VIPs - Very Important Ponies

Some of our VIPs this month are:

A family with a prospective student came to SMU for a visit on Friday, June 14th (Hat Day). They had been scheduled for the 11am tour and the 1pm information session but something came up and they could not stay. We put them on the mailing list and gave them an information package. Upon leaving I heard them remark, “I like this school better (than TCU), they have spirit and seem to have fun.”

Stephen Forrest came up front (Transcript counter) one day last week and saw we were extremely busy on a day we did not have a temp. He helped us hand out graduation tickets. He came up front multiple times over the last week and most times he would stop to help get the ticket line down.

June Williams and Alyce Anderson volunteered to help with Commencement. Their help was greatly appreciated.

Pat Woods volunteered to host the Baccalaureate Simulcast. I appreciated her help with the families that could not be seated in McFarlin.

Betiel Hailemichael got a phone call from one of her Houston South students. The student was needing assistance getting a transcript. Betiel helped the student by completing the transcript form and submitting it to the Registrar's Office. She asked a member of the Transcript and Certification team if they could contact the student to settle the request and send it out.

Lillie Rose stopped what she was doing to help a student who was auditing classes get his questions answered. She called around campus...
Donna Rodriguez, Student Accounts Specialist/Front Desk

Cary Shumate, taking over mail processing in IP

Diana Russell, Assistant Director of Undergraduate Admission - moving her base to Dallas and 103 Perkins Administration Bldg.

Chris Salone - has been promoted to Senior Student Financial Specialist

New Team - Deveron Ellison has been promoted to Assistant Director in SFS, heading a team that includes Bimpe Ayanwola and Eartha Walls.

STAFF LEAVING
Mike Holt, Information Processing
Nena Case, Information Processing
Julie McWhirt, Admission
Ramiro Gauna, Student Financial Services

NEW STAFF
Cindy Detgen, Financial Aid Counselor
Samantha Stalnaker, Financial Aid Counselor
Alison Odum, Information Processing Specialist
James Swenson, Student Accounts Specialist

ANNIVERSARIES
John Hall - 31 Yrs!
June Williams - 21 years
Susan Evans - 17 years
Mike Novak - 13 years

finding answers for him so he would not have to wonder around.

Christina Little overcame great fears and did a wonderful job at Mustang Mondays on June 24th. She did a great job.

Mike, Peggy, Stan, and June - thanks for setting the stage and supporting your staff at all the training and meetings. You are great role models. You prove that these training are not above the management staff.

Eartha Walls stayed late on a Friday night in order to help a student get her refund check so that the student could pay her bills.

Chadd Bridwell and Jim Bryan helped me direct a student to the correct person when I did not have a clue what she was talking about. She walked away happy and I now know where to send students if I get that question again.

I want to give Thomas Frazier snaps for all the work that he does. He has been extremely helpful with answering questions and helping me troubleshoot through problems. He has an amazing gift of patience and I wanted him to know I really appreciate him helping me during this steep learning curve.

Innovation in Enrollment Services
Moving Deeper into the Electronic Age

After the wonderful success of the Online Registration process, Enrollment Services has implemented three more electronic options to enhance the availability of online services to our students.

View Your Account - Through ACCESS.SMU students may access a copy of their student account of charges through the SMU website. Whenever a charge is posted to the student's account - i.e. registering for classes, dropping or adding a class, or charging books to your account at the SMU bookstore, the View Your Account screen is automatically updated. Likewise, whenever a payment is posted to a student's account it will appear on View Your Account. The student can navigate to the View Your Account screen from ACCESS.SMU by going into the "Student" information and clicking on "Financial Services" and in the dropdown menu selecting “View Your Account.”

Payment By Web - From View Your Account, students may link to the Webpay screen to make a credit card payment to their student account. Students also may link to Webpay through the “Optional Fees” screen in ACCESS.SMU or anyone can make a credit

Quotation of the Month

I think Smithers picked me because of my motivational skills. Everyone says they have to work a lot harder when I'm around.

Homer Simpson

Look at a day when you are supremely satisfied at the end. It's not a day when you lounge around doing nothing; it's when you've had everything to do, and you've done it.

Margaret Thatcher
card payment through www.smu.edu/webpay.asp. Payments through Webpay will be posted to the student account every hour from 8am to 9pm day. When the payment is posted, if it resolves a negative Service Indicator, the Service Indicator will automatically be removed from the student’s account after the payment is posted. Encourage the student to wait about two hours after making a Webpay-ment to try to use the Online Registration system. Payment made after 9pm, will not be posted to the student’s account until 8am the next morning at which time the Service Indicator will be removed. Confirmation of the Webpay-ment will be sent to the student’s SMU e-mail account or to an account entered on the Webpay screen.

**eRefund** - It is as easy as 1, 2, 3 for students to have their Refund deposited directly to their bank account. Students must complete and submit the eRefund Authorization Form that is available at www.smu.edu/bursar/erefund or in Enrollment Services. (Parents cannot sign up for Direct Deposit) Students using eRefunds will receive their Refund Check more quickly and the funds will be available for their use more easily.

**eRefund Contest** - As a further incentive to get students to use eRefunds, students completing the eRefund Authorization Form automatically will be entered into a drawing for great prizes donated by SMU and local businesses. Staff also may win. You can get copies of the eRefund Authorization Form from Dewayne Espinosa (in 104 Perkins Administration Bldg). If you give a form to a student, write your name in the space provided. All forms submitted will be tabulated by staff member’s names. The top 6 staff who have signed up students for eRefunds will receive a prize. Prizes for staff include Hotel stays for a get away weekend, dinners, gift certificates, and much, much more. Check out the eRefund website for more details on the eRefund program.

**eInvoicing** - After Invoices are mailed to students registered for Fall 2002 by the middle of July, an Account Summary of charges will be sent to the student’s SMU e-mail address. This will make it easier for students to quickly forward this to the proper person and/or address. There also will be a link to the Webpay site so that students or families can just click and pay - no need for stamps or for waiting in line.

**How will they know** - Students are being notified of all of these new electronic options every way we can think. In the Invoices that
are mailed in July will include information on all of these options including our brochure "Easy Money" on the eRefund program.

All graduate/professional and First Year Students were sent a postcard announcing these options. Also First Year students will be given training with several of these options when they meet with their Academic Advisors at AARO. The Division of Enrollment Services will run several advertisements in the Daily Campus to alert continuing students to appropriate websites related to these programs.

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**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.

**42 Minutes and Holding . . . .**
Okay, this is a humorous article. Just something funny to give you a smile. So take it in the spirit in which it is presented.

**Follow Up on the Fish, again!**
Attached are the things to which you "committed" from our last Division staff meeting. We have done some of them, Hat Day and Name Tag Day - Thanks, June Hagler and everyone! Keep your eyes on the fish!
1st Annual Executive Directors Pancake Breakfast
July 2, 2002

Happy Birthday, America!

Can you tell, these were on sale?

I think we found the true calling of our Leaders!

Mark Gomez beat everyone to the front of the line --
What a great way to start the day.

Do we really have this many people in DES?

"Sarah, do you think this is okay to eat?"  "Is there anything left?"