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Dr. Fiaola holds a M.D.P. Certificate from the Harvard School of Education, a M.P.S. from the School of Hotel Administration at Cornell University, and a Ph.D. in Higher Education Administration from Syracuse University.

Norman was Chair and Associate Professor in the Department of Hospitality Management at Syracuse University, and Associate Dean for Academic Affairs at the College for Human Development, Syracuse University. he then became the Interim Head of School and Professor of White Lodging School of Hospitality and Tourism Management at Purdue University Calumet in Hammond, IN. Currently, he holds two positions at the Madden School of Business at LeMoyne College: Director of the Global Jesuit Case Series and Director of the Graduate Programs within the Madden School of Business.