

# 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 IX      September 2002



## STAR ACHIEVEMENTS

**Over 10.4 million in loans through SMU as Lender**

### CONGRATULATIONS

**Mike Novak** -NASFAA State and Regional Leadership Award

**Laura Del Rio** - President of Texas BUC\$ - Conference in Dallas in October.

**Stephanie Nonemacher** - working on local arrangements for Texas BUC\$

**Mary Beard** - published two articles in SASEA newsletter. Also helped to facilitate Date Rape Mock Trail.

**Cathy Smith** - choreographed and teaching dance to youth group at her church for Praise Day.

**Jenny Demasi's** brother received his Master of Nursing from UCLA.

**Kelly McMillan** - is a new homeowner.

## VIPs - Very Important Ponies



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

**Kelly McMillan, Monica Gomez, and Leann Jenke** volunteered their time to help with the Opening Convocation.

**Peggy Park** - student quote, "Peggy Park is awesome and is extremely professional and knowledgeable."

**Pat Woods** - has worked hard in the trenches with her staff, helping to pull the load. Thank you for your hard work and all of the great food.

**Darrah Rippy** - deserves a gold star or at least a huge thank you for the scheduling tips she's been sending via email. Since we (the schools) do scheduling infrequently and the process is still relatively new, not to mention labor intensive, it's easy to forget some steps. Her tips are really helpful!

**Chris Salone** helped June get materials back to the office after an event. Thanks, Chris.

**June Hagler** - assisted by seeing many students and parents during an AARO day that was very busy. She is always willing to help us whenever we need her.

**Laura Del Rio** - worked for two days, making phone calls and staying late to help a colleague with a problem. She did not stop until the problem was solved. I don't have words to thank her.

## DIVISION MEETINGS

Next Division Staff Meeting  
October 2 - 8:30am H-T Forum

## Division Highlights

### Important Dates

**Hour Audit** - September 6,  
**SMU v TxTech** - September 7  
**Freeze Date** - September 13  
**SMU at TCU** - September 14  
**SMU at OSU** - September 21  
**Official Stats for fall** - Sept 27  
**SMU at Hawaii** - September 28

### Important Information

A student electronically copied an unofficial transcript generated through ACCESS.SMU, altered it and presented it to his mother. His mother questioned why this transcript was different than the information she had received from SMU. The Registrar's Office filed a disciplinary case and the student was found responsible for altering his transcript. The student was suspended for one term and his ability to logon to ACCESS.SMU has been removed indefinitely.

### Kathy's Pike Place Fish Market Crew





**TEAM NAME CHANGES**

T.I.C.S - Transcripts, Imaging, Certifications, and Stuff - Kelly, Epi, Lillie and Catherine

Loans/Specialty Recovery - Deveron, Eartha, and Bimpe

**STAFF LEAVING**

JoAnn Jost, Enrollment Resources - Communications

Ernie Calderon, Student Accounts

**NEW STAFF**

Brandon Green, Records and Diploma Specialist

Sha'Meka Foreman, Information Processing Specialist

Damon Wilkins, Leadership

Ashley Dudley, Admission - In House Counselor

Jill Sangl, Admission - Midwest Regional Director

**PROMOTION**

Cathy Smith - Financial Aid Specialist

**ANNIVERSARIES**

Kathy Rowe - 20 Yrs!

Barbara Waters - 17 years

Lillie Rose - 13 years

Jackie Wilborn - 12 years

Marc Peterson - 8 years

Jon Schmidt - 4 years

**Summer Kocic** - took the time to help another area interview for a technology job. She was very well prepared and added much to the selection process.

**Laura Del Rio** - ended our frustrations during AARO and made our situation bearable -- even a joy.

**Stephen Forrest** - brought Student Financial Services wonderful, yummy brownies during our busy time. Thank you. We really appreciated it.

**Give Us a "10"**

The *Daily Campus* notwithstanding, many of our customers gave us a "10". Here are a few of the comments they made.

**Delaine Ringel** - did a terrific job! She not only helped me with my small balance problem, she answered my random questions and was kind enough to take the time to print my schedule. - Very professional.

**James Swenson** - was very nice. I was really pleased with how patient he was, because I asked a lot of questions.

All of your account reps were very helpful and friendly! Also they seemed to be extremely diligent workers. Good job, great service.

