (3) summary reports and presentations; (4) strategic initiatives/planning.

EXECUTIVE DEAN/CHIEF ADMINISTRATOR (International Assignment)
Semester at Sea, Colorado State University, Fort Collins, CO

Jan 2021 – Apr 2022

Leadership and Supervision – This position's primary responsibility was to lead the voyage consistent with the Institute’s mission in conjunction with the program’s academic partner, and lead the five teams: *Academic team*: Academic Dean (1), Faculty (25), Academic Administrators (3); *Student life team*: Dean of Student Life (1), Assistant Dean (1), Residence Directors (7); *Operations team*: Assistant Executive Dean (1), Learning Coordinator (1), Communications Coordinators (2), Children’s Program Coordinators (2), and Administrative Assistants (2); *Wellness and health team*: Doctors (2), Nurses (3), Mental Health professionals (2); *Field team*: Field Director (1), Field Coordinators (3); Traveled with 500 students to Italy, Greece, Cyprus, Croatia, Malta, Spain, United Kingdom, Portugal, France, Scotland, Denmark, Sweden, and Germany.

Living and Learning Community – Worked in partnership with the Academic Dean, faculty, student life team, mental health team, and field office team to create a living-learning environment on and off the ship that is supportive of the academic mission of the program through faculty seminars, reflection seminars, Global Studies program, and class field trips.

Crisis Management and Threat Assessment – Worked closely with the student life and health teams to manage the adjudication of student conduct and the resolution of student critical incidents. Served as a Dean on Call, responding to emergencies that involved emergencies in an international setting while providing guidance to staff in the use of the shipboard/program protocol in response to crises and/or emergencies.

Health and Safety – Worked together with ship’s management (Captain and Officers) and home office personnel, responding to health, safety, and security issues involving program participants.

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ASSISTANT EXECUTIVE DEAN (International Assignment)
Semester at Sea, Colorado State University, Fort Collins, CO

Jan – Apr 2018

Leadership and Supervision - Co-led the executive team with shared responsibility for the planning, development, management, and evaluation of the shipboard program. Supervised the Field Coordinator (1), Communications Coordinators (2), Children's Program Coordinators (2), and Administrative Assistants (2). Provided oversight and coordination of the Institute's work-study program of 75 students.

Crisis Management and Threat Assessment - Served as a Dean on Call, responding to crisis situations that involved emergencies in an international setting while providing guidance to staff. Coordinated the follow-up and referral of students in relation to medical and psychiatric emergencies, arrests, and suicide attempts. Traveled with 630 students to Mexico, Japan, China, Vietnam, Myanmar, Mauritius, South Africa, Ghana, Morocco, and Germany.

ASSOCIATE DIRECTOR for HUMAN RESOURCES
Office of Student Living, Syracuse University, Syracuse, NY

Nov 2014 – Jul 2019

Certified Human Resource (HR) Professional - As a member of the leadership team, I provided direct oversight to the Human Resources (HR) group, working collaboratively to support the Office of Residence Life (ORL) through the effective management of 300 student positions and 50 professionals. I addressed and forecasted workforce issues, developed managers in their leadership roles, and leveraged my HR knowledge to create plans and processes for onboarding, training, recruiting, and hiring professionals. Additionally, I oversaw professional development, staff training, performance management, employee relations, compensation and benefits programs, HR compliance, and diversity and inclusion initiatives. I utilized HR analytics to inform strategies and implemented employee engagement programs to foster a positive work environment and help us achieve our housing and residence life goals.

ASSISTANT DIRECTOR
College Housing, The University of Chicago, Chicago, IL

Sept 2012 – Nov 2014

Supervision, Management, and Leadership - Trained, supervised, and evaluated 16 master's-level, live-in Resident Head staff members. Provided leadership and operational management for 9 House communities, serving 660 residents with the indirect supervision of 10 Assistant Resident Heads. Managed university-level crisis response by meeting weekly with the Academic Deans, Dean of Students, Student Counseling, and the Campus and Student Life team to coordinate systems of support, review student issues, and progress.

ASSISTANT DEAN OF STUDENTS (International Assignment)
Semester at Sea, University of Virginia, Charlottesville, VA

June 2009 – Aug 2009
and June 2012 – Aug 2012

Supervision, Management, and Leadership - Served as a Student Life team leader and co-supervised 9 Resident Directors. Managed student conduct/conflict resolution processes and response to student crisis through conducting investigations, holding administrative hearings, and determining sanctions as necessary via Maxient. Closed cases as the primary conduct officer for all conduct violations. Traveled with 850 students to Spain, Italy, Croatia, Greece, Turkey, Bulgaria, Egypt, Portugal, and Morocco.

