

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 III, Issue III March 2004

Happy St. Patrick's Day



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

TEXAS BUC\$
North Texas 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

TxBUC\$ 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-May 6 Baccalaureate - May 14 Commencement - May 15

Commencement - May 14 and 15

Erin will need volunteers, so mark your calendar now.

Staff Development Day



- Rod Del Rio - 4 years
- Marilyn Prokup - 4 years
- Josh Ruiz - 3 years
- Stephanie Nonnemacher - 3 yrs
- Stephen Forrest - 2 years
- Priya Kongara - 1 year

BIRTHDAYS

- Faye Gough - April 1
- Anna Gomez - April 2
- Jill Sangl - April 4
- Laura Phelps - April 12
- Rose Johnson - April 29
- Lorinda Lamb - April 29

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.



You can donate online at <http://people.smu.edu/jtupper>

Jo Ann Tupper is participating in the American Cancer Society's Relay for Life. Her team of 10 - Team MASH will participate in a relay on the Frisco High School track from 7pm on Friday, April 30 to 7am on Saturday, May 1 - 12 hours. This is a fund-raising event in support of Jo Ann's neighbor Chris' mother who is a breast cancer survivor. Contributions are tax deductible and will help Jo Ann beat the fund-raising efforts of her husband Jim.

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.

Enrollment Services Undertakes Customer Service Training

In a continuing partnership with SMU Human Resources, the entire Enrollment Services staff participated in the newly unveiled

(click on photo for more)

Quotation of the Month

"The mediocre teacher tells.
The good teacher explains.
The superior teacher demonstrates. The great teach inspires."
William Arthur Ward



SMU Trivia



Who is this and what does she do?

Answer:

Coach Rhonda Rompola is finishing her 13th year as Head Basketball Coach for the Women's Basketball team. Coach Rompola has a 222-136 coaching record for these 13 years. Coach Rompola has taken her teams to the NIT and NCAA tournaments -- the first time SMU Women have advanced to postseason play. In 1999-2000, she was named WAC Coach of the year.

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

