STAR ACHIEVEMENTS

SMU has approved a relationship that will allow students/families to pay with Discover Card!

First Year Admits 3629

CONGRATULATIONS
Grandmother Faye Gough, on the arrival of her newest grandchild - Seamus Gough. Faye shares that Seamus is Irish for James (how appropriate for this time of year)

STAFF LEAVING
Phillip Burke - Refund Specialist
Melissa Stanford - Information Processing Manager

ANNIVERSARIES
Ron Moss - 11 Yrs
Mary Ann Plante - 8 years
Sylvia Wiseman - 6 years
Rod Jackson - 6 years
Ginger Oravsky - 4 years

VIPs - Very Important Ponies

Some of our VIPs this month are:

Financial Aid - We all owe a huge, huge hug to the Financial Aid folks. They have emptied out all the records in their entire area [of the Perkins attic]! The area currently marked off as "Financial Aid" can be reassigned. Thanks, Lisa Greer

Jorge Guerra - on the day of the heavy rain storm, Jorge really stepped up. He quickly took the Golf Cart to the parking garage - right as the heavens opened. He responded with a mop and bucket when the water came under the terrace doors. Jorge is a wonderful asset.

Jerrod Harrell - we really appreciate the way you are handling our admission calls. Thanks little buddy. Jennifer Russell

Student Financial Services hosts 2 day Regional Conference

DON'T FORGET
April DES Meeting
April 7
Blanton Meeting Rooms
This meeting will be a celebration of the Service Award for this Quarter.

Division Highlights

Important Dates
TxBUCS Regional - March 15-16
Mustang Monday - March 15
Scholar Day - March 19
SpringFest - March 20
Enrollment Sum/Fall Begins - March 29
Mustang Days - April 1-2
Good Friday - April 9
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-May6 Baccalaureate - May 14 Commencement - May15

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

Staff Development Day

On March 15th and 16th Student Financial Services at SMU is hosting its first Regional TX BUC$ Conference -- welcoming representatives from seven area schools -- UT Dallas, Dallas Baptist, Texas Woman’s, DCCCD, TCU, University of Dallas, and Parker College. This conference is an extension of the annual conference held each October where university bursars, cashiers and many vendors from all over Texas gather to discuss issues affecting their schools and businesses.

This year’s Regional Conference includes topics such as: Collecting past due accounts, Electronic billing and payments, and discussion of the 1098T tax reporting. SFS also welcomes the American Collector’s Association hosting a seminar to aid employees in learning and understanding collection laws. The second day of the conference will focus on management for supervisors in SFS and DES managers to refresh their leadership training and will discuss other helpful topics.

Pat Woods and her crew are excited about this conference and what meetings with other university bursars and cashiers could mean for Student Financial Services and the Division. Staff are able to share their issues with staff from other schools to see how they handle similar issues at their institution. The group can act as a local support network and bring many good ideas and solutions. Student Financial Services is hopeful that this additional conference will encourage even more sharing and will be beneficial to students all over the state of Texas.

---

Electronic Degree Progress Reports

The Division of Enrollment Services and ITS are pleased to announce that all undergraduate students can now generate a Degree Progress Report (DPR) using the self-service component of Access.SMU. Faculty advisers and academic staff can also generate a DPR using the self-service...
Customer Service workshop presented by the Organizational Effectiveness group in HR. Jerry Magar, Kathy Weir, Lorea Bell, and Jeff Stresse facilitated discussions after presenting the 5 factors of Excellent Customer Services and viewing several customer service videos.

The Division will focus on three levels of customer service. The individual's customer service, the area's customer services, and the Division's customer services. In ongoing discussions DES will develop ways to better meet the needs of our students and their families and to be responsive to these needs.

Component of Access.SMU (SA Self Service/Learning Management/Advisement/New/Drop-In Advisees. Instructions for students can be found at ... http://www.smu.edu/sas/aa/eDPRStudents.asp

Instructions for faculty advisers and academic staff can be found at ... http://www.smu.edu/sas/aa/eDPRAdvisor.asp

---

**STAFF DEVELOPMENT**

**SMU combines PS Financial Management with PS Student Administration to maximize tuition dollars.** Article from PeopleSoft Profile

---

Fashion Parade