RESIDENCE HALL DIRECTOR
University Housing, The Ohio State University, Columbus, OH

July 2008 – June 2012

Residence Hall Leadership - Supervised and evaluated 14 Resident Assistants (RAs), the Desk Manager, and one Graduate Hall Director. Oversaw hall operations, including opening/closing, front desk management, occupancy, and emergency procedures. Developed educational and social programs with faculty for the Pharmacy Learning and Honors Communities. Served as co-advisor to the Residence Halls Advisory Council (RHAC) executive board and liaison to 21 Hall Councils, supporting 10,000 on-campus students.

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AWARDS & RECOGNITION

NACURH PRESIDENTIAL PIN National Association of College and University Residence Halls (NACURH)	June 2022
JAMES A. HURD AWARD The Association of College and University Housing Officers – International (ACUHO-I)	June 2022
ROBERT P. COOKE – TALKING STICK AWARD (<i>Article: Internal Assessment</i>) The Association of College and University Housing Officers – International (ACUHO-I)	May 2017
DIRECTOR’S AWARD - OUTSTANDING SERVICE Office of Residence Life (ORL), Syracuse University (SU), Syracuse, NY	May 2017
DIRECTOR’S AWARD - OUTSTANDING SERVICE Office of Residence Life (ORL), Syracuse University (SU), Syracuse, NY	May 2015
STEPHEN P. KLASS “STAR” AWARD (Service, Teamwork, Attitude, Reliability) Campus & Student Life (CSL), University of Chicago, Chicago, IL	Jun 2014

INSTRUCTION & MENTORSHIP

Mentor, ACUHO-I Leadership Academy	June 2023 - Present
Faculty, NEACUHO/MACUHO Institute (RELI) Sacred Heart University, Fairfield, CT	May 2023
Faculty, ACUHO-I Roelf Visser South Africa Housing Training Institute (RV-SHTI) Stellenbosch University, Stellenbosch Central, Stellenbosch, South Africa	Oct 2021
ACUHO-I Research Committee – Phase 1 Funded Research Grant Proposal Reviewer	Jan 2019 – Present
Faculty, ACUHO-I Professional Standards Institute (PSI) University of Guelph, Guelph, ON, Canada	Sept 2018 – Jul 2019
Faculty, ACUHO-I Professional Standards Institute (PSI) Central Washington University, Seattle, WA	Jul 2016
Instructor, Resident Manager/Resident Assistant Class: 3 Credits Department of Educational Policy and Leadership, Ohio State University	Apr 2009 – Jun 2012

PROFESSIONAL TRAININGS

Ignatian Colleagues Program (ICP) ICP seeks to educate and form administrators and faculty more deeply in the Jesuit and Catholic tradition of higher education, Loyola University, Chicago, IL
Conversations about Race and Ethnicity (C.A.R.E.) Facilitator Office of Multicultural Affairs (Six-Week Dialogue Circle), Syracuse University, Syracuse, NY
Safer People Safer Spaces LGBT Resource Center, Syracuse University, Syracuse, NY
ACUHO-I Professional Standards Institute (PSI) ACUHO-I, University of Minnesota, Minneapolis, MN
ACUHO-I James C. Grimm National Housing Training Institute (NHTI) ACUHO-I, University of Georgia, Athens, GA

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PROFESSIONAL STANDARDS and ACCREDITATION

MSCHE REVIEWER The Middle States Commission on Higher Education (MSCHE)	Jul 2022 - Present
CAS STANDARDS REVIEWER The Council for the Advancement of Standards (CAS) Standards Review Committee	Jul 2022 - Present
EXPERT REVIEWER CAS/ACUHO-I Revision of the Housing and Residence Life Program (HRLP) Standards	Mar 2021 – Sept 2021
EXTERNAL PROGRAM REVIEWER Housing and Residence Life	Mar 2018 – Present
PROFESSIONAL STANDARDS INSTITUTE (PSI) CHAIR The Association of College and University Housing Officers – International (ACUHO-I)	Nov 2019 – Nov 2021
RESEARCHER Conceptual/Creative Competencies National Housing Training Institute Competency Model	May 2018 – June 2022

SHARED GOVERNANCE

Le Moyne College Reporting to the Board of Trustees - Student Development Committee	June 2022 – Present
Semester At Sea (SAS), Board of Trustees Voyage Affairs Committee and the Governance & Nominating Committee	September 2022 – Present
JASPA Board of Directors Jesuit Association of Student Personnel Administration (JASPA)	June 2022 - Present
Northern Illinois University (NIU), Board of Trustees Academic Affairs, Student Affairs and Personnel Committee	June 2007 – June 2008

