

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 II, Issue III March 2003



STAR ACHIEVEMENTS

Over \$11million in Spring 2003 Cancellation Cleared!

CONGRATULATIONS

Pat Woods, on the arrival of her grandson Jordan Patrick Hammer. Daughter Amy and Jordan are doing GREAT!

Jenny Demasi - welcomed the arrival of her niece in LA on Feb. 13. Jenny got to go to CA to see her brother and Isabella.

Patricia May - will be making a presentation on the eCancellation process with Peri Doan, SMU ITS, at the PeopleSoft Higher Education Users Group Conference.

WELCOME NEW STAFF

Luz Roque - Records and Diploma Specialist.

Angela Erwin - Information Processing Specialist.

Thank You

Peggy Park took the Graduate and Undergraduate FA Advisors to lunch together at the Gates to celebrate the work anniversaries of each. (many of these staff members have anniversary dates in December and January) This was a group celebration and Peggy reports that they had a wonderful time. She hopes to make it an annual event. Thanks to the Division for making it possible.

ANNIVERSARIES

VIPs - Very Important Ponies



Some of our VIPs this month are:

Summer Kocic - thanks for all of the individual session showing staff the new version 8.0 of PeopleSoft. The test drive was GREAT!

Joe Papari - [from Joe G.] Just a quick thank you to both of you [Tom Tunks and John Hall] for providing the right resources to get the job done. Joe P. had a tough job to do -- basically data conversion -- data analysis, mapping, translation values, data clean-ups, etc. [in SEVIS], which, in my opinion, is the hardest part of any implementation . . . so thanks to Joe P. for his hard work on the task. [from Tom Tunks] You're right about Joe P's role in this -- he's a star. We're in so much better shape now, both with SEVIS up and running and in general with this project.

Epi Ramirez and TICS - Thank you for your confirmation e-mail. I would like to commend you and your staff. I have recently been requesting transcripts be sent from a number of Universities and the process at SMU was BY FAR the most organized.

James Swenson - Great

Stephanie Nonnemacher - Made a presentation to the Perkins School of Theology. She received all 9's and 10's on her presentation. Good Job, Steph! We were walk ins and Stephanie was nice to help us immediately (during the lunch hour). She was efficient in her work and we were in and out in a short period of time.

Mary Beard - continues to involve herself with outstanding community service. She is committed to providing information to minorities so they understand they also have an opportunity in higher education. Thanks, Mary.



DON'T FORGET

April

Division Meeting
April 2 - A SURPRISE

Division Highlights

Important Dates and Things:

- Statements Mailed - March 17
- Financial Holds Assigned - Mar 18
- Mid Term Grads Due - March 20
- Mid Term Warning Distributed - March 21
- FAFSA Workshop - March 25,26
- Scholars Day - March 21
- Springfest - March 22
- Counselor Fly-In - March 27
- 1st Apt. Summer/Fall Enrollment - March 31
- Month End - March 31
- Mustang Days - April 3-4 and 11-12
- Last Day May Grads change I - April 7
- Mustang Monday - April 7
- Good Friday - April 18
- Last Day to Withdraw - April 21
- Deadline for FAFSA to guarantee SMU aid if eligible - May 1
- Deposit Deadline - May 1
- Examinations - May 2-8

Commencement - May 17

contact Erin O'Neil if you would like to volunteer to help.

AARO & Orientation Dates 2003

- May 27 - Summer School sts. Only
- July 7-31 - First Yr Students
- July 2 & 23 - Transfer/Readmits
- Aug. 12 - Transfer/Readmits
- Aug. 17 - First Yr. Students
- Aug. 15-17 - Mustang Corral
- Aug. 17 - Residence Halls Open
- Aug. 17-20 - One Stop Shop
- Aug. 21 - First Day of Classes

Epi Ramirez - 13 years!

Deveron Ellison - 1 year

Sarah Parsons - 1 year

Summer Kocic - 1 year

BIRTHDAYS

Mark Gomez - Mar 2

Mary Eddison - Mar 5

Marilyn Prokup - Mar 13

Laura Harrington - Mar 28

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.

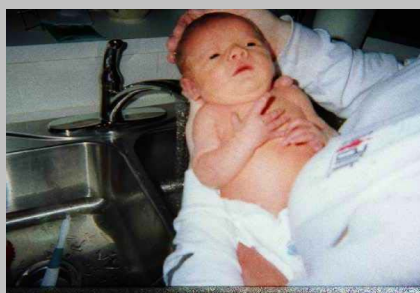
Kate Harrington and Mother



Kate and Mimi
(what a wonderful picture)



Jordan Patrick Hammer
(Grandson of Pat Woods)



CUSTOMER SERVICE

Our Life's Blood

On February 14, Donna Rodriguez, Delaine Ringel, Cristin O'Neil, and Sondra Pena attended a workshop "Knock Your Socks Off Customer Service." Peter Scott provided some wonderful tips for giving excellent customer service to even the most difficult customer. Here are a few items from the workshop. If you would like more in depth information, please talk with Donna, Delaine, Cristin, or Sondra.

