

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 V, Issue IV April 2006



Staff News from DES

NEW STAFF

Lori Atkinson - Admission Counselor

Melissa Garcia - Admission Counselor

STAFF LEAVING

Melissa Guerra - Student Accounts

Birthdays

Cruz Lopez - May 3

Stephen Forrest - May 7

Patricia May - May 20

Irma Herrera - May 21

Shereeta Robertson - May 22

Stephany Coleman - May 24

Jean Porter - May 27

Rick Diaz - May 29

Anniversaries

Joe Papari - 26 years!

Peggy Boykin - 22 years!

Paula Anderson - 8 years

Marcia Miller - 3 years

Rehana Nayer - 1 year

If you are not on the list and

VIPs - Very Important Ponies



Some of our VIPs this month are:

Lydia Babbitt - I just wanted to let you know that Lydia Babbitt is doing an excellent job! I have been doing my Tuition Equalization Grant paperwork, and she has just been phenomenal. Evidently something happened with a fax I sent a while back, and it didn't get through. Though she did not know I had sent the fax Lydia sent a follow up email to see if I needed any additional help to get the paperwork in. So we caught the problem and all worked out well. It is great to see this level of service. Thanks again.

Greg Pulte - Thanks for your help, and persistence with these students. They're very lucky to have you on their side. Thank you for your thoughtful, helpful, and professional approach to yesterday's meeting and our transfer effort in general.

Epi Ramirez - I'll never stop singing your praises. Thanks a bunch. Thank you! I really appreciate your articulate service rendered with kindness. I am always grateful to work with you, believe me. You always stay on top of this stuff. Thank you SO MUCH for acting so quickly on my request for a statement of good standing. It is truly refreshing to have someone involved in college affairs be so considerate and kind when dealing with an anonymous student. Really, I appreciate it a lot. I'm touched that you helped me so fast and completely, when you don't even know me and really didn't have anything personally to gain by doing so.



DON'T FORGET Division Meeting May 3

Important Dates

April 24 - last day to withdraw

April 24 - Honors Convocation

May 2 - last day of instruction

May 3-4 - Reading Days

May 5-11 - Final Examinations

May 19 - Baccalaureate

May 20 - Commencement

May 21 - Residence Halls Close

May 29 - Memorial Day Holiday

Quotation of the Month

The expression of gratitude is a powerful force that generates even more of what we have already received.

Deepak Chopra



SMU Trivia

Question

What does *nunc pro tunc* mean on a transcript?

Answer

Literally translate it means, "now for then." It is used by some school to indicate that the name of a degree has been retroactively changed. SMU simply uses "redesignated."

Monday Morning Leadership

should be, let Kathy know.

Stats Fun

with your host Stephen Forrest

What's In A Name?

Since Fall 2002 (up to Fall 2006) SMU has had 13782 Undergraduate students. The most common First Names are Lauren (172) and John (219). After that we have Elizabeth, Jennifer, Sarah, Ashley, and Jessica, and Michael, Christopher, Matthew, James, and William. Pretty standard stuff.

There are 2372 instances of a name appearing just once, or at least uniquely spelled just once. There are 51 Catherine's, 2 Catharine's, 3 Cathryn's, and 1 Cathy; 114 Katherine's, 13 Katharine's, 71 Kathryn's, 1 Katherin, 2 Katheryn's, 1 Kathrin, and 3 Kathy's. There seem to be no men's name that is quite as much fun.

There are 43 Stephen's, 36 Steven's, and 1 Steve.

Student Employee of the Year



Again this year, outstanding student employees were honored at a luncheon in the Laura Lee Blanton Student Services building hosted by Mary Beard, Associate Director of Financial Aid. Tom Tunks, Associate Provost was also on hand to recognize this year's honorees.

Student Employee of the Year was **Alana Kalantzakis** of the Maguire Center for Ethics. Also honored were:

Kristina Cannon - Engineering Management, Information, and Systems
Kristyn Cobstill - Human

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.



Pony Protocol
 by Linda Tyler Rollins

E- Etiquette (It's still about respect, y'all)

Shoving, pushing and intruding the whole time, our next candidate in line for the Electronic Etiquette Complaint Department, (after cell phones, of course) sprawls e-mail.

First, let me say that e-mail is a wonderful tool, when it is used properly as a tool. It can help whittle an overwhelming *To-Do List* down to size in a very speedy, very efficient manner. Committees can meet and vote via e-mail without raising a ripple in a crowded schedule. That is so wonderful!

But, what is it about having a contact list the size of Dallas that we find so irresistible? Is it a way to tally every person we have ever met in order to see who wins the prize for most *forwards* on the team? This isn't basketball. There are rules in basketball.

If you must forward every lame joke or video that lands in your mailbox, at least follow this housekeeping rule:

Clean the page, especially if it is a business-related transmission. Scrolling through five pages of addresses to finally reach the text is a waste of time. (In this era of identity theft, please don't forward my name and address around the universe.)

On the other hand, if you are the one who is forwarding endless pages of trash to tell me that, if I don't forward your cutie-pie little missive in the next millisecond, I will

For the next several months the DES newsletter will contain leadership ideas developed in the book *Monday Morning Leadership* by David Cottrell. The book uses stories to illustrate leadership concepts. Although the book is designed to assist those in management positions improve and develop leadership skills, the concepts illustrated should be broadly interpreted and can be used by everyone. Please take time to consider how the ideas presented could be beneficial to you.

