

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 VI Summer 2003



STAR ACHIEVEMENTS

**Financial Aid
Awarding over 20%
more completed than
this time last year!**

CONGRATULATIONS

Eartha Walls' son Bryce finally made a decision. He will continue his education in Lake Charles, LA at Mc Neese State University. He will get a degree in Communications & play basketball as starter at the position of small forward. Eartha says, "I see many road trips for the next 2 years."

NEW STAFF

Christine Sekerte - RO -
Academic Advisement
Module

Angie Flores - SFS -
Administrative Coordinator

Linsay Jackson - FA -
Undergraduate Adviser

Marcia Miller - FA -
Undergraduate Advisor

PROMOTIONS

VIPs - Very Important Ponies



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

KUDOS to Kelly McMillan from the Department of Veterans Affairs to Dr. Turner - "Thank you for the courteous assistance given our representative during his recent visit to Southern Methodist University. We especially appreciate the assistance Ms. Kelly McMillan provided during the United States Department of Veterans Affairs (VA) compliance surveys that were conducted during the visit. . . "

Congratulations on a super clean VA audit!!!!
And, in 30 years of reading VA reports I've never heard such glowing praise. Great job, and one that largely goes unappreciated, but is ever so important to SMU. Keep up the good work. (from John Hall)

James Swenson - He actually went down to check on my refund check. This was much appreciated. **Thank you for helping me with my account. I am heading to Cambridge tomorrow so I thought I had better touch base with you. I really appreciate all you have done for me. I am very impressed by the level of customer care I have received from you. I am a former Graduate School administrator, and I pay close attention to the service I give and receive. Have a great summer.**

June Hagler and Laura Del Rio - were excellent in helping with the Guildhall students.

Norm Lieber - Norm dealt very professionally with a former student today. The student was extremely rude and biting. However, Norm kept his cool, even when the man insulted him. Norm is a shining example that

DON'T FORGET

**August
Division Meeting
August 6
8:30am H-T Forum**

Division Highlights

Important Dates

Daily email invoices after - July 28
Month End - July 31
UG Payment Due Date - Aug 4
Division Meeting - Aug 6
Fall Cancellation Process begins - Aug 11
Mustang Corral - Aug 15-17
August AARO - Aug 17
Residence Halls Open - Aug 17
Convocation - Aug 20
First Day of Class - Aug 21
Last Day Enroll, Drop/Add - Aug 27
Month End - Aug 29
Labor Day Holiday - Sept 1

Football Schedule - Go Ponies

at Tx Tech - Aug 30
at Baylor - Sept 13
Okla State - Sept 20
at Nevada - Sept 27
UTEP (Family Wkend) - Oct 4
at San Jose St. - Oct 11
Boise St. - Oct 18
at Tulsa - Oct 25
Fresno St. - Nov 1
at Louisiana Tech - Nov 8
Rice - Nov 15
TCU - Nov 29

Summer Fun in DES

Chris Salone - SFS -
Training Coordinator

Delaine Ringel - SFS -
Assistant Director
Enrollment Resources

Jim Bryan - Assistant
Director UG Admission

Cathy Smith - FA -
Undergraduate Advisor

CHANGES

Cara Hendricks - FA -
Financial Aid Specialist

STAFF LEAVING

Ashley Dudley - Admission
- In House Counselor

Jon Schmidt - Admission -
Regional Counselor

ANNIVERSARIES

Susan Evans - 29 years!

June Williams - 22 years!

Rose Johnson - 14 years

Carol Morris - 13 years

Cheryl Moore - 8 years

Susan Earp - 6 years

Jennifer Russell - 4 years

Laura Harrington - 4 years

Monica Gomez - 2 years

Donna Rodriguez - 2 years

Delaine Ringel - 2 years

Jill Sangl - 1 year

Damon Wilkins - 1 year

BIRTHDAYS

Jim Bryan - Aug 9

Deveron Ellison - Aug 12

Marcia Miller - Aug 13

Barrie Glasscock - Aug 15

Josh Ruiz - Aug 16

everyone can learn from. His customer service is top notch.

Joe Papari, Monica Cordero, Darrah Rippy - Thank you for the great effort in running the dprs. We really appreciate it. Bert Greynolds (Cox School) [Joe P. shared that Monica worked through the night to get these run and Darrah stayed late and started early to help Monica.]

Rod Del Rio - Rod is always available and willing to help. He goes out of his way to help students and parents, even after hours. As a co-worker, all you need to do is ask. Thanks for all you do.

Donna Rodriguez - I think she was great with everything. Good Job!

From Transfer Admission - "We are processing transfer survey cards and noticed that several students have commented that the web site was particularly helpful . . . of course they didn't specify which part of the website. At any rate, I thought I would share the good news. One student was specific and noted: 'good pictures of campus 360 pictures.' I have not received any negative comments about the website."

Epi Ramirez - My sister, Margot asked me to email the following information to you [about her academic record]. She first wanted me to thank you in advance for your very kind willingness to handle this for her so quickly. It is a great help. Margot asked that I write and thank you again! You went way beyond the call of duty, and we are both very grateful. By the way, I graduated from SMU in 1973, and as I am sure you have already figured out, Margot and I are among the vast number of gray-haired "old ladies" who found themselves back in school after nearly thirty years out! (I went back in 1998, not even knowing how to send and email!) I hope you will have a wonderful week.

