

# 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 I January 2005



## STAR ACHIEVEMENTS

**Spring Enrollment**  
**10,265**

### STAFF MOVING

**Bill Chandler** - to Loan Specialist in Financial Aid

### NEW STAFF

**Cristina Coronado** - Loan Specialist in Financial Aid

### ANNIVERSARIES

**Irma Herrera** - 31 years

**Pat Woods** - 27 years!

**Faye Gough** - 19 years!

**Peggy Park** - 14 years

**Patricia May** - 11 years

**Adrienne Hawa** - 7 years

**Chadd Bridwell** - 6 years

**Barrie Glasscock** - 6 years

### BIRTHDAYS

**Damon Wilkins** - Feb. 1

**Mary Beard** - Feb. 1

**Chris Salone** - Feb. 3

**Erin O'Neil** - Feb. 8

**Angela Erwin** - Feb. 10

**Mary Ann** - Feb. 11

**Eartha Walls** - Feb. 16

**Daniel Herrera** - Feb. 16

**David Bell** - Feb. 17

## VIPs - Very Important Ponies



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

**Academic Records Team** - Wow, we keep doing better and better. The Fall grading period was the best ever -- more grades in earlier than ever before. Except for planned exceptions and a few independent studies grades, we are at 100%. Many thanks to everyone. Sylvia, thanks for leading this effort. The ARC's thanks for keeping on top of this. Peggy, thanks for running the posting process during the holidays. Thanks to the development team for making everything work well. Thanks to the Enrollment Team for resolving enrollment issues so smoothly. Super team effort!

**Barbara Waters** - For your oversight and direction for our students needing financial assistance, we are deeply appreciative. It is a rare individual who would go the extra mile to attend a Saturday orientation. For this equally, we cannot thank you enough. **Rie Watts**, Executive Masters Program, School of Engineering.

**Cindy Ruiz** - I find myself once again sending an e-mail to commend one of your employees. Cindy Ruiz has helped me with various issues over the last couple months, I want you to know that her performance has been exceptional. Not only is she prompt, but she's also very professional and quick to resolve any questions. Above that, she's refreshingly friendly! It's apparent that she cares to help people and that she takes great pride in what she does. I wish I could say such characteristics were typical but they're certainly not. Please pass my gratitude along to her. Coincidentally, this is only the second e-mail I've sent in my 2-year MBA experience at SMU, and the other one was about a year ago, to you (**Deveron Ellison**), regarding another of your employees. Indeed, your leadership is very effective. Thank you so much for assembling and developing such a great team.

**Kelly McMillan and Epi Ramirez** - Thank you so much. I am currently on the phone having an unpleasant conversation with the courier's manager. I put Fed Ex on hold while I confirmed with my apartment office that the package

## DON'T FORGET

**February 2 Division Meeting**  
8:30am Blanton Meeting Rooms

### Important Dates

**Jan 17** - MLK Holiday

**Jan 19** - Last day to enroll or drop without penalty

**Mar 12-20** - Spring Break

### Quotation of the Month

Two kinds of gratitude: the sudden kind we feel for what we take, the larger kind we feel for what we give.  
*Edwin Arlington Robinson*



## SMU Trivia

### Question

Who said, "While we rejoice over our success, we must remember that the task to which we have set ourselves has only begun."

### Answer

President Robert S. Hyer after the first building was built on the SMU campus. The quotation continues to have relevance as we move into our second century.

## Who is ART?

The Academic Records Team that's who! You already know us as the DES Service Counter, Transfer Processing, Transcripts/Certification and Records. We've become more versatile. We now all work under one umbrella known as the

