

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 IV February 2002



Star Staff for February

Sherry Reinwald

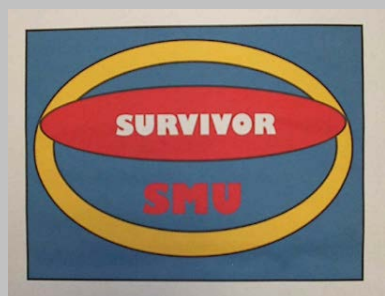
Technology Team, Financial Aid

STAFF RECOGNITION

The Executive Directors have approved a new selection process for the Star Staff/Team. For details, click above. For more information on Sherry, click her name.

STAR ACHIEVEMENTS

**Student Financial Service
Survived Spring Cancellations
Collects 85% of Spring 2002
past due accounts and processed
2266 Refunds!**



Click above to see pictures from Survivor SMU.

CONGRATULATIONS

Eartha Walls, leads the spirited fans of her son Bryce's basketball

VIPs - Very Important Ponies



Since SMU is not the "The Rainbow Trout" -- rather the Mustangs -- it was suggested that the program of "Tattling on Your Co-Workers" not be FISH but VIPs. **V**ery **I**mportant **P**ony cards are now available in the Leadership Suite. You put your completed cards in "The Corral."

The criteria remains the same. VIPs are given to staff for excellent customer service -- to students, families, or co-workers, faculty, staff.



Some of our **VIPs** this month are:
Epi Ramirez - whenever I have called Epi, he has immediately tackled the problem and found a solution. I recently had a problem with a student's records and called several folks. The student's transfer work was not matching the DPR (Degree Progress Report). Within an hour of me contacting Epi, he found the problem and had it fixed. The DPR ran perfectly. I am grateful for Epi and impressed by his cheerful attitude.

Dwayne Espinosa - even though he has been working long hours and weekends, the weekend that we were to organize and distribute the Cancellations for Spring 2002, Dwayne brought Pigs in the Blanket for everyone working on Saturday.

Rocky Newby - talked with an upset student and solved her problem. He found out that her loan had not disbursed and explained the situation to her.

Division Highlights

Mustang Monday

Over 200 students visit SMU.
Click here to see the fun.



AARO 2002 Dates

Summer School Only - May 28
First Year - July 5-6, 8-9, 10-11, 12-13, 15-16, 17-18, 19-20, 22-23, 26-27, 29-30, 31-Aug. 1, 2-3, 18
Transfer/Readmit - Aug. 13

Blanton Bldg. Groundbreaking

The first step in our long anticipated move to the Laura Lee Blanton Student Services Building begins with the groundbreaking ceremony at 11:30am on Thursday, February 21.

The DES offices will be closed from 11am to 1pm in order for the staff to attend the ceremony.

May Commencement

team at Cedar Valley College. Five more games to the championship!

NEW STAFF

Christina Little, Financial Aid Counselor

Marilyn Roubal, Financial Aid Counselor

STAFF CHANGES

Sharla Roderick, Module Lead for Financial Aid area

STAFF LEAVING

Melanie Cutbirth, January 18

Jackie Nicholas, January 31

Adrian Galvan, January 31

Wendy Mazan Cook, February 14

ANNIVERSARIES

Pat Woods - 24 Years!

Faye Gough - 19 years

Patricia May - 13 years

Adrienne Hawa - 4 years

Barrie Glasscock - 3 yrs

Winn Perdue - 1 year

FEBRUARY BIRTHDAYS

Chris Salone - Feb. 3

Erin O'Neil - Feb. 8

Mary Ann Plante - Feb. 11

Thomas Frazier - Feb. 13

Charles Harper - Feb. 18

Joe Papari - Feb. 19

Kelly McMillan - After leaving work at 5pm one day, Kelly returned with hot cookies for those working late. She also volunteered to work one night a week just to help us out.

Cathy Smith - I don't know how many times I have seen Cathy Smith politely direct students who get lost at the end of the hall.

Chris Salone - Chris went out of his way to track a refund check for a distressed student. He got the check after it was processed and contacted the the person to arrange for her to pick it up.