Sondra Pena - I want to thank you PROFUSELY for all of your help in processing my loan. I was able to pick up my check in the office Wednesday morning, and everything seems to be fine on my account. Ironically, the original check from 4-11-03 that you stopped payment on finally showed up in the mail the same day! Anyway, I really appreciate your efforts to track down the problem, to update me on the status, and to see this thing through to the end. Thanks, again.

Laura Phelps and Monica Gomez - What a

[click to see photos](#)



Topping off Blanton!

Blanton Building Update



Blanton Cam

Quotation of the Month

" Perfection is achieved, not when there is nothing more to add, but when there is nothing left to take away"

Antoine de Saint Exupery



SMU Trivia

What is the small structure built on top of a roof in Georgian architecture?

Answer:
Cupola

How many buildings at SMU have this feature?

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.

Poem

by Patsy Clairmont

Dust if you must. but wouldn't it be better to paint a picture or write a letter

Bake a cake or plant a seed.

Ponder the difference between want and need.

Dust if you must, but there's not much time.

With rivers to swim and mountains to climb, music to hear and books to read.

Dust if must, but the world's out there with the sun in your eyes and wind in your hair. A flutter of snow, a shower of rain. This day will not come around again.

Dist if you must, but bear in mind old age will come and it is not kind and when you go, and go you must -- You, yourself, will make more dust.

great surprise! Laura and Monica provided an ice cream break to their co-workers during the busy graduation processing period. What a nice stress reliever.

Student Financial Services - Many thanks to Student Financial Services for providing donuts one morning to the Registrar's Office during the graduation processing period. Not only was it a tasty treat (Krispy Kreams at that), but it was really nice to be recognized at that time.

Stephanie Nonemacher - Stephanie was such a help. she was very pleasant and I enjoyed meeting her and speaking with her. Everyone should know about Stephanie's kind and warm demeanor! **Thanks for getting back to me so soon. I appreciate all the help that we have received from the SMU summer school staff and financial staff. Have a great summer.**



Under Construction Coping with Change in the Workplace

If there's one thing about change that you can count on, it is that it's never far away. Some change is good, some change is bad, and some change is what you make of it. That's where I try to take control. How many times have you faced change that appeared negative, only to find out it was a blessing in disguise? So when I'm facing a change with a negative connotation, whether it is in my personal life or professional life, I always look for the silver lining. It helps my stress level, morale and performance stay on par and ultimately helps the positive changes take precedent over the negative.

I have found three articles that can help you deal with change and make it work for you. **[see articles in Staff Development Section below]** The first article deals with facing change as a part of your life; how to embrace it and more importantly, how to handle it. The second article details the best ways for management and employees to handle organizational change (sometimes, the

Answer:

Fondren Science, Fincher, Bridwell Library, Kirby Hall, Umphrey Lee, and the new Blanton Building.

SMU's 1st off site graduation - Update

E-mail from Michelle Heydenrych on Diploma Ceremony for Crew Team. "Hi, John [Hall]. Thank you so much. It was great - the girls didn't know we were getting all the academic regalia or their diplomas, so were very pleasantly surprised. I think I can safely say that our little "graduation ceremony" on Saturday night was the highlight of our trip. I had one of my rowers who has a digital camera take the photos [see below]. Thanks, again! (and if you do deliver any degrees to Hawaii I will be more than happy to go as your assistant!)



scariest of all changes). Lastly, I put in the third article in an attempt to influence you to affect change. The best way to control change is to make it yourself!

Of course reading these articles won't stop negative change from happening from time to time, but keeping in mind what we learn will help us deal with it in the best possible way and still come out on top. As the classic REO Speedwagon song says, "Just roll with the changes!"

Thinking positive ... your friend in continuous learning,

From *Emily* - National Seminar Group - Training Alert
Editor



STAFF DEVELOPMENT

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

[Facing Change!](#) - from National Seminar Group - *Training Alert*

[Dealing with Organizational Change](#) - from National Seminar Group - *Training Alert*

[Are You Trapped Inside Your Comfort Zone?](#) - from National Seminar Group - *Training Alert*

BLANTON UPDATE

Three Months and Counting

If you have not driven by the Blanton Building lately, you should! The future home to Enrollment Services is taking its place as the second main entrance to Southern Methodist University.

The cupola is in its spot, the columns are being positioned, and the grand staircase finished. Inside, walls are up, carpeting laid, and wiring strung. Logistically, the Project Teams (with the exception of Move In) have completed their work. We know what people and equipment are in each space, what telephone numbers and computers need to be ordered, how we will assign keys, where we will park, and what will be in the vending machines. Signage has been agreed upon and ordered, data ports inventoried, and faxes, printers, and copiers relocated.

The most exciting activity of the last month has been the selection of the furniture for Blanton. Six vendors submitted bids and after visiting showroom, reviewing office layouts, and discussing every option, the vendor was selected. A local company, Contracta was hired to work with SMU Purchasing to design, order, deliver, and install our furniture. The bid that was accepted will allow Enrollment Services to move into the Blanton Building with all new furniture with the exception of our desk and guest chairs. The building will blend the rich mahogany wood in the doors and the deep blue of the carpeting, with a light and more airy tone in the furniture. Of course, the highpoint will be the sun shining from all our new windows!

Our target for move in continues to be mid-October. We are hearing discussion that the University would like to have the dedication at Homecoming on November 1st. So keep that in mind - you will have to have all of your boxes unpacked!

But it will be an exciting time in the life of our Division. The Laura Lee Blanton Student Services Building is truly going to be the vision that Mrs. Blanton had - a place that students, families, and university guests will sense the quality of our institution and receive the excellent service we provide.