

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 IX November 2005



Happy Thanksgiving



STAR ACHIEVEMENTS

5179 enrolled for spring 06!
does not include
First Year students

NEW STAFF

Lydia Babbitt - Federal/State Grant Specialist

STAFF LEAVING

Cameron Clark - Enrollment Resources Specialist

ANNIVERSARIES

Charles Harper - 47 years

Anna Gomez - 8 years

BIRTHDAYS

Kathy Rowe - Dec. 3

Kelly McMillan - Dec. 18

Laura Del Rio - Dec. 19

Cheryl Moore - Dec. 20

Shannon Grandberry - Dec. 26

Taylor Young - Dec. 26

Rod Jackson - Dec. 31

If you are not on the list and should be, let Kathy know..

VIPs - Very Important Ponies



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

Financial Aid Staff - thank you so much for the breakfast. It was a wonderful surprise and tasted good, too. What a great way to begin the day. *Student Financial Services*

Enrollment Resources - Thanks Irma and ER. This really helps. John Hall

Please tell your staff thanks for the assistance in contacting the Kartina students about their plans for next term. Cheryl Moore



BUSINESS ETIQUETTE

This is the next 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.

A huge thank you to Linda for her insights and advise.

DON'T FORGET
December 13th Division
Holiday Luncheon
12noon Blanton Meeting Rooms



Important Dates

Nov 18 - Last day to withdraw

Nov 23 - no classes

Nov 24-25 - University Holiday

Dec 1 - Last day of instruction

Dec 2-3 - Reading Days

Dec 5-10 - Exams

Dec 10 - December Graduation

Dec 11 - Halls Close

Dec. 26-30 - University Holiday

Quotation of the Month

Who does not thank for little will not thank for much.
Estonian proverb





Pony Protocol
by Linda Tyler Rollins

Answering Your Business Phone

Isn't the Internet a great place to get the scoop about all sorts of *stuff*? "Handling Telephone Complaint Calls with Poise" by Ricky W. Telg contains some of the information I gleaned out there to share with you.

Here's the deal...just because you know how to pick up a receiver and say "Hello" is no sign that you know how to *answer* the phone. Time is money, and sloppy phone skills waste an incredible amount of time. Your caller is entitled to clearly enunciated information about who you are, and where the call may have connected. (It's hard to believe, but wrong numbers happen.)

Be sure you are up to speed with these tips:

Have a pencil and paper by your phone at all times. (A notebook is even better.)

Identify yourself and your office in a few clearly pronounced words.

Learn quickly with whom you are speaking, and write it down.

Keep your lips $\frac{1}{2}$ to one inch from the mouthpiece.

Maintain a cheerful, considerate attitude at all times.

Pronounce letters, numbers, and names clearly. Spell out what may be misunderstood. (Get the feeling I want you to grasp this enunciate/pronounce concept?)

If you must return the call (perhaps you must research a question), be sure to follow through as soon as possible. (Take notes or you'll forget.)

The person making the call should end the conversation...open the opportunity by saying, "I'm glad we could resolve the concern..." and restate the action you will take.

Say good-bye pleasantly and replace the receiver gently.

Keep a record of your calls. It should include the date, time, caller and content. (This is an essential reference guide.)

According to Mr. Telg, 55% of our message is carried through body language. Thirty-eight per cent is carried through tone of voice. Only seven percent is via vocabulary.



Halloween in Blanton



For the second year the staff of the Blanton Building, under the leadership of the *ghoulish* Kelly McMillan Milazzo, entertained the children of the SMU Child Care Center and our own little ones with a Halloween party. The event included crafts, refreshments and trick R treat time with the staff.

Thank you to all who help and all who enjoyed the party.

SMU Trivia

Question

During the administration of what SMU President did the University see 20 new building built?

Answer

From 1940 to 1954 under the leadership of Umphrey Lee, SMU saw its greatest growth.



Getting the Word Out

Each term there is an effort to get the word out to our students about important deadlines. In the spring the Financial Aid staff work hard to notify students of the FAFSA and Profile deadlines, each term the Registrar's office is contacting students and faculty about enrollment, grades, and graduation. UG Admission is focused on Early Action deadlines, application deadlines, and merit scholarship deadlines.

This fall Student Financial Services put together a Blitz Team (fashioned after the FA Blitz efforts) to brainstorm ways to inform students of the payment due dates. Under the leadership of Josh Ruiz, Eartha Walls, Paulette Caraway, Cheryl Swift, and Angie Flores are covering the campus with information.

Some of the places student's will find the payment due date are:

- *The information sleeves on the pages at the Service Counter
- *Showing on the projector in the Student Center
- *Table Tents in Java City, The Varsity, Mac's Place and Umphrey Lee
- *Flyer in Park N Pony
- *Flyers in the Residence Halls
- *Messages on ACCESS.SMU and Quick Pay websites
- *and for Parents on their website.

So pass the word --

Payment Due Date is December 19th

for undergraduates and some graduate programs.

The 55% of your message that is missing makes answering the telephone effectively quite critical.

We will look at handling complaint calls another time.

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

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STAFF DEVELOPMENT