

# 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 VIII October 2003



## STAR ACHIEVEMENTS

**\$20million in student accounts collected for Fall 2003!**

## CONGRATULATIONS

**John Hall** has an article in the summer issue of the *College and University Journal* on how SMU handles students called to active duty in the military.

**Chris Salone** appointment to the President's Commission on Racial and Ethnic Minorities.

**Laura Del Rio** work in two task forces - one on the First Year Experience and one on Residence Hall Living requirements.

**Kathy Rowe** appointment to President's Commission on the Status of Women.

## NEW STAFF

**Cameron Clark** - SFS - Enrollment Resources

**Daniel Herrera** - SFS - Enrollment Resources

**Jared Potts** - Admission - Information Processing

## NEW ASSIGNMENTS

## VIPs - Very Important Ponies



Some of our VIPs this month are:

**Darrah Rippy** - Just a quick note to let you know that once again, Darrah Rippy and Jo Ann Tupper have done a marvelous job of training and getting the departments up to speed on ACCESS.SMU. I just ran my SOCL, checked a FERPA declaration, and ran a degree progress report. No problem. I don't know how they do it, but neither person ever seems frustrated with all of our questions, last minute demands, and outright mistakes. (Leslie Reid - English Department)

**Donna Rodriguez** - I want to commend Donna on her professionalism dealing with an agitated student today. The student was extremely angry. She came in yelling at the staff at the front desk. She then continued to yell at Donna. Donna stood quietly while the lady vented and then calmly explained that she empathized with her and understood her situation. Donna assisted her with using Web Pay to pay her parking ticket. And I think Donna even convinced her to pay for a parking sticker. All the while Donna was unflustered and friendly. Way to go Donna! That is what fabulous customer service is all about.

**Bimpe Ayanwola** - I would like to take this time to commend one of your employees for outstanding customer service. I am a graduate of the SMU Law School and have rarely received the kind of customer services I just received today. Bimpe Ayanwola has been the most amazing student loan officer who has ever assisted me with my loans. She has promptly returned all my phone calls and inquiries when others have waited weeks and in some cases never returned my calls. She has worked to address all my problems and concerns, and has followed through on everything with the account services company

## DON'T FORGET

**November  
Division Meeting  
November 5  
8:30am Blanton Meeting Rooms!**

## Division Highlights

### Important Dates

**Mnthly Statements Due** - Oct. 17  
**Manual SF Holds placed** - Oct. 20  
**Month End** - Oct. 31  
**Blanton Dedication** - Oct 31  
**DES Meeting** - Nov. 5  
**Thanksgiving** - Nov 27, 28  
**End of Term** - Dec 3  
**Final Exams** - Dec 6-12  
**UG Pymt Due Date** - Dec 15  
**Winter Break** - Dec. 22-26

### Football Schedule - Go Ponies

**Boise St.** - Oct 18  
**at Tulsa** - Oct 25  
**Fresno St.** - Nov 1  
**at Louisiana Tech** - Nov 8  
**Rice** - Nov 15  
**TCU** - Nov 29

## Movin' on Up!

**Enrollment Services will mover  
to Blanton Oct 23-27**

we will close for service at 11am on Thursday,  
October 23 and open for service on Monday,  
October 27th at 9am.

**Marc Peterson** - Interim  
Director of Financial Aid

**June Hagler** - Interim  
Director of FA Operations  
and Compliance

**STAFF PROMOTIONS**

**Kathy Rowe** - Director of  
Operations for Enrollment  
Services

**ANNIVERSARIES**

**Cathy Smith** - 15 yrs!

**Jean Porter** - 4 years

**Mary Eddison** - 1 year

**Greg Pulte** - 1 year

**BIRTHDAYS**

**Summer Kokic** - Nov. 1

**Epi Ramirez** - Nov. 5

**Regina James** - Nov. 9

**Gil Bacerra** - Nov. 15

**Steve Boykin** - Nov. 20

**Cathy Smith** - Nov. 22

**Luz Roque** - Nov. 23

**Jackie Wilborn** - Nov. 26

**Monica Gomez** - Nov. 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.

**Race for the Cure**

Breast cancer touches so  
many lives.

This fall, Angie Flores  
(Administrative Cord. in

and others involved with my loan.

Bimpe's efficiency and courtesy is a brilliant reflection on SMU's commitment to its students. It lets us know that we are part of the SMU community not only when we are tuition paying students, but after graduation as well. SMU should be proud to have such a wonderful employee as Bimpe Ayanwola.

