

# 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 VII May 2002



## Star Staff for May

**Tiffany Hawkins**  
Assistant Director of  
Student Accounts Services

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## DIVISION MEETINGS

Next Division Staff  
Meeting  
- June 5 - 8:30am H-T  
Ballroom West

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## STAR ACHIEVEMENTS

**Admission**  
**Completing the**  
**recruitment session for**  
**Fall 2002!!!!**

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## CONGRATULATIONS

**Stan Eddy** - was contacted by *Forbes Magazine* regarding SMU as Lender program. The article will focus on the contract we were able to negotiate with the help of Versura.

**Sarah Hunt** - has a new cousin McKenna Maryann Dugdale born May 1st.

**Lorinda Lamb** - daughter Brittany has been accepted into the Classical Center at Vial Elementary School. The program integrates the performing arts into the curriculum and uses Latin as

## VIPs - Very Important Ponies



Some of our **VIPs** this month are:

**Laura Del Rio and Eartha Walls** - one day at lunch time, a student was upset that his refund check could not be found. No one that he had talked with was available. Laura Del Rio, who was helping with the phones, and Eartha Walls, who was leaving for lunch, dropped what were doing to research the situation and help the student.

**Cary Shumate** - On the Friday that SMU Celebrated the end of the Capital Campaign, we had families on campus for Mustang Days. During the time that many staff were at the picnic, a prospective student needed materials to accept admission to the University. Cary was the only staff member in the Information Processing Center. He stopped his work to help me search for the information for the family so we would not have to ask them to come back later.

**Stephen Forrest** - created the queries that I needed to gather information on the AMS Payment Plan.

**Jennifer Russell** - was absolutely wonderful in assisting several out-of-state students who arrived after hours for Mustang Days. She made special arrangements so these students could get in touch with their hosts for the weekend.

**Ernie Calderon** - stepped in and assisted a new employee in my area while I was on the line with another student. The new employee had a very upset student and Ernie was able to help to get his account settled.

**Mike Novak** - while in the office in the evening before Mustang Days, took the time to help several students find their overnight hosts.

**Delaine Ringel** - worked hard to complete her work with the Credit Balance Report and then volunteered to help other staff members with their part.

## Division Highlights

### Important Dates and Things:

#### Payment Due Dates

May 20 - Summer I - except Theology  
May 30 - Summer II  
June 5 - Theology

#### May Commencement

**Time is running out** -- 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](mailto:eoneil@mail.smu.edu).

#### Enrollment Services Logo

After the first of June, the Enrollment Services Logo will be available for monograms on Lands End clothing items. You can access the logo through the Lands End website at [www.landsend.com/corpsales](http://www.landsend.com/corpsales)

#### Division Cross Training

Student Financial Services and Financial Aid have undertaken a cross training program to help staff learn how to find information and to assist students with questions outside their functional area. Click on the title above to see the latest schedule of cross training activities. Any staff member is welcome to attend any session.

the foundation for language arts education.

**Eartha Walls** - brother Everson (four time Pro Bowler and former Dallas Cowboy - caught 4 interceptions in one game!) announced plans for the All-Star Health and Wellness Center to be built adjacent to the U of North Tx System Center on Hampton Rd. The Center plans to work with athletes throughout their high school years and as they enter college. Consultants will provide tutoring and athletic services.

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#### STAFF CHANGES

**Epi Ramirez**, Assistant Manager for Transcript and Certification Services

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#### STAFF LEAVING

**Sarah Hunt**, Student Accounts Specialist - last day May 24th

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#### STAFF NEW LOCATION

**Barbara Waters**, 107 Fincher - x82371

**Winn Perdue**, 130 Story Hall - x84756

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#### ANNIVERSARIES

**Sherry Reinwald** - 19 Yrs!

**Mary Beard** - 5 years

**Mike Holt** - 4 years

**Laura Phelps** - 4 years

**Sunsharae Smith** - 4 years

**Melissa Stanford** - 2 yrs

**Kelly McMillan** - 2 years

**Joe Muro** - 2 years

**Tina Perkins** - 2 years

**Catherine Hadnot** - I was on the telephone helping someone with the navigation to a screen in PeopleSoft, Catherine overheard that I was giving the navigation incorrectly. She said she didn't mean to listen but that the correct navigation is . . . and she gave it to me. She helped me by making sure that the information I was giving to a customer was correct.

**Dewayne Espinosa** - I contacted Dewayne about a lost refund check. He kept me informed of every step for replacing the check so that I could explain it to the student.

**Rose Johnson** - I am extremely grateful that Rose did the pre-audit check before the VA Auditors came. She came in early to run the check which found several items that we were able to fix before the audit.

### Innovation in Enrollment Services

**Transfer Admission** - Changes have recently been made to the admission web page. In the past, Re-admit students had to navigate through the "Transfer Student" links to find information they need. However, now transfer and re-admits have been give separate navigation. We hope this will assist re-admitted students and staff in finding information more efficiently. The re-admission application now is available on line as well.

Check it out at [www.smu.edu/admission/apply.asp](http://www.smu.edu/admission/apply.asp)

All we ask is that you let Kathy Rowe know you are coming so we are assured that there are enough hand-outs. If you see an area that you think would be valuable to include -- please let Kathy know. She will be happy to work with you to add it to the schedule.

**Quotation of the Month**  
Once we give up searching for approval, we often find it easier to earn respect.  
*Gloria Steinem*

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#### BIRTHDAYS

**Mary Beard** - June 2

**JoAnn Jost** - June 2

**June Williams** - June 5

**Sylvia Wiseman** - June 9

**Carol Morris** - June 9

**Pat Woods** - June 11

**Connie Bucynski** - June 14

**John Hall** - June 18

**Susan Evans** - June 23

**Jennifer Lopez** - June 26

**Susan Earp** - June 27

**Stephanie N.** - June 30

If you are not on the list and should be, this is produced from the Employee Roster on the V drive. Let Kathy know if there is an error.



## STAFF DEVELOPMENT

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

### **Fish Video**

from presentation by Darron Grussendorf Customer Service Representative for *Texas Guaranteed Student Loan Corporation*

### **Meeting Management Tips**

by Kathy Rowe, just because



**STAR STAFF PROFILE**  
**Division of Enrollment Services**



**Tiffany Hawkins**

**Star Staff for May 2002**

"Tiffany is the ultimate professional. She is able to balance family, church and work all very well. She has a positive attitude that is contagious, while also doing what she has to do!"

**Title:** Assistant Director of Student Account Services