

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 VI Summer 2004



STAR ACHIEVEMENTS

Summer Collections
\$5,822,744.42

CONGRATULATIONS

Rocky Newby, and his wife Alezcia have a new baby boy, Jesse born on July 3rd.



Laura Del Rio, son Albert graduated from high school in June.

STAFF LEAVING

Linsey Jackson - Financial Aid Advisor

Winn Perdue - Federal and State Grant Specialist

VIPs - Very Important Ponies



Some of our VIPs this month are:

All who worked Commencement 2004 - Many thanks for all your hard work in making this year's commencement weekend a great success! The perfect weather certainly was nice, but I know that the perfect weather would not have mattered if it weren't for you and everything you did. I am very proud of your efforts, and the success they brought. *John Hall*

John held an Ice Cream Social to thank everyone who worked commencement.



Walter Jimenez, Jr - It was such a big help to have Walter this week. He was the one who worked up the spreadsheets on Lockheed so that I could meet the many requests that were needed. He does good work, is careful, and polite with the customers.

Angie Flores - I'm writing to let you know how impressed I am with the high level of customer service your employee, Angie Flores, has demonstrated time and time again. Because of a series of mistakes and bad information (not from Angie), my tuition bill unfortunately became overdue. Throughout all of my frustrations, Ms.

DON'T FORGET
August DES Meeting
August 4
Blanton Meeting Rooms

Division Highlights

Important Dates

- July 8 - Final Summer 2004 Invoices for all programs
- July 11 - Fall 2004 Invoices for everyone except Britain, Theology and Hart
- July 20 - June Monthly Statement Due Date
- July 30 - SF Month End
- August 2 - Transfer AARO
- August 4 - UG, UG DESS, ATHL, International Programs Fall 2004 Payment Due Date
- August 6 - Last Day of Class
- August 12-15 - Mustang Corral
- August 15 - Residence Halls Open
- August 15-18 - One Stop Shop
- August 17 - GR DESS, Grad Dedman, Grad Meadows, Grad SEAS, FT MBA Fall 2004 Payment Due Date
- August 18 - Opening Convocations
- August 18 - GR DESS, Grad Dedman, Grad Meadows, Grad SEAS, FT MBA Fall 2004 Payment Due Date
- August 19 - First Day of Classes for UG
- August 20 - July Monthly Statement Due Date
- August 27 - Law Fall 2004 Payment Due Date

NEW STAFF

Cindy Ruiz - Perkins Loan Specialist

LaToya Wilson - Student Account Specialist

Jerrod Harrell - Enrollment Resources Specialist

David Bell - Academic Records Counselor

Karen Sammon - Academic Records Counselor

Mary Compain - Academic Records Counselor

Kellen Correia - Admissions Counselor

Tiffany Hawkins - Payment Plan Specialist

PROMOTIONS/NEW ASSIGNMENTS

A number of staff changes have been made this summer. Staff have been promoted and assigned new duties.

Financial Aid

June Hagler - Assoc. Director of Graduate Student Programs

Peggy Park - Assoc. Director for Undergraduate Student Programs

Stan Eddy - Assoc. Director for Loans and Grants

Sharla Roderick - Assoc. Director for Technology

Mary Beard - Asst. Director for St. Employment and Scholarships

Cara Hendricks - UG Financial Aid Advisor

Admission

Barrie Glasscock - Sn. Asst. Director for Transfer Admission

Ginger Oravsky - Sn. Asst. Director for Transfer

Flores remained patient and helpful, and she went out of her way to help me correct the situation. She has a true sense of what "assisting the customer" is all about. Her kindness, patience, and eagerness to help were very much appreciated.

Summer of Service



The Division of Enrollment Services is not only serving the student body of SMU this summer but the community as well. In May, Enrollment Services began the Summer of Service. Each month the focus has shifted from Iraq, to the world, and then a more local focus on the Frisco, Texas.

Using Memorial Day as a backdrop, Enrollment Services adopted three military service members who are staff's family friends now serving in Iraq. From a list on the web, the staff began to collect books, CDs, DVDs, games, toiletries, snacks, and magazines. They made cards and approached the SMU Child Care Center to have the children make pictures for the service members. By the first week in June, Enrollment Services sent three boxes to each of the service members thanking them for their service to the United States of American.

One of the Service Members - Robbie -- e-mailed a picture when his boxes arrived and said that his whole unit was enjoying what was sent. His mother-in-law commented that this was the first time she had seen a smile on his face in a picture from Iraq.



Guy Cahill's parents said to thank everyone! Guy received 3 packages and was so excited...was like

August 31 - SF Month End

Sites of Summer in DES



(click on photo for more)

Quotation of the Month

"Do not go where the path may lead, go instead where there is no path and leave a trail."

Ralph Waldo Emerson



SMU Trivia

What significant event in SMUs history happened 100 years ago?

Answer:
1904

In 1904, Dr. Robert Stewart Hyer designed the first wireless station in Texas. Dr. Hyer was a science professor at Southwestern in Georgetown, Tx at the time.

New Schedule for Convocations

The time has changed this

Admission

Laura Harrington - Asst. Director for Transfer Admission

Alison Odom - Team Lead for Information Processing

Registrar

Peggy Boykin - Assoc. Registrar for Academic Records

Cheryl Moore - Assoc. Registrar for Enrollment Services

Rose Johnson - Assoc. Registrar

Erin O'Neil - Asst. Registrar for Academic Ceremonies

Kelly McMillan - Asst. Registrar for Academic Record Services

Steve Boykin - Sn. Manager

Darrah Rippey - Sn. Manager

Stephen Forrest - Sn. Manager

Jackie Wilborn - Manager of Diploma Services

Monica Gomez - Manager of Counter Services

Epi Ramirez - Manager of Transcript and Certifications

Sylvia Wiseman - Manager of Records

Greg Pulte - Manager of Imaging and Transfer Processing

BIRTHDAYS

Jim Bryan - Aug. 9

Deveron Ellison - Aug. 12

Marcia Miller - Aug. 13

Cameron Clark - Aug. 14

Josh Ruiz - Aug. 16

Christmas in July (actually I think he got them in early June). Again, he said to thank everyone and was very grateful for all your thought and prayers.