**Charles Harper** - Feb. 18

**Joe Papari** - Feb. 19

**Cara Hendricks** - Feb. 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.



## Wait List Update

During the Spring 2005 term nine different undergraduate courses from five different subjects were part of our waitlist pilot program. On many of these classes, enrollment capacity was never reached, and therefore the waitlist function never came into play. Three of our nine sections ended up having an active waitlist. The Registrar's office ran a daily query to determine if any seats became available in classes that had a waitlist. If seats were available, the waitlist process was run to automatically add waitlisted students to the appropriate class section. In undergraduate classes, five students were moved from the waitlist and enrolled in the class by this process. In addition to the undergraduate courses, there were seven Theology class sections that were part of the waitlist pilot program. Six of the seven class sections ended up having an active waitlist, and five students were moved from the waitlist into a class via the waitlist process. Graduate Cox was also part of the original waitlist pilot program, but due to the multiple restrictions used on their class sections, Grad Cox opted to manually enroll their students whenever a space in a waitlisted class became available. The Registrar's staff will be contacting the departments with information on how to participate

arrived. It has. HOORAY! Thank you so much for all of your help with this. You and Kelly have been wonderfully patient and helpful.

**Greg Pulte** - Great! Thanks so much for your help and efficiency [with transfer credit problem for a DPR]. You rock!



## BUSINESS ETIQUETTE

The *DES Newsletter* is beginning 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 presented her workshop on Business Etiquette at the 2004 TxBUC\$ conference and also for Enrollment Services.

Ms. Rollins presents important information for success in the business world but in a light-hearted and understandable manner. We hope that you find this series useful. Ms. Rollins is available to present workshops and can be contacted through her website at [www.rollinsrules.com](http://www.rollinsrules.com).



## Pony Protocol by Linda Tyler Rollins

Whoa! "What have we here?" We have a corner of your *DES Newsletter* to dispense handy tips to hone your etiquette savvy. You will learn that "Pony Protocol" suits my alliterative purposes because the first order of business is to establish a vocabulary.

Let's travel to Webster's II to apply the first definition concerning manners.

*Manners - a way of doing something.* So you already have manners, even if you're behaving incorrectly.

*Etiquette - the forms and practices prescribed by social convention or by authority.* Now, we're getting somewhere. The rules. But wait. Rules of social practices change with the evolution of society. A critical point.

*Protocol - the strict adherence to etiquette and precedence.* If you consider military and

Academic Records Team (ART). We consist of Academic Records Managers (ARMs) and Academic Records Counselors (ARCs). Our Academic Records Counselors each have caseloads divided up by last names. They will perform daily Registrars Office functions for their Specific Caseloads. They also have specific schools for which they are the contact for diploma processing. Our ARMs oversee the daily work and assist wherever needed in addition to managing the processes specific to their function area. Additionally, Jackie Wilborn

([jwilborn@smu.edu](mailto:jwilborn@smu.edu); 214-768-2048 ) 214-768-2048) oversees diploma processing and is responsible for all schools not listed below. We are all knowledgeable in the multitude of functions, which make up the Registrar's Office and any of us would be happy to assist you. We encourage anyone who is interested in learning more about our team to contact Kelly for a tour.

**Kelly McMillan**- Assistant Registrar and Veteran's Benefits Representative Oversees ART

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**Epifanio Ramirez**- Manager of Transcript/ Certification Services

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**Sylvia Wiseman**- Manager of Academic Records

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**Monica Gomez**- Manager DES Service Counter

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**Greg Pulte**- Manager of Transfer Processing and Document Imaging

([gpulte@smu.edu](mailto:gpulte@smu.edu); 214-768-1690 ) 214-768-1690

**Luz Roque Covarrubias**- Academic Record Counselor

Caseload: E-J; X-Z Service Counter on Tuesdays  
Diploma Processing for Engineering

([lroque@smu.edu](mailto:lroque@smu.edu); 214-768-2051 ) 214-768-2051

**Mary Compian**- Academic Records Counselor

Caseload: A-D; Service Counter on Thursdays  
Diploma Processing for DCII; Theology

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in phase two of the waitlist pilot program during the Summer 2005/Fall 2005 terms.

diplomatic protocol, you will understand that these rules change as rapidly as glacial movement. (But, doesn't *Pony Protocol* sound ever so much better than *Equine Etiquette*?)

Keep this in mind until next month: *You can't play the game if you don't know the rules.* Barbara Jordan said, "If you're going to play the game, you'd better learn the rules." Do you really have the option?

214-768-4116

**David Bell**- Academic Records Counselor  
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Diploma Processing for Law; Meadows  
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**Karen Sammon**- Academic Records Counselor  
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## STAFF DEVELOPMENT