

# 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 VIII Summer 2002



## Team Of the Six Months

### Transfer Admission

Irma Herrera  
Barrie Glasscock  
Ginger Oravsky

### DIVISION MEETINGS

Next Division Staff Meeting  
- August 7 - 8:30am H-T Forum  
**Dr. Turner** - Look to the coming year.

### STAR ACHIEVEMENTS

## Welcoming the new class!

### CONGRATULATIONS

**Stephanie Nonnemacher**  
-birth of her niece Taylor Rose-Lynn Ann-Marie Watson on June 27th

**Ginger Oravsky** - entering the doctoral program in Higher Education at TxA&M Commerce

### STAFF CHANGES

**Shirley Lin**, Federal/State Grant Specialist

## 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 14<sup>th</sup> (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

## Division Highlights

### Important Dates and Things:

**Payment Due Dates** - August 5  
**Aid Disburse to accounts** - August 12  
**Residence Halls Open** - August 18  
**First Day of Class** - August 22  
**Last Day to Drop/Add** - August 28  
**Labor Day Holiday** - September 2

### First Annual Executive Directors Pancake Breakfast



Ben Moss getting this group organized! Click on photo for more.

### Enrollment Services Shirt

The shirt order is in. Deveron thinks/hopes that we will have our new DES Twill shirts by the end of July.



### AARO Schedule - at a glance

**First Day**  
7:30am Check In - McElvaney  
8:15am AARO Group Meeting

**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.

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**STAFF LEAVING**

**Mike Holt**, Information Processing

**Nena Case**, Information Processing

**Julie McWhirt**, Admission

**Ramiro Gauna**, Student Financial Services

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**NEW STAFF**

**Cindy Detgen**, Financial Aid Counselor

**Samantha Stalnaker**, Financial Aid Counselor

**Alison Odum**, Information Processing Specialist

**James Swenson**, Student Accounts Specialist

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**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 24<sup>th</sup>. 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

Parents' Session  
9:30am Academic Assembly H-T  
10:30am Nelson Denny Test - McCord  
Parents' Session H-T  
11:30am Advisor Group Meeting H-T  
12:30pm Lunch/AARO Leaders H-T  
2:00pm Advising Appointments  
Athletic Meeting - LEC  
Housing - H-T Forum  
Talking Finances - H-T Theatre  
3:00pm Advising Appointments  
Academic Reality 101 - H-T  
4:00pm Advising Appointments  
Housing - H-T Forum  
Talking Finances - H-T Theatre  
Campus Tour  
5:00pm Resource Expo - H-T  
6:00pm Red and Blue Dinner - Lee Cnt  
7:45pm AARO Group Meeting  
9:00pm Evening Activity

**Second Day**

7:00am Breakfast - Lee Center  
8:30am Advising Appointments  
Foreign Language Testing  
Getting Involved - H-T  
Career Planning - H-T  
9:30am Advising Appointments  
Campus Issues - H-T  
10:30am Advising Appointments  
Time to Choose - H-T  
Career Planning - H-T  
11:30am Lunch/Faculty Panel - H-T  
1:00pm Advising Appointments  
CIRP Survey - H-T  
Parents' Recpt - H-T  
2:00pm Advising Appointments  
Going Greek - Act. Center  
Web Online Tutorial - PAB  
Hall Tours - H-T  
Open Houses  
3:00pm Advising Appointments  
Web Online Tutorial - PAB  
Hall Tours - H-T  
Open Houses  
4:00pm Check Out - McElvaney

**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*

Rose Johnson - 13 years

Cheryl Moore - 7 years

JoAnn Jost - 6 years

Nancy Peterson - 6 years

Susan Earp - 5 years

Eartha Walls - 3 years

Teresa Torres - 3 years

Sharla Roderick - 3 years

Diana Russell - 3 years

Dagmar Mueller - 3 years

Laura Harrington - 3 yrs

Jim Bryan - 2 years

Kelly McMillan - 2 years

Mark Gomez - 1 year

Donna Rodriguez - 1 year

Delaine Ringel - 1 year

Monica Gomez - 1 year

card payment through [www.smu.edu/webpay.asp](http://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](http://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

## BIRTHDAYS

Ginger Oravsky - July 1

Paula Anderson - July 4

Cindy Detgen - July 7

Ernie Calderon - July 9

Lillie Rose - July 9

Dagmar Mueller - July 13

Joe Muro - July 16

Dewayne Espinosa - July 18

Peggy Park - July 20

Bimpe Ayanwola - July 21

Jenny Demasi - July 26

Tiffany Hawkins - Aug 10

Jim Bryan - Aug 9

Deveron Ellison - Aug 12

Barrie Glasscock - Aug 15

Josh Ruiz - Aug 16

Sunsharae Smith - Aug 17

Ron Moss - Aug 18

Adrienne Hawa - Aug 19

Chadd Bridwell - Aug 22

Sherry Reinwald - Aug 24

Delaine Ringel - Aug 31

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.

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.



## 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?"