

# 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 III March 2005



## STAR ACHIEVEMENTS

P

### NEW STAFF

**Caryn Weghorst** - Admission Counselor

**Michael Gomez** - Admission Counselor

### STAFF LEAVING

**Jim Bryan** - Admission

### ANNIVERSARIES

**Ron Moss** - 12 years!

**Mary Ann Plante** -9 years

**Sylvia Wiseman** - 7 years

**Rod Jackson** - 7 years

**Marilyn Prokup** - 5 years

**Rod Del Rio** - 5 years

**Stephanie Nonnemacher** - 4 years

**Josh Ruiz** - 4 years

**Stephen Forrest** - 3 years

**Priya Kongara** - 2 years

### BIRTHDAYS

**Faye Gough** - April 1

**Anna Gomez** - April 2

**Jill Sangl** - April 4

**Rose Johnson** - April 29

**Lorinda Lamb** - April 29

## VIPs - Very Important Ponies



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

**Barbara Waters** - I am writing to let you know that one of the members of your staff, Barbara Waters, has been very helpful to me in the area of financial aid. She is quick to return phone class and e-mails. This Spring she offered to be part of our new student orientation at the Theology School, and her presentation was a wonderful addition! She has been an integral part of the financial aid team with DES and Perkins School of Theology. I wanted to make sure that you were aware of her solid work with the Theology School (both students and staff). *Tracy Anne Allred*

**Epi Ramirez** - Thanks - your students are lucky to have someone like you watching out for their best interests.

**Kelly McMillan** - My name is Mark C. and I am a May 2004 graduate of SMU. My current employer had made several unsuccessful attempts to track down my enrollment/graduation verification. Today, I had the pleasure of dealing with Kelly McMillan, an Assistant Registrar, in your office. Kelly responded to my request with promptness and politeness. Her positive attitude immediately removed my frustration. She explained what likely led to the problems my employer had in tracking down the documents, she e-mail/faxed the necessary papers immediately upon notification and she gave me a firm deadline for completing my request. I work in an industry fueled by client service, and Kelly did an excellent job in serving me today. I simply cannot say enough great things about the way she dealt with my situation this morning. Please be sure to thank her again for me. I can only hope that Kelly is teaching seminars to others about how to give great service.



## BUSINESS ETIQUETTE

This is the third in a series of articles by etiquette and protocol consultant Linda Tyler Rollins. Ms.

## DON'T FORGET

**April 6 Division Meeting**  
8:30am Blanton Meeting Rooms

### Important Dates

**Mar 12-20** - Spring Break

**March 21** Monthly Statement Due Date

**March 21** Scholar Day

**March 23** Enrollment Appoints available

**March 25** Good Friday Holiday

**April 4** Enrollment opens for Summer and Fall continuing students

**March 31** March 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 [eoneil@smu.edu](mailto:eoneil@smu.edu) or 8-2037.

### Quotation of the Month

Though we travel the world over to find the beautiful, we must carry it with us or we will not find it.

*Ralph Waldo Emerson*

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.

### FINANCIAL AID PUTS UP SOME GREAT STATISTICS

For the 2004/2005 Academic Year, SMU Financial Aid made it possible for thousands of students to attend SMU. Here are the highlights of the aid year.

- Over \$38 million in Stafford Loans processed for 3800 undergraduate, graduate, and professional students.

- Over \$17 million in PLUS loans for 770 undergraduate students.

- Over \$13 million in Private and Alternative Loans for 840 graduate and undergraduate students.

- Approximately \$11.7 million in unrestricted University merit aid and \$16 million in need based aid for approximately 1600 undergraduate students.

-Almost 1000 undergraduate students qualified for \$2.7 million in Pell Grants.

- Approximately \$6 million in TEG and Texas Grant funds to approximately 1400 undergraduate students .

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](http://www.rollinsrules.com).



#### Pony Protocol

by Linda Tyler Rollins

### Almost the Last Word in Business Casual

Let's revisit my first column regarding the term *etiquette* in order to explore *Business Casual Fridays*. If we agree that etiquette is based on the rules and conventions of society, then we can conclude that acceptable corporate dress evolves with the changing times. Business casual is now a part of corporate culture.

One purpose of the business casual trend is to help improve morale by offering employees a wardrobe break, a perk. The problem with any new idea is the time and effort involved to work out the details. What appears to be a good benefit for the staff can easily turn into a distracting, if not detrimental dilemma for everyone.

Listed below are a few specific etiquette tips for those who have taken business casual to an extreme, *I-just-rolled-out-of-bed*, look:

#### NO:

- Jeans
- Athletic shoes
- T-shirts
- Tank tops
- Sweatshirts
- Sandals
- Tight skirts
- Short skirts
- Revealing necklines

#### YES:

- Clean
- Pressed
- Polished
- Conservative

Dress for the workplace, not a patio party. What message do you send with your wardrobe? Sloppy? Lazy? Careless? Clueless?

If jeans are permitted during business casual day, they must have a waistband at the waist, fit properly, be clean and still be in one piece. If celebrities are the authority for your dress code, you may be selecting inappropriate models.



## SMU Trivia

### Question

When was the first AAARO program?

### Answer

1967 is the first summer with recorded attendance a Advanced Academic Advising, Registration, and Orientation.

### Orientation Dates for 2005

May 24 - student starting in Summer

#### 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

Student workers take note: You are being paid for your services, and an essential element for accepting a job is also accepting the rules of the corporate environment. Some of the trendy campus attire is not appropriate in the office.

Supervisors: Set a standard and be willing to enforce it. Keep it simple. Nobody wants to waste time being "The Clothing Cop". Set standards which reflect the region and the corporate culture. When in doubt, err on the professional side of dressing.

There is no last word in business casual. Times change. Fashions change. However, good judgment and professionalism do not change.

**And that's my last word...today.**



## STAFF DEVELOPMENT