June was the Great American Bake Sale to donate money to address world hunger. Enrollment Service conducted two events to raise money. One morning staff was offered a Krispy Kreme donut and a cup of coffee for a \$1 donation. Five dozen donuts quickly disappeared. Later in the month, staff held a bake sale afternoon coffee break. Cookies, cakes, brownies, and muffins were sold with a variety of specialty coffees and iced beverages. By the end of the month, Enrollment Services sent \$235 to the Great American Bake Sale.



The Frisco Family Services Center operates a food pantry to assist homeless families. Jo Ann Tupper (Training Team) brought the Center's need for food to the attention of Enrollment Service. In July, teams on each floor of the Blanton Building will compete to fill Jo Ann's SUV with food for the Center.

The Summer of Services has been a great deal of fun for the staff and has extended the reach of Southern Methodist University around the world.

What's New in DES

Several initiatives have been undertaken or completed this summer.

All Enrollment Services Modules are applying the third bundle of Updates and Fixes to Access.smu is underway. Analysis of the fixes to be applied has been completed by the DES Modules and ITS. Reapplying required SMU customizations begins Monday, July 13 followed by two, one-week rounds of testing scheduled for July 19 and July 26. User Acceptance Testing is scheduled for Sunday, August 1.

Student Records Module has begun work on these

year. It is earlier in the day in hopes that more faculty and staff will be able to attend. We are asking staff to come out to the main quad to watch the rotunda processional and cheer the students on. There will be limited seating in the auditorium once the students are seated if anyone would like to watch the actual ceremony.

Students will begin lining up on the side of Perkins at 4:00 p.m. and will begin marching at 4:30 p.m. The ceremony will start at 5:00p.m.

If anyone from DES would like to volunteer have them contact Erin O'Neil.

ANNIVERSARIES

John Hall - 33 years

Susan Evans - 30 years

June Williams - 23 years

Sherry Reinwald - 21 years

June Hagler - 18 years

Rose Johnson - 15 years

Carol Morris - 14 years

Cheryl Moore - 9 years

Nancy Peterson - 8 years

Susan Earp - 7 years

Mary Beard - 7 years

Sunsharae Thierry - 6 years

Sharla Roderick - 5 years

Eartha Walls - 5 years

Laura Harrington - 5 years

Dagmar Mueller - 5 years

Diana Russell - 5 years

Jim Bryan - 4 years

Kelly McMillan - 4 years

Monica Gomez - 3 years

Delaine Ringel - 3 years

Sunsharae Thierry - Aug. 17

Ron Moss - Aug. 18

Mindy Lethcoe - Aug. 19

Adrienne Hawa - Aug. 19

Chadd Bridwell - Aug. 22

Sherry Reinwald - Aug. 24

Mary Compian - Aug. 25

Delaine Ringel - Aug. 31

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.

enhancements to Access.smu

- Wait list functionality delivered by PeopleSoft enables qualified students to move from "wait" status to "enrolled" status as spaces become available. A pilot program will be implemented by mid-October in time for Spring 2005 continuing enrollment.
- Partial grading for degree candidates enables faculty to see which of their students are graduating so their grades can be recorded and posted. Partial grading/posting functionality is delivered and available if entering grades on the staff side. After implementation is completed in September, it will be available to users entering grades on self-service.
- FERPA declaration/restrictions enables students to take responsibility themselves for maintaining FERPA and other related privacy restrictions using self-service. Implementation will be completed in September.

Beginning with the new admits for fall 2004, a new procedure for students receiving their password for Access.SMU was started. At this time, students are receiving their password as soon as they are admitted. This process started 4/19/2004. It was created weekly. Beginning the week of July 6, the process will be generated three times a week to accommodate for late admits. If the students misplace their password, they are to use the following website to have their password reset.

<http://www.smu.edu/help/webforms/password>.

ITS is testing a new program that will allow students/faculty/staff to reset their own password. They are hoping to have it implemented by the fall 2004 term. Please see <http://www.smu.edu/help/newsletter/> for more information

In May Financial Aid unveiled the Electronic Award Letter. First Year students were able to view their Financial Aid Award and accept or decline online. This process adds to the many other online self-service functions available to students through Access.SMU.

Student Financial Services is utilizing electronic technology to allow qualified staff to work from satellite locations. Two staff members needed to be relocated because of family moves. With the use of cellular phones and the world wide web, they can work part-time for SMU. Sarah Parson will continue to support the Student Financial Services Module while working on her Teaching Certificate and Tiffany Hawkins will provide customer service

Alison Odom - 2 years

Jill Sangl - 2 years

Cindy Detgen - 2 years

Damon Wilkins - 2 years

Lauren Hanson - 1 year

Angie Flores - 1 year

Maggie Lemmel - 1 year

Tali Koerner - 1 year

Regina James - 1 year

Mindy Lethcoe - 1 year

for the AMS Payment Plans while taking care of her new born son.

Student Financial Services also has changed their approach to customer services to AARO families by setting up appointments. Families schedule an appointment after the Financial Information session on the first day of their AARO conference to meet with a Student Account Specialist the next day. Families have appreciated being able to plan their time better by having a scheduled appointment.



STAFF DEVELOPMENT

Summer Fun in DES

Ice Cream Social for Commencement Staff



Summer of Service



