DES NEWSLETTER

The Division of Enrollment Services Newsletter
Southern Methodist University
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Undergraduate Admission, Financial Aid, Student Financial Services, and the University Registrar

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VIPs - Very Important Ponies

Some of our VIPs this month are:

**Stephanie Nonnemacher** - really came through for me with one of our students with a loan problem. She went the whole nine yards to clear up the problem and the student went away happy. Thanks, Stephanie.

**Karen Sammons** - This morning I helped out processing one of the FedEx requests for a Transcript. After processing it, I had to leave before putting the notes into imaging. Karen was then processing request and noticed, by cross referencing the imaging system, that the hardcopy of the request was missing. She not only processed the request but followed up until she located the hardcopy so that the student would not be charged twice for transcript and shipping. She also made sure the FedEx going out had the correct FedEx label on the envelope because they had already contacted the student to give him the tracking number. Way to follow up, Karen.

**Cheryl Moore** - you win the prize for the most helpful and patient person I ever deal with. I am starting my 9th year at SMU and appreciate so much your rare, excellent customer service. Although I attend ACCESS. SMU classes, I use it so seldom, I am clumsy and/or lost when I try to find something, as you fully know. Again I appreciate your help and I am positive I can say the same for Dr. Caswell.
Cashiers Association (Texas BUC$) conference on Sunday, October 17th through Wednesday, October 20th. The theme of this year’s conference is, “Change, Change, Change” and will offer a number of dynamic sessions including: Challenges of the Student Business Office, Building a Collaborative Relationship with other Enrollment Service Departments and Effective Training Methods for New Employees in the Bursar’s Office. Our DES Directors and staff members will participate in several presentations at the conference.

We are proud to announce that the number of colleges and universities registered to attend the conference has dramatically increased from last year. There has also been an increase in participation from area community colleges. Over 100 attendees and over 30 vendors are scheduled to attend the 4-day event.

SMU will host a fajita dinner Sunday night. Attendees will also tour the Blanton Student Services Building. On the final night of the conference the President’s dinner will be held at the famous Gilley’s in Downtown Dallas.

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**New Wait List Option**

The Registrar’s office is beginning a pilot program using new ACCESS.SMU enrollment functionality. During Spring 2005 enrollment, students will be able to waitlist select classes. Students can add themselves to the ACCESS.SMU waitlist once a class has reached its enrollment capacity. If seats in the waitlisted class become available, students on the waitlist will automatically be added to the class according to their position on the waitlist. For more information on the classes that are part of the waitlist pilot program and for waitlist guidelines, please view the sections on wait listing under the Enrollment Information portion of the Student Tutorial, http://www.smu.edu/help/access/tutorial/student/

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**SMU Trivia**

**Question**

How many faculty members did each department have when SMU opened it’s doors in 1915?

**Answer**

Each department had one faculty member except English and History -- which each had two. John H. McGinnis was the original faculty member, coming to SMU with President Hyer.

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**STAFF DEVELOPMENT**

Below are links to material developed or collected at Professional Conference, Workshop, Seminars, Professional Journals, etc. Click on the title of the item in which you are interested. Material is formatted so that you may print a copy.