

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 IV, Issue IV April 2005



STAR ACHIEVEMENTS

Chadd Bridwell selected to serve a three year term on the Membership Committee of the National Association for College Admission Counseling.

NEW STAFF

Cheryl Swift - Student Account Specialist

PROMOTED

Maggie Lemmel - Admission Counselor

MOVED POSITIONS

Josh Ruiz - Assistant Director for Training in SFS

STAFF LEAVING

Chris Salone - Student Financial Services

ANNIVERSARIES

Peggy Boykin - 21 years!

Paula Anderson - 7 years

Erin O'Neil - 5 years

Marcia Miller - 2 years

BIRTHDAYS

Cruz Lopez - May 3

Stephen Forrest - May 7

Brad Long - May 13

Patricia May - May 20

VIPs - Very Important Ponies



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

Financial Aid Staff - My Admission colleagues join me in sending you a huge thank you for the timeliness of packaging and notifying first year students and their families of their awards for next fall. Additionally, we have received a number of compliments about your responsiveness to their follow up questions. Thank you for the incredibly important role you play in our enrollment success. **Ron Moss** I'll second that! I have personally received many compliments about your responsiveness this year also!!! **Tom Tunks**

Stephanie Nonnemacher, Financial Aid and Information Processing - I can't believe you guys are done!! I'm so amazed. That was the fastest ever! Nancy thought it would be good to let everyone know that the First Year award letters will be sent as of tomorrow (March 15) morning. This is the fastest and smoothest FA mailing ever. That was awesome! Thanks to you and your whole team for helping out! **Today Financial Aid and Information Processing were successfully able to stuff 2175 First Year Award Letters and 887 Missing Information Letters. These letters have been picked up as of 3pm and will be in the mail tomorrow! YAY!** Wow, that is awesome. You guys are to be commended for your continued hard work and a job well done!

Epi Ramirez - Thank you for your amazing customer service. Your prompt and friendly response is much appreciated.

Kelly McMillan - I just sat down to read the DES Newsletter and have to agree with EVERYTHING said by "Mark C." In all my years at SMU I have never received such outstanding service as I have with you. You have always gone the extra mile and been so quick to respond and I thank you!!!

DON'T FORGET

May 4 Division Meeting
8:30am Blanton Meeting Rooms
Service Awards Presentation

Important Dates

April 4 Enrollment opens for Summer and Fall continuing students

April 29 SF Month End

May 2 May Term Payment Due Date

May 2 - Summer International Program Payment Due Date

May 20 Monthly Statement Due Date

May 31 SF Month End

Commencement Weekend is Friday, May 13 and Saturday, May 14.

Because of the construction taking place around Moody Coliseum this year, we are in need of volunteers to be ambassadors who will greet parents and guests and assist with parking and directions. We are also in need of volunteers to assist with student and faculty line-ups.

If you are interested in volunteering please contact Erin O'Neil at oneil@smu.edu or 8-2037.

SMU Recognizes Outstanding Student Workers



Irma Herrera - May 21

Shereetta Robertson - May 22

Jean Porter - May 27

Rick Diaz - May 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.

Welcome New Facility Manager for the Blanton Building

It is a pleasure to announce the addition of a Facility Manager for the Laura Lee Blanton Student Services Building and to welcome Hiyam Abousaid to the position. Hiyam is a 2000 graduate of SMU with a Bachelor of Arts Degree in Cinema. She brings experience in facility management and event planning. Most recently, Hiyam was the General Manager of the Magnolia and the Inwood Theatres.

Hiyam's responsibilities will include reservation of space in the Blanton Building, facility maintenance, audio/visual assistance, and the list goes on.

The addition of this position and Hiyam's background will allow the Blanton Building to be a true centerpiece of the campus.



BUSINESS ETIQUETTE

This is the fourth in a series of articles by etiquette and protocol consultant Linda Tyler Rollins. Ms. Rollins is a graduate of The Protocol School of Washington and founder of Rollins Rules Etiquette and Protocol Consulting. Ms. Rollins was associated with the University of North Texas Athletic Department for twenty years before moving into consulting full time.

Ms. Rollins is available to present workshops and can be contacted through her website at www.rollinsrules.com.



Pony Protocol
by Linda Tyler Rollins

Cell It

This is not your grandmother's etiquette. It may not even be your mother's, unless you are in junior high.

Cell phone etiquette ranks high on the list of concerns when I open my lectures to questions.

Cell phones not having been invented in Grandma's day does not diminish the driving force behind the rules for acceptable behavior - respect for each other. (I must quell the urge to say, "respect and common sense" because we all know there is nothing common about sense anymore. Reality shows and lowbrow sit-coms model enough senseless behavior to prove that theory.)

Here are a few etiquette tips for cell phone behavior that you can teach to your grandmother:

1. Mute. Vibrate. Power Off. One of these features should be on in the presence of others. Develop the habit of activating one of them prior to entering a movie, restaurant, wedding (!), church (!!), yes, even the grocery store.
2. Don't answer the phone in the presence of others (in case you have not mastered rule #1). This is what voice mail is for.
3. Don't have a conversation in public. Do

Richard Herrera was named SMU's Student Worker of the Year. Richard works in the Engineering School and now will go on to compete on the regional and National level. Mary Beard, Associate Director of Student Employment and Scholarships, hosted the annual Student Work Appreciation Luncheon on April 14, 2005 in the Laura Lee Blanton Building.



Fifteen finalists (pictured here) were selected from the over 2,000 student workers that assist throughout the campus.

April 11-15 is designated Student Worker Appreciation Week. Enrollment Services wishes to thank all the students that assist in our areas as well as across the campus.

Quotation of the Month

We tire of those pleasures we take, but never of those we give.

John Petit-Senn



SMU Trivia

Question

What structure was built in 1926 instead of a much needed Library that was not built until oilman W. W. Fondren made a generous gift in 1936?

Answer

Ownby Stadium from a gift from Jordon Ownby.

Orientation Dates for 2005

May 24 - student starting in Summer

you know how loud you are? It's an invasion of privacy (mine) to impose your alleged private life on me.

4. If you are truly waiting for an important call (someone is on life support, not what to bring home for dinner) let the people you are with know you will take the call. Leave their presence to have the conversation.
5. Buy a headset or hang up and drive.

Finally, and I won't even list this one as a number since it is so obvious: Turn off your cell phone in the workplace.

Remember, "You can't play the game if you don't know the rules".

FY AARO

July 6-7
July 8-9
July 11-12 (Honors)
July 13-14
July 15-16 (Honors)
July 20-21
July 25-26
July 27-28
July 29-30
Aug 1-2

Transfer AARO

July 5
July 18-19
Aug 3

August Advising and Registration

Aug 14



STAFF DEVELOPMENT