

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

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Staff News from DES

NEW STAFF

Lacy Porter - Enrollment Resources Specialist

STAFF LEAVING

Barrie Glasscock - UG Admission

Taylor Young - UG Admission

PROMOTION

Stephen Forrest - Student Records Reporting Module Lead

ANNIVERSARIES

Irma Herrera - 32 years

Pat Woods - 28 years!

Faye Gough - 23 years!

Peggy Park - 15 years

Patricia May - 12 years

Adrienne Hawa - 8 years

Chadd Bridwell - 7 years

Angela Mejia - 1 year

BIRTHDAYS

Mary Beard - Feb 1

Damon Wilkins - Feb 1

Kellen Correia - Feb 15

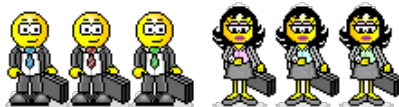
Eartha Walls - Feb 16

VIPs - Very Important Ponies



Some of our VIPs this month are:

Cindy Luetzow - Congratulations are in order! Cindy Luetzow has been accepted to TG's Financial Aid Leadership Symposium. Sixteen Texas Financial Aid Professionals were accepted to this first ever program sponsored by Texas Guaranteed Student Loan Corporation.



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

The Irate Phone Call

I have read that angry customers equate irate to "I rate". What does that mean? Being rude and

DON'T FORGET
Division Meeting February 1
8:15am Breakfast served in lobby
Provost Blocker
will be our guest

Important Dates

Jan 16 - University Holiday

Jan 17 - First Day of Class

Jan 23 - Last day to enroll

March 13-18 - Spring Break

Quotation of the Month

Reflect upon your present blessings -- of which every man has many -- not on your past misfortunes, of which all men have some.

Charles Dickens



SMU Trivia

Question

In the 1920s, half of the students at SMU were graduating from the "vocational" fields. What were the "vocational" fields?

Answer

The vocational fields (as opposed to the Liberal Arts) were business, education, journalism, physical education and home economics.

Daniel Herrera - Feb 16

David Bell - Feb 17

Charles Harper - Feb 18

Joe Papari - Feb 19

Michael Gomez - Feb 21

Cara Hendricks - Feb 26

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

Staffing Changes in Registrar's Office

John Hall, University Registrar is delighted to announce that Susan Evans has assumed responsibility for the student records operations in addition to her duties as systems module lead for student records. In her new role Susan will oversee enrollment and scheduling services, academic records services and student records systems. This change was put into motion two years ago when Susan was promoted to Director of Student Records and Associate Director of Enrollment Services, but because of issues pending on the systems side we had to phase in full implementation. John will work closely with Susan, but will not be as involved in daily operations as in the past.

In addition, John is pleased to report that Joe Papari, Director of Information Systems Support, has assumed responsibility to oversee student records data reporting, the student records component of data warehousing and student records query users. Joe will continue to oversee the Academic Advising Module, the Athletics Reporting project, SEVIS, the DES imaging system, and DES electronic hardware and software support.

And the person popularly known as the "Query Guy" and who indeed our query guru, Stephen Forrest has been promoted to Student Records Reporting Module Lead. Stephen's responsibilities include student records data reporting, the student records

obnoxious is a cry for help in a self-esteem crisis, and an irate customer has a free pass dump frustration on the person answering the phone?

Here are a few suggestions for defusing the irate caller situation. I must first remind you not to take anything personally. I know it's easy to say, but offering simple guidelines, courtesy of Professor Ricky W. Telg from the University of Florida may help.

- Above all, you must remain calm and positive in the face of an unwarranted tirade.
- Let your caller vent. Keep listening, and don't interrupt. Remember that, at the hot point, your caller doesn't want to hear anything logical, and arguing will only add to the ire.
- Don't assign blame to anyone, anywhere (even if you know the guilty party, and would love to share the information!).
- Ask questions. Restate the situation/problem, as you understand it. Taking notes is critical.
- Offer solutions and alternatives. It is essential that you make the caller feel heard and connected.
- Confirm the solution with the caller.

If the caller still insists on speaking *with someone in authority*, your handling of the initial contact may have defused the situation, and the next *authority* in line will be able to bring resolution.

Infrequently, callers may be vulgar and profane. Your department should have a policy in place for handling abusive calls. "I ask respectfully that you stop swearing." If the caller does not stop, repeat, "I am asking again that you stop swearing, or I will disconnect the call." Still no cooperation? Don't slam the phone down but disconnect. Nobody should have to tolerate swearing.

Being on the receiving end of "I rate" is no picnic. Your job is to solve the difficult challenge with grace and dignity.

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

Monday Morning Leadership

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 First Monday: Drivers and Passengers

Be a Driver (Accept Responsibility):

- Until you accept total responsibility - no matter what - you will not be able to put plans in place to accomplish your goals.
- Transitioning from manager to leader requires that you make different decisions.

What does it mean to be a driver?

Think back upon how you felt when you were first learning to drive a car. The thought of being able to drive where you wanted and when you wanted in a brand new automobile filled you with excitement. Perhaps you saved your money in order to enroll in a Drivers Education course, or you, like many of us, begged your parents to pay for Driving School for your 16th birthday.

Perhaps you have known someone or you have experienced this yourself; what happened when you got behind the wheel for the first time after getting your drivers license? The excitement took over and you zipped away speeding in your parent's car. How many times has it happened that a person new to driving has an accident immediately after receiving their driver's license? It happens more often than one might think. The main reason accidents frequently occur just after receiving a drivers license stems from the failure to understand the difference in responsibilities between being the driver and being a passenger.

The driver who has the accident fails to realize that he is no longer a passenger. Passengers are free to do a lot of things the driver can't do. As a driver, your focus needs to be on the road and

component of the data warehouse, and the development of business intelligence tools, providing query support to the student records area and managing the power query users. Stephen reports to Joe Papari. Stephen has agreed to take on this new role as we move into an era when more and more information is needed in decision making and strategic planning, as well as in daily operations.

Rose Johnson, Associate Registrar, has taken on the role of Student Records Data Quality Auditor. We've always had an eye on data quality, but as the amount of data captured have grown by leaps and bounds, and the maintenance of data has been decentralized, and the importance of data in decision making and planning has grown, we recognized the need to formalize our approach to auditing the completeness and accuracy of student records data. Rose will report to Susan Evans. Rose's vast experience with student records data makes her the ideal person for this important assignment.

As Susan, Joe and John adapt to these changes, and continue studying how we best meet the challenges of the next few years, they anticipate additional organization changes in the future.

not on the distractions. As a driver, you no longer have the right to 'mess around' - like listening to loud music and gawking at people as you drive by even though it seems okay to do that as a passenger.

The same principle applies when you become a leader. You are no longer a passenger, you become the driver. Your responsibilities increase when you become a leader, but you lose some of the rights and freedoms you may have previously enjoyed. For example, if you want to become a successful leader, you do not have the right to join 'pity parties' and talk about upper management. You also lose the right to blame others for problems within the department when you become a manager and a leader. You become the person responsible for everything that happens in your department. You even lose the right to some of your time because you are responsible for other people's time as well as your own.

Accepting responsibility necessitates adjustments. If it is raining you leave the house earlier or call and change the meeting time. The rain itself does not make you late; the rain just forces you to make different decisions.

The opposite of accepting responsibility is to find someone or something to blame, a real leader spends his time fixing problems instead of finding who or what to blame.

A final recommendation is to write down positive steps to take. When you write things down, you commit to doing them. If you simply tell yourself what you want to do, there is really no commitment to getting it done.
