

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 VII September 2004



STAR ACHIEVEMENTS
Fall Enrollment
10,901
UG - 6,210
GR/Prof - 4,691

CONGRATULATIONS
Student Financial Services -
on adding American Express
and Discover Card to the
Credit Card options through
infiNET Solutions.

STAFF LEAVING
Delaine Ringel - Assistant
Director of Enrollment
Resources

NEW STAFF
Brad Long - Business Systems
Analyst - SFS

Shereetta Robertson -
Information Processing
Specialist - Admissions

Tifani Scarborough - UG
Financial Aid Advisor -
Financial Aid

Kurt Huie - UG Admissions
Receptionist (for June
Williams)

VIPs - Very Important Ponies



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

Refund Team (Rod Del Rio, Eartha Walls, Cindy Ruiz) - Your refund team is doing an excellent, quick job getting refunds done. Kudos to you and your staff.

Jackie Wilborn - I just wanted to take a moment to let you know what a fabulous job Jackie is doing with the Diploma processing training. I was very impressed with her overview that she gave the full team. When she was training me yesterday, She was very thorough and patient. she took the time to explain when I had an error message, why I had it and how to correct it. I really like how she is breaking down the training into steps so we don't become overwhelmed. She really knows her stuff. I also like how she made a bare bones cheat sheet version of the long policy that was great to use as a quick reference tool.

Cathy Smith - received a dozen yellow roses with the message -- to the greatest Advisor. Thanks for all your help. With heartfelt thanks.

Epi Ramirez and the Transcript Team - I wanted to let you know how much I appreciated your assistance yesterday in clarifying the status of my graduate degree. Words that come to mind are capable and efficient; plus you seem like a darn nice person. **I think that SMU's transcript service is the best of any of the schools I've attended. I appreciate it. Thanks.**

Josh Ruiz - I just witnessed Josh Ruiz handle a student at the Service Counter who had a complaint. Josh attempted several times to calm the student who was near tears and explain to her that the matter was between she and the bank. Josh even went as far as to contact the bank to verify that the funds had been

DON'T FORGET
October DES
Meeting
October 6
Blanton Meeting Rooms

We will be honoring staff
for their service to SMU.

Division Highlights

Important Dates

Sept 24-26 - Family
Weekend
Sept 30 - SF Month End
Oct 1 - FISAP Due
Oct 11-12 - Fall Break
Oct 28 - Spring
Enrollment Begins
Oct 29 - SF Month End
Nov 3 - Last day to drop a
class
Nov 5-7 - Homecoming
Nov 22 - Last Day to
Withdraw
Nov 24 - no classes
Nov 25-26 - University
Holiday
Dec 2 - Last day of
Instruction
Dec 3-4 - Reading Days
Dec 6-11 - Examinations
Dec 11 - December
Graduation
Dec 12 - Residence Halls
Close
Dec 20-24 - University
Holiday

PROMOTIONS/NEW ASSIGNMENTS

Cara Hendricks - Business Systems Analyst - Financial Aid

Mary Eddison - Federal/State Grant Specialist - Financial Aid

ANNIVERSARY Barbara Waters - 19 years

Jackie Wilborn - 14 years

Cruz Lopez - 7 years

Stan Eddy - 4 years

Darrah Rippy - 4 years

Bill Chandler - 1 year

Daniel Herrera - 1 year

Cameron Clark - 1 year

BIRTHDAY

Rod Del Rio - Aug 1

Nancy Peterson - Aug 5

June Hagler - Aug 12

Monica Cordero - Aug 26

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.

deposited. Yet, the student's emotional state was beyond her hearing what was being said. Josh remained calm and resolute as this continued for 20 minutes. Finally the student called her bank which verified what Josh had said. I commend Josh on his excellent handling of the situation.

Kelly McMillan - Congratulations on another "perfect" VA Audit conducted by the Texas Workplace Commission. Thanks for the super job you do in working with the veterans and in complying with the many and varied regulations, and keeping the records in such fine shape. Being able to enroll veterans at SMU on VA benefits is an important part of our enrollment success and financial health. Again, thanks.

Susan Earp - went way above and beyond in helping me resolve my computer issues in order to work from home. When my DSL technical support personnel wouldn't help anymore, Susan took my PC home and did not stop until my problem was solved. I can't thank her enough.

Jean Porter - I am writing to thank you for your assistance in ensuring a successful Institute on College Admission Counseling we recently directed and hosted on the SMU Campus. Thank you for your collegiality and willing assistance.

On the Road Again

As the new class is coming on campus, the Admission staff is gearing up to go off again. The month of August was spent gathering information from all parts of the University to update presentations with the most current programs, offerings, and approaches.

The last few weeks of August, Admission staff traveled in Texas meeting with prospective students and families at events called "Preview". This is an opportunity for SMU to introduce itself to students and families in selected cities throughout the state.

September has the staff traveling to Oklahoma, Georgia, Tennessee, Arkansas, South Carolina, the Texas Panhandle and throughout the Dallas metroplex. In addition SMU Undergraduate Admission has hosted two day long workshops for High School Counselors on the SAT and ACT programs. Over 250 counselors participated.

From September to December, the Admission staff will travel to all parts of the United States meeting with individual families, participating in college nights and fairs, and representing the university of High School Counselors and Administrators.

Dec 31 - University Holiday
Jan 5 - Residence Halls Open
Jan 12 - First Day of Class

Quotation of the Month

"Write it on your heart that every day is the best day in the year."
Ralph Waldo Emerson



SMU Trivia

What was Dedman College called before designated with this name? When and why was the name changed?

Answer:

University College and then the School of Humanities and Science. The name was changed in 1981 when Robert Dedman pledged \$25 million dollars to the College. The University wanted to strength the core curriculum and provide a general liberal arts program to all undergraduate students.



STAFF DEVELOPMENT