**Chris Salone** - excellent service when dealing with someone outside his own caseload. Chris was damn good. He didn't know much, but he found the answer for me. - Chris is more than a 10 -- he's absolutely fabulous! - Chris did an excellent job helping me and was very thorough. I've made many phone calls to other staff but Chris was consistent and a great resource to fix my problems.

Kathy, Chris, Marilyn, Stephanie, Kelly.

Keep those fish in the air!

**Blanton Building Update**  
We're off and digging!



- Cruz Lopez** - 4 years
- Bimpe Ayanwola** - 3 years
- Stan Eddy** - 2 years
- Norm Lieber** - 2 years
- Darrah Rippey** - 2 years
- Tiffany Hawkins** - 2 years
- Gilberto Bacerra** - 1 year

**BIRTHDAYS**

- Rod Del Rio** - Sept 1
- Nancy Peterson** - Sept 5
- Donna Rodriguez** - Sept 6
- June Hagler** - Sept 12
- Jennifer Russell** - Sept 14
- Cary Shumate** - Sept 25
- Monica Cordero** - Sept 26

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.

**Lilly Rose** - was very, very nice and very helpful. She tried to help me in every sense and though it was late and doors were closing, she helped me to get my transcript that same day. - Thank you very much for being so nice, sweet, and helpful. - Lillie Rose is terrific! She was very helpful and understanding. Thank you. - Thank you. As a parent I appreciate your service.

**Accomplishments in Enrollment Services this summer**

This summer the Division of Enrollment Services has seen much success with new innovations and continuing services for students.

**What's New in Enrollment Services**

**Web Registration** - 6600 students register for classes through ACCESS.SMU. Students in AARO where shown how to enroll and make changes to their schedules through ACCESS.SMU while meeting with their advisor.

**Student Accounts** - provided electronic options. Students can View Your Account through ACCESS.SMU to get the most up to date information on charges. Families can pay their account through WEBPAY and students can have their refund transferred directly to their bank account.

**Cancellation Process** - has been transformed into an electronic process that provides information in real time and removes negative service indicators automatically when the student's account balance is zero.

**Graduate/Profession Financial Aid Counselors** - are available to students in offices in Storey Hall and Fincher. Winn Perdue works with Law, Dedman, and MLA students and Barbara Waters works with MBA, Theology, Arts, and



**Quotation of the Month**

A problem is a chance for you to do your best.  
*Duke Ellington*

**Survey Card Comments from Perspective Student**

I feel SMU is a prestigious university that will help fulfill all my aspirations of becoming a successful individual.

Your admission/marketing materials are great!

Thank you for the efficiency and organization with which your admission committee handles applications.

SMU really stood out as one of the best schools in terms of the quality of its recruitment efforts.

Personal attention was very attractive.

SMU was by far our best experience in our college search. The tour of campus and information session that we attended was also very helpful. We have another daughter who will be applying in a few years and we hope our finances have improved enough to seriously consider SMU once again. Thank you so much for all the assistance during this exciting process.

Financial Aid Counselor was very helpful.

Our tour guide was extremely nice and informative.

I appreciate the patience of the transfer admission staff . . . Attention and concern was shown when I visited the campus.

Engineering graduate students.

**SMU as Lender** - program has exceeded all expectations and provides graduate and professional students with a loan option that folds back the processing fee so that student receive a 100% of loan funds through this program.

**Midwest Regional Recruiter** - is now located from a Chicago base. Jill Sangle will represent the Undergraduate Admission office from Saint Louis to Milwaukee.

**Continuing Excellence**  
**May Commencement** - saw 1742 students receive degrees.

**Transcript Evaluation** - was done by the Transfer Admission and Records staff. More standardization of evaluation has made the process more efficient.

**First Year Student Profile** - shows that students admitted to SMU have stronger and stronger academic skills and preparation.

Advisors like Ginger and Irma played a positive role in my decision to attend SMU.

My experience with transfer admissions was positive and the sincerity and effort put forth by all I came in contact with was the main reason I chose to attend.

Barrie Glasscock was exceptionally helpful.

The service and help at the enrollment services was very good.

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Honor those we have lost by celebrating what we have.