Thank you, Greg Pulte for preparing these each month.

The Fourth Monday The 'Do Right' Rule

The fourth installment presents readers with a difficult situation in which a manager must confront a star employee with a behavioral issue.

Imagine if you were in a situation in which two of the superstar performers within your organization had just left to pursue better opportunities. A third superstar performer, Michael, is very good at his job and has a good relationship with all of the members of the team. He is dependable, consistent, and knowledgeable. Sadly you have discovered that he has been drinking on the job. You have spoken with him about it, and he has said he realizes that this behavior is wrong but he is dealing with some personal issues and he is trying to cope as best he can.

You have told Michael that you understand but using alcohol during hours of operation is against the team's code of behavior and against company policy. Michael is written a warning letter stating that the next violation of this policy will result in termination.

Several weeks later, as you are walking down the hallway past Michael's office, you notice he is pouring scotch into his mug of coffee. You quickly pass by and Michael does not notice your observation. To your knowledge no one else is aware of this situation. If human resources knew you would have been asked to terminate this employee already. You feel for him because you know he is struggling and you really want to help him.

If you let Michael go, you will have three open positions and you will have lost a third superstar performer. What you want to do is to forget what you saw and hope it does not happen again.

In this situation you must consider the following issues:

- 1) Does Michael understand the organization's policy about drinking on the job?

Resources

Roxanne Dass - Maguire Center
 Kimberly Huckaby - Registrar
 Salvador Jimenez - Recreational Sports
 Danielle Parkinson - Psychology
 Brandy Leemany Taylor - Chemistry
 Paul Vattakavanich - Mustang Band
 Michelle Wigianto - Leadership & Community Involvement

Orientation Dates Announced

AARO

Summer - May 31

FY and Transfer 1 (deposit pd)
 July 5-6, 7-8, 10-11 (honors), 13-14, 17-18 (honors), 19-20, 21-22, 24-25, 27-28, 31-Aug. 1

Transfer 2 (deposit pd)

July 12, 26, Aug. 1

Intern'l St. Orientation - Aug. 10

August AARO - Aug. 13

Mustang Corral - Aug 11-13

Week of Welcome - Aug. 13-16

Mustang Stampede - Aug. 18-19

have bad luck for ten years, you deserve to have your name thrown around cyberspace.

Delete all addresses before forwarding the e-mail. Easy. Respectful.

I also just read a "Big Brother is Watching" article in *Yahoo*. Corporations are beginning to monitor non-work related computer usage. I can't say that I blame them. It's their equipment and your time they are paying for. But, let's save that for another day.

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

PARENT INFORMATION

Parent information is collected by SMU for many reasons including the various uses by Enrollment services including:

Registrar's Office— Communications regarding Honors Convocation, Honor Roll, May Commencement, December Commencement. If parents have two separate addresses, each parent will receive the appropriate communication at the address listed in ACCESS.SMU.

Student Financials—parent addresses used to verify with students for mailing refund checks.

Financial Aid—parent phone numbers are used for contact information when counselors are unable to reach the student and addresses are used to send correspondence when the counselors are unable to reach the student by phone or his/her address.

Address and biographical information is maintained in ACCESS.SMU. The parents are tied to their student when a relationship is created between the student and his/her parents. Details of the relationship is based upon biographical and address data provided by students when being admitted to the University.

Undergraduate students are required to provide a current home address and telephone number for their parents. Upon admission to the university, students will complete a parent relationship form with address information. The admissions office gives the form to Contributor Relations to process under relationships in ACCESS.SMU.

The parents biographical and address data belongs to the parent. Changes to the parent's information should be reported on the Web form found at www.smu.edu/registrar or in writing to the

Yes, he signed a document stating he understood the policy and its consequences. Are the policy and your expectations fair? Yes. So what is the right thing to do?

The right thing would be to terminate his employment despite the fact that it would put you in a situation where you have three open positions and you have lost another superstar performer.

Your job is to raise the top for long-term success, not for short term convenience. Short-term results are easy to achieve, you can threaten people, pay them more, or give them what they want. Achieving long-term results is difficult. It requires establishing a code of behavior that must be followed and providing accurate feedback. It requires delivering both positive and negative consequences based on the decisions employees make. This requires courage to do the right thing.

- 2) Do you subscribe to the 'Do Right' rule? A manager must 'Do Right' even when no one is watching! Living with the 'Do Right' rule is tough because it requires discipline, commitment, and courage.
 - 3) Do you think you are the only who recognizes the problem? Many times the manager is the last to know about a problem on a team. Usually a manager only sees a small part of the whole, like the tip of an iceberg. Above the water you only see a small piece of the ice, but what lies beneath is much larger, more powerful, and much more dangerous. The closer you are to a situation, the more you see.
 - 4) Everything counts when it comes to your leadership. If you believe ignoring the problem doesn't matter, you are wrong. You are *always* leading, even when you are ignoring the problem. Your team does not care if your organization has an ethics department or a compliance officer, what matters to your team is that you have ethics. Your team is depending on you to do what is right. Ignoring issues puts your integrity at risk. If you lose your integrity you will not be able to develop or maintain trust, the very basis of relationships. You must guard your integrity as if it is your most precious leadership possession, because that is precisely what is it!
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University Registrar. Upon receipt of the form it is submitted for processing.

