

DES NEWSLETTER

The Division of Enrollment Services Newsletter
Southern Methodist University
An Electronic Newsletter of
Undergraduate Admission, Financial Aid, Student Financial Services, and the University Registrar

Volume I, Issue I November 2001



STAR STAFF

Susan Earp, University Registrar's Office

Stephanie Nonnemacher, Admission and Student Financial Services

Stan Eddy, Financial Aid

Financial Aid Counselor Team
Peggy Park, Wendy Cook, Jenny Demasi, Jackie Nicholas, Winn Perdue, Barbara Waters

CONGRATULATIONS

Cathy Smith, Christian Woman of Faith Trophy from her church

Irma Herrera, Dallas Concilio Board of Directors

Peggy Park, Above and Beyond Award from Meadows School

Mary Ann Plante, Bachelor of Social Science, Magna Cum Laude

Mary Beard, Scholarship to Nat'l St. Employment Assoc.

John Hall, Local Arrangements Chair TACRAO 2001

Star Staff

At the bi-monthly meeting of the Division of Enrollment Services, Star Staff and Star Teams are recognized. Individual staff members are selected by the Executive Directors. The Team is selected by the Management staff. Star Staff are individuals and Teams that go above and beyond their regular duties to provide excellent customer service and strive to be innovative in their work.

Military Withdrawals

Students called to active duty with the US Armed Services are allowed to leave the university without penalty. Students are offered three options when called up

Withdrawal with no penalty (as if they did not register for the semester)

Receive Incompletes in course with extra time to complete course

Complete Course and receive a grade

Students who have question about Military Withdrawals or who have been called to active duty should contact Kathy Rowe in 111 Perkins Administration, 214-768-2736, or krowe@mail.smu.edu.

Information Procession

Information Processing Coordinator:
Melissa Stanford

Information Processing Specialist:
Mike Holt, Shannon Grandberry, Charles (Cary) Shumate, Seyedra (Nena) Case

On the data processing side we handle all entry of prospects, test scores, applications, evaluations and matriculation. We also generate mass mailings, decision letters and scholarship award letters. Here is an example of the quantity we handle:
IP enters 6,000 admission applications annually.
IP enters approximately 40,000 prospects annually.
IP evaluates 5,000+ applicants annually.
IP matriculates 3,000 applicants annually.

We also image all applications from the previous year. (Excluding matriculated files). Currently we are assisting Student Financials with the imaging of

NEW STAFF

Ernie Calderon, Student Accounts

Monica Gomez, Records

Donna Rodriguez, Records

Gilberto Beccara, Admission

Nena Case, Information Processing

STAFF CHANGES

Monica Cordero, Business Systems Analyst

Josh Ruiz, Student Financial Specials/AMS

STAFF LEAVING

Amy Erwin, Student Financial Specialist

Melissa Hancock, Student Financial Specialist

Bill Byerly, Scholarship Coordinator

Ruth Winnicki, Financial Aid Counselor

ANNIVERSARIES

Charles Harper, 42 Yrs
Catherine Hadnot, 13 Yrs

Laura Stinson, 5 Yrs
Anna Gomez, 4 Yrs

Jennifer Russell, 4 Yrs
Cruz Lopez, 3 Yrs

Chris Salone, 3 Yrs
Sarah Hunt, 1 Yrs

Julie McWhirt, 1 Yrs

**Chadd Bridwell, NACAC
2001 LAC Hospitality Comm.
Co-Chair**

**Laura Del Rio, President
Elect Texas BUC\$**

refund requests. October - May is our busiest time. During these 8 months we are busy keeping up with applications, prospects and evaluations. When we get to the matriculating part, we know we are just about ready for the summer to begin. During the summer we are busy entering prospects and sending them various types of publications.

On the mail room side we handle all incoming/outgoing mail for the division. Mike signs for all packages (UPS, FedEx etc) and distributes the mail coming to us from the Mail House. We also have all forms just in case you need to send out a package. Mike also oversees the publications we store in the dungeon. He also handles mailings for several departments in the division.



STAFF DEVELOPMENT

Below are links to outlines of material developed or collected at Professional Conference, Workshop, or Seminars. Click on the title of the item in which you are interested. Material is formatted so that you may print the outline.

[Customer Service](#)

Tommy Newton at Texas BUC\$ 2001 Conference

[Expanding your definition of Customer Service](#)

Pam Benson Owens, TASFAA 2001 Conference

[Conflict Resolution](#)

Pam Benson Owens, TASFAA 2001 Conference