**OUTREACH TO DISD**

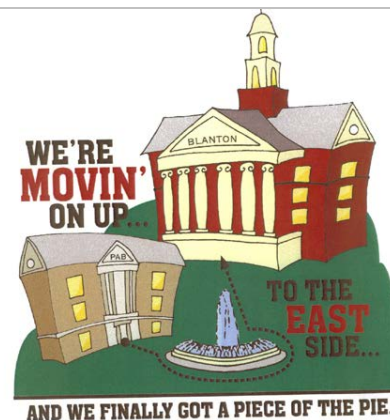
by Mary Beard

It is Monday morning, early Fall, and I am one of seven SMU staff making my way through the halls of Gaston Middle School to make a presentation with the Texas Scholars Program. The school is filled with young impressionable minds and our goal is to plant a seed of hope and encouragement in some of these future scholars to begin planning for a successful educational future.

An education initiative, Texas Scholars Program is strongly supported by the Dallas Chamber of Commerce and works to send business professionals into eighth grade classrooms to explain why taking the right courses during secondary education is an important building block for the future. My topic was dreaming and challenging yourself beyond what you think you can really do. The students were attentive and intrigued by the difference only two years can make in their potential earning capacity. While the focus is to enhance the students' experience, being a part of the program satisfies my personal desire to make a difference and help improve the quality of life for Texans.

The program's philosophy is to support students who pass academically challenging courses rather than focusing on students who achieve higher grades in less edifying classes. The difference can be significant in the quality of lives and all society. The Texas Scholars Program provides an education to prepare students to enter a technical school, a community college, a university or the work force.

**State Specific Facts—Texas:** As part of a national survey<sup>1</sup> of the fiscal and policy choices that were made by state government from 1986<sup>2</sup> to 2000, Justice Policy Institute



**Blanton Cam**

**Quotation of the Month**

"Without geography, you're  
nowhere."  
*Jimmy Buffett*



**SMU Trivia**

**When is the formal dedication of  
the Laura Lee Blanton Student  
Services Building?**

**Answer:**  
October 31, 2003 at 11am

**Who is invited?**

**Answer:**  
This is an all-university event, please  
come to share the excitement and to  
thank the Blanton family for this  
wonderful gift.

**Electronic Mail Template**

SMU Marketing and Design has  
created several templates that can be  
used by Enrollment Services in  
communicating with the SMU

Student Accounts) lost her mother to this illness. She wanted to remind everyone of the **Race for the Cure on Saturday, October 18th starting at North Park Mall**. Angie has registration forms in 104. The Susan G. Komen Foundation has raised millions of dollars to fight this illness. Each contribution makes the chances for a cure that much closer.

reports the following findings from Texas:

- In 1986, Texas spent \$3.069 billion general fund dollars on higher education and \$590 million on corrections. By 2000, Texas spent \$4.512 billion on higher education and \$2.629 billion on corrections. While Texas' general fund expenditures for higher education rose by \$1.443 million during this time period, its general fund expenditures for prisons increased by \$2.039 billion. In Texas, 67% of all state spending on higher education comes from the general fund.
- Texas increased general fund spending on higher education by 47%, but corrections spending grew by 346%. Put another way, Texas spending on corrections grew at 7 times the rate of spending on higher education during the period.

It is inspiring to see SMU committed to the success of the Texas Scholars program and the children in the Dallas Independent School District. Just imagine if the state of Texas increased funding for educational programs instead of building more prisons. Thanks to Mark Gomez, Anna Gomez and Irma Herrera from DES for their time and support! Special thanks goes out to Jerry Alexander of the Hegi Family Career Development Center for his dedicated efforts in recruiting volunteers from SMU as a part of SMU's involvement with the Dallas Chamber of Commerce.

#### Footnotes

[1] All fiscal figures are from the National Association for State Budget Officers State Expenditure Reports, 1985; 2000, and all dollar amounts are adjusted for inflation. Since national and standardized reports of state spending were used, there may be some variation between what State Expenditure Reports says a state spent, versus what that state reports in other budget documents. Some estimates were used to calculate the African American male state prison populations. Please see the methodology and notes in the full report for a more detailed explanation of data sources.

[2] As some states did not publish fiscal data for 1985, we used the next available year for those states.

[3] All Higher Education statistics are from "Losing Ground: A National Status Report on the Affordability of Higher Education," by The National Center for Public Policy and Higher Education.

community. Two of the templates will be used to communicate official university business. The E-letters will be used strategically so that when received students, faculty, or staff will know this is something to which they should pay particular attention. The E-notes template will be used for informational purposes. The E-notes may contain several messages in an effort to cut down on the number of "bulk" e-mails the Division sends.

An introductory E-note was sent to all students showing the E-letter template in order to explain how it will be used. Enrollment Services will begin to implement the Electronic Templates after the 1st of November.



## STAFF DEVELOPMENT

Click on the title of the item in which you are interested. Material is formatted so that you may print a copy.

[Polled employees call communication vital](#) - from the *Chicago Tribune*

[Whale Done!](#) - from TASFAA conference based on book by Ken Blanchard, *et al*