PUBLICATIONS

- Crisler, S. (2022, July & August). Brining it All Around. *Talking Stick*, 39(6).
- Crisler, S. (2022, May & June). Continuing Along a Leadership Path. *Talking Stick*, 39(5).
- Crisler, S. (2022, March & April). Charting a Leadership Path. *Talking Stick*, 39(5).
- Crisler, S. (2021, May & June). Conversations: The Job Search Part # 2. *Talking Stick*, 38(5).
- Crisler, S. (2021, March & April). Conversations: The Job Search Part # 1. *Talking Stick*, 38(4).
- Crisler, S. (2017, March & April). Moving the middle. *Talking Stick*, 34(4), 32-35.
- Crisler, S. (2016, November & December). Who is on your mentor board? *Talking Stick*, 35(4), 28-31.
- Crisler, S. N., & Scheibler, D. (2016, September & October.). Internal assessment. *Talking Stick*, 34(1), 37-42.
- Crisler, S. (2016, March & April). Inclusive living. *Talking Stick*, 33(4), 28-31.
- Crisler, S. (2014). "A Case for Professional Development." Professional Foundations Blog. GLACUHO. April.
- Crisler, S. (2014). "The NASPA case study competition: A tool to stimulate growth and professional development." 2014 NASPA Annual Conference Blog. February.

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SELECT PRESENTATIONS **

- Crisler, S. (2024). "Reviewing Our Work: Conducting an Internal Review." Association of College and University Housing Officers – International (ACUHO-I), Small College & University Symposium Virtual.
- Crisler, S., Golden, D., Salvo, R., Thomas, D. (2023). "Hiring and Retention Panel." Association of College and University Housing Officers – International (ACUHO-I), Small College & University Symposium Virtual.
- Crisler, S. (2023). "Charting a Leadership Path: The Invisible Conversation." Association of College and University Housing Officers – International (ACUHO-I), Small College & University Symposium Virtual.
- Crisler, S., (2023). Be Your Best (Student Conference), Keynote Speaker. Le Moyne College, Syracuse, NY.
- Crisler, S., (2022). Be Your Best (Student Conference), Keynote Speaker. Le Moyne College, Syracuse, NY.
- Crisler, S., (2022). "Investigation Compensation Models for the Student Leaders within the National Association of College and University Residence Halls." National Association of College and University Residence Halls (NACURH), Annual Conference.
- Crisler, S., (2022). "TPE Academy: What do you mean by fit?" National Association of Student Personnel Administrators, Virtual Academy.
- Crisler, S., Campbell, N., & Ice, B. (2021). "Developing Me: Taking charge of your own professional development." Association of College and University Housing Officers – International (ACUHO-I), Virtual Conference.
- Crisler, S., Campbell, N., & Ice, B. (2021). "Developing Me: Taking charge of your own professional development." National Association of Student Personnel Administrators (NASPA), Virtual Conference.
- Crisler, S. (2020). Conducting a review: Professional Standards Two-Day Workshop. The Association of College and University Housing Officers – International (ACUHO-I), Professionals of Color Cohort.
- Crisler, S., Kollasch, A., & Komanski, C. (2020). ACUHO-I Writing Workshop 2020. The Association of College and University Housing Officers – International (ACUHO-I), Virtual Conference.
- Crisler, S. (2020). "Articulating your value: The job search process (Careers in Student Affairs Month)." National Association of Student Personnel Administrators (NASPA), October TPE Live Session.
- Crisler, S. (2019). Keynote Speaker: Authentically navigating your professional career path. Northeast Association of College and University Housing Officers (NEACUHO), Annual Conference, Albany, NY.
- Crisler, S. (2019). Leadership fundamentals: Issues all new managers face. Northeast Association of College and University Housing Officers (NEACUHO), Annual Conference, Albany, NY.
- Crisler, S., Kollasch, A., & Komanski, C. (2019). ACUHO-I Writing Workshop 2019. The Association of College and University Housing Officers – International (ACUHO-I), Annual Conference, Toronto, ON, Canada.
- Crisler, S., Gibson, K., Gillespie, K., & Riley, M. (2018). "Invasion of privacy: Standing up as practitioners beyond campus." National Association of Student Personnel Administrators (NASPA), November NASPA Live Session.
- Crisler, S., & Scheibler, D. (2017). "Internal assessment" – *An ACUHO-I Featured Program*" The Association of College and University Housing Officers – International (ACUHO-I), Annual Conference, Providence, RI.

** Presentations prior to 2017 are available upon request.