VIPs - Very Important Ponies

Some of our VIPs this month are:

Lauren Hanson - Having more people like Lauren Hanson would encourage people to come in to Enrollment Services. She was very helpful and willing to do everything in her power to better assist me. Lauren was wonderful.

Daniel Herrera - Daniel is awesome! He came down to my office (thrice) to show me how to use the headset for my phone. I kept apologizing profusely for all the trips he had to make but he just kept saying, "That’s ok." And then after we finally had the phone working right, he told me I could call him if I needed any more help with it. Thank you again, Daniel. Kelly McMillan

Angie Flores - You have been sooooo wonderful in helping me sort this out. I have never had a better, or expedient experience when dealing with Student Financials.

Laura Phelps Retires

Laura Phelps retires after six years with the Records staff in the Registrar’s office.

DONT FORGET
May DES Meeting
May 5
Blanton Meeting Rooms
Cinco de Mayo

Division Highlights

Important Dates
Mustang Days - April 16-17
Last Day to Withdraw - Apr 20
Last Day of Class - Apr 27
Reading Days - Apr 28-29
FAFSA Deadline - May 1
Examinations - Apr 30-May 6
Baccalaureate - May 14
Commencement - May 15
Summer Pymt Due Date - May 20

Commencement - May 14 and 15
Erin will need volunteers, so mark your calendar now.

FA Fiesta

(click on photo for more)
Laura served as a Records Specialist, began to handle all of the processing for Transfer student records and was promoted to Manager of Transfer Processing. Laura worked closely with Transfer Admission and the academic departments to determine transfer credit and equivalents. By the time she took over Transfer Processing full-time, much of the processing that was delegated all over campus became centralized under Laura.

John Hall said of Laura, "Laura Phelps arrived in the division in the early days of our PeopleSoft implementation project. We thought heaven had sent her to us. She simply did anything and everything that was asked of her! Dependable is one word that can’t be overused in describing Laura’s work at SMU."

The Division of Enrollment Services showed it’s appreciation for Laura’s work at a reception on March 26th.

**Student Financial Services Goes Paperless**

With the new enrollment period, Student Financial Services will send notification of charges to student’s SMU e-mail address ONLY. Through March, statements and invoices were sent both electronically and on paper.

The new eBilling system allows students to view their accounts online, print a statement of charges (if needed), and pay through the electronic payment system on QuickPAY.

Students also may set up a family member...
(or really anyone) as an Authorized Payer. By clicking on this option in QuickPAY, the student allows the Authorized Payer to view the student's account of charges and make a payment to his/her account. They also may ask that an electronic notification be sent to this person when the student is notified of charges to his/her account.

In response to concerns from students and families, Student Financial Services continues to work to include more credit card options through a third party vendor. Discover Card should be available soon. One additional Credit Card company is nearing approval.

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### STAFF DEVELOPMENT

**Student Employment**  *Daily Campus article*
Financial Aid Fiesta