Peggy Park - calmly explained to a father that he was confusing academic policy with Financial Aid policy - helping him to understand the situation with his student.

Cheryl Moore - During Drop/Add, Cheryl continually went through the line at Registration, letting waiting student know that they could Drop/Add on ACCESS.SMU. She would walk them through the process. It really sped up the line.

Catherine Hadnot - A parent stopped by to get transcripts for her son who was withdrawing from the University. Catherine help with the request for new transcripts as well as tracked down an earlier request. This was not a very happy time for the parent. She remarked that Catherine's helpfulness was refreshing and appreciated.

Records

The Records Area handles most every piece of academic information from a student's application through graduation!

If a student has completed transfer work at another institution, as part of their admission process, they are required to provide transcripts for all institutions that they have attended. The folders are then brought to the Records area where each transfer transcript is entered and evaluated by the academic deans office to determine what credits will transfer. Once the student enrolls, our academic record keeping has just begun.

A few of our activities include daily grade changes, academic suspensions, advance placement, semester grading, repeated course information, and honor violations.

One of our tasks as an area includes processing academic grade rosters for Early and Midterm Progress each semester. This

Still time to mark your calendars for May Commencement 2002 which will be held Saturday, May 18 at 9:30 a.m. in Moody Coliseum. If you are interested in volunteering at any of the academic ceremonies please contact Erin O'Neil at 8-2037 or eoneil@mail.smu.edu.

Quotation of the Month

It is not how much we have, but how much we enjoy, that makes happiness.

Charles Spurgeon

program was instituted by the Provost Office to monitor the academic progress and retention of new transfer, new from high school and new readmit students. The students are notified of courses in which they have a C- or lower. The students are given an opportunity to seek help if they're having difficulties and not be surprised going into finals exams.

Records also maintains biographical information which includes but not limited to updates to the SSN, name changes, date of birth, and citizenship status.

Each Records Analyst has a specific SSN range that they work with as well as certain academic schools whose degree information they process. Which brings us to probably our most high profile activity - degree processing and graduation. Degrees are conferred for recipients in May, August, and December with ceremonies in the months of May and December. We are beginning our degree process for May 2002 candidates. Applications to graduate are due in our office Feb. 8

There is actually very little down time for Records, the work flow is constant. We are usually juggling transfer folders, end of term grading and graduation simultaneously. Being a team player is a must in the Records area. Whatever has to be done, Records staff always manages to pitch in a team effort and meet our deadlines as needed.

Records Team is headed by Jackie Wilborn with Sylvia Wiseman, Laura Phelps, Jean Porter, Epi Ramirez, Donna Rodriguez, and Monica Gomez.



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.

[Time Bandits](#)

Earl Hudgins, Texas Tech University, TASFAA 2001 Conference

[Creating/Using Queries - learn from my mistake!](#)

Barrie Glasscock

STAR STAFF PROFILE Division of Enrollment Services



Sherry Reinwald

Star Staff for February 2002

"SMU and the Division of Enrollment Services are lucky to have such a dedicated person as Sherry Reinwald working for us. Her willingness to take on new challenges reflects the type of staff member that will be successful in today's work environment. Plus Sherry always is happy to pitch-in where ever needed."

Title: Information Systems Analyst for Financial Aid

Sherry grew up in the Saint Louis and moved to Texas in 1982 (so she counts as a Texan).

Sherry began working in Financial Aid at SMU in June of 1983 and has worked her way through Financial Aid in many areas including the loan area to becoming a member of the PeopleSoft Integrated Higher Education Project (IHEP) team for the Financial Aid module in 1998.

Sherry lives in Arlington with her husband of 15 years and their two children - Julie, 10, and Bradley, 7. In her time away from SMU, Sherry plays soccer for Mansfield Co-Ed Over 30 League.

Mustang Monday

January 28, 2002





Survivor SMU

Student Financial Services area put in many hours during January 2002 to collect past due accounts and to process Refund checks. By the Freeze Date of February 1, the staff in Student Financial Services has collected 85% of the past due accounts and processed over 2200 refunds.

Survivor SMU seemed like an appropriate theme for the end of Cancellation Celebration.