Who is our customer?

Everyone from our students to the community.

Who is our competitor?

Unlike our competition in recruitment of prospective students, our competitors in customer services are the business frequented by our customers -- Restaurants, Dry Cleaners, Grocer, or maybe the local Lexus dealer since the cost will be similar.

Project a Service Personality

Whether you are talking with someone on the telephone or in person, communication comes from not only what you say (verbal) but how you say it and how you present yourself (non-verbal).

SMILE, LISTEN, FOCUS on them, make your number one goal to help the customer.

ON THE PHONE - when you need to put a customer on hold, ask his/er permission to do so. Tell the customer about how long you will have him/er on hold -- a minute can be a long time even while hearing the Pony Battle Cry. Always be the last to hang up the phone, the customer may have thought of another question.

Handling Difficult Customers

Remember your #1 intention is to help the customers. Take a deep breathe. Thank the customer for expressing his concerns. Separate the facts from the emotion -- there may be a valid problem within the emotion of the communication. Try to find the problem and what the customer needs. Let him/er vent and do not argue with him/er. Listen. Understand the situation and find an action or alternative to address the customer's need.

Deal with the Complaining Customer

Point out the legitimate problems, listen, involve him/er in the solution and thank him/er for working with you. Remember that one customer's concern represents many other who have not talked with you. Providing a solution will create a loyal and satisfied customer. The customer's concern may lead to a new process, policy or procedure.

Your Attitude is Contagious

You cannot have a negative and positive thought at the same time. Try to stay away from negative conversations or sharing your negative thoughts with others. Stay away from negative influences. Focus on the positive.

They're brickin'

Blanton Building Update

Click above for an update from the Project Teams



Blanton Cam

Quotation of the Month

Reach for the stars, even if you have to stand on a cactus.

Susan Longacre



SMU Trivia

Who were Cathy Costello, Ruth Morgan, and Carole Brandt

Answer:

Not a 60's Girl Group!

Cathy Costello was the first women to serve on the President's Executive Staff - she was the VP for External Affairs.

Stress Relievers

Breathe, Smile, Talk positive, Laugh, take a one minute Vacation, do a desk exercise.

Celebrate Your Great Work

Treat yourself or someone else to lunch, make a "brag sheet" on yourself, bring a fun toy to work to have in your office, say "thank you" to yourself.

March is Woman's History Month

Ruth Morgan was the first women to serve as Provost to the University. Dr. Morgan was a full professor in the Political Science area before join the Executive staff of A. Kenneth Pye.

Carole Brandt was the first and only woman to serve as a Dean of an Academic School at SMU. Dean Brandt remains the Dean of the Meadows School of the Arts.



STAFF DEVELOPMENT

Below are links to material celebrating Women's History Month. Click on the title of the item in which you are interested. Material is formatted so that you may print a copy.

[Emmie Baine - SMU Pioneer](#)

2003 Southern Methodist University Celebrates the 38th year of the Women's Symposium which is the longest continuously running program of it's type in the United States. This is but one of the "firsts" that Dean Baine pioneered at SMU during her tenure.

[Opening the Door for Minority Student to Higher Ed](#)

by Mary Beard

Blanton Building Project Teams

Update

Hopefully staff has begun to hear more about the move to the Blanton Building. The builders are beginning to lay the brick on the façade and DES is beginning to put together our wish list for the furnishings and equipment. Although a firm date has not been announced for the move, the next seven to ten months will go by quickly. Many changes will be made to the wish list, as the building becomes more of a reality.

The Management Staff has been meeting with SMU Purchasing to determine what current furniture can/will be moved and what new furniture will be needed. Equipment needs for the offices also are being discussed. As office areas reconfigure, shared facsimile machines, printers, copiers, etc. will be assigned and new equipment will be identified.

Facilities Project Team

Has begun discussing usage of common areas i.e. - conference rooms, break rooms, storage areas, and lobbies. The best news is we have these things! The Team also met with Lynn Gross from Telecommunications to find out that we will keep our current telephone numbers and the assignment of new number to facsimile machines will not be difficult.

Service Project Team

Is focusing on the complicated task of signage for the Blanton Building. June Hagler is hoping to arrange a tour of the Building for the Team so that they can get a better idea of the size of the self-service areas and the lobbies.

Technology Project Team

Is focusing on the types of equipment needed for common use - i.e. copiers, shared facsimile machines and shared printers. As the number of new desk top printers and other electronics are identified, the Tech Project Team will make recommendation of the equipment that will best meet our needs.

Move In Project Team

Is just getting off the ground. They will be focusing on the logistics of the move, coordination with other non-DES inhabitants of the building, and planning the party!