

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

STAFF LEAVING

Birthdays

Jerrold Harrell - June 7
Carol Morris - June 9
Sylvia Wiseman - June 9
Pat Woods - June 11
Chris Sekerke - June 12
Lydia Babbitt - June 15
John Hall - June 18
Susan Evans - June 23
Maggie Lemmel - June 26
Stephanie Nonnemacher - June 30
Susan Earp - June 27

Anniversaries

Sherry Reinwald - 23 years!
Mary Beard - 9 years
Sunsharae Thierry - 8 years
Kelly Milazzo - 6 years
Cindy Leutzow - 4 years

VIPs - Very Important Ponies



Some of our VIPs this month are:

Cara Hendricks - was the "star" of TG. Her panel discussions and presentation were the talk of the town. Many commented that we are very lucky to have her at SMU and I said we knew it and were happy about it.

The Records and Diploma Staff had a great idea about having snacks for the schools when they came to proof the commencement program. Each of our ARC's and Jackie took time to visit with them for a bit and share a snack with them either before or after they completed their task. We received many compliments and the atmosphere was very positive and friendly during what can be considered as a 'high stress' time. I can guarantee that some of these folks will be prompt and excited when they pick up diplomas next week because we showed them how much we appreciate their time and made it fun for them to work with us.

Monica Gomez Ortiz picked up 'lunch fixings'. This worked out well since the ARC's worked through lunch assisting schools with the commencement program proofing. They were able to just grab a sandwich and chips here without having to juggle their lunch hour with the other ARC's and their school rep. visits.



BUSINESS ETIQUETTE

This is the next in a series of articles by etiquette and protocol consultant Linda

DON'T FORGET Division Meeting June 7

Important Dates

May 19 - Baccalaureate
May 20 - Commencement
May 21 - Residence Halls Close
May 29 - Memorial Day Holiday

Quotation of the Month

Anything that we can do to help foster the intellect and spirit and emotional growth of our fellow human beings, that is our job . . .
Life is for service.
Mr. Fred Rogers



SMU Trivia

Question

Emory University calls them *Corpus Cordis Aureau* - The Golden Corps of the Heart.
What does SMU call ours?

Answer

The Golden Mustangs. Alumni who graduated from SMU over 50 years ago are honored at Commencement. They process with the graduates and have special seating on the floor of Moody Coliseum.

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.

Jerrold Harrell - 2 years

David Bell - 2 years

Mary Compian - 2 years

Cindy Ruiz Castro - 2 years

Jorge Guerra - 2 years

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

Stats Fun

with your host Stephen Forrest

Pawk da ca

On October 1, 2001 there were 8437 valid SMU parking decals in circulation. In 2002 and 2003 there were 8588 and 8565 decals, respectively. Just about the same number of decals across three years.

On October 1, 2004 there were 9225 valid SMU parking decals in circulation, and in 2005 there were 9797 decals.

For 2006, will higher gas prices result in a decrease in parking decals?? Or perhaps a decrease in the size of the vehicles squeezing into those "compact car" parking spaces??

New LCD Projector in 303 Blanton

We are pleased to let you know that we were able to identify funds to have a LCD projector mounted on the ceiling in the 303 Blanton Meeting Room.

The projector uses a wireless keyboard and mouse. Users will need to furnish their own laptop. This will significantly enhance the functionality of this meeting room.

The installation should be completed within 2 weeks. Many thanks to Joe Papari and Hiyam Aousaid for getting this done.

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

Linda is on vacation. Her column will resume in the next issue.

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

Busy Time of Year in Financial Aid

The Financial Aid staff is busily awarding aid to new and continuing students. This is our awarding process for Undergraduate Students:

1. All First Year Students who have been admitted and who have Financial Aid Forms here are awarded in the latter part of March or first part of April each year.
2. Continuing Students including Continuing Transfer Students should have filed Financial Aid Forms by May 1st and are awarded, after all spring grades post, at the end of May.
3. Regular first time Transfer Students are generally awarded in June when final transcripts for their spring term is received. Those students should file Financial Aid form by at least June 1.

Graduate Students are generally awarded in June.

During July and August UG Financial Aid (Suite 119) will see students/parents at any time during business hours 9 am to 4 pm, no appt needed. If a student/parent is unable to visit our office during that time, we are available by appt. Advisers will stagger lunch hours in order to accommodate this

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 Fifth Monday Hire Tough!

- The most important asset in your organization is having the **RIGHT PEOPLE** on your team.
- Never lower your standards just to fill a position! You will pay for it later.

You may ask yourself: What is the most valuable asset in your organization? The simple response is 'People'. People are the most important resource in any organization. The people make the organization.

Now ask yourself: What is the greatest liability of your company? This question is more difficult. Perhaps providing bad service to you clients or patrons is the answer.

The answers to these two questions however speak to a more fundamental issue. The most important asset in your organization is having the **RIGHT PEOPLE** on your team. If you have the right people on your team you have a great chance to be successful. The greatest liability in your company could be having the **WRONG PEOPLE** on your team. The most important thing you can do as a leader is to hire the right people. You cannot have a strong and effective team if you have weak and ineffective people.

Managers with open positions on their teams have a great opportunity to make a big difference in the make-up of the team. A manager can add diversity, generate new ideas, and add some energy and spark by picking the right people to join the team. Many times managers want to fill the positions on their teams quickly in order to get things back to normal quickly however a manager's primary responsibility is to **hire tough**. It should become a privilege for someone to earn his or her way onto your team. If you hire tough, it will be a lot easier to manage the **right people**. The decision to make is to hire tough and manage easy, or hire easy and manage tough. The best decision to make is to take your time on the front end so that you can enjoy having the right people on your team.

The first mistake managers make in hiring tough is to not come prepared for the applicant's interview. You should not begin preparing for the interview when the candidate is in the lobby. This is not the way you want to treat someone who may become your most valuable asset. Every question should be

arrangement. In September, we will resume our walk in hours.

Financial Aid Advisers will be in attendance at each session of AARO to do a presentation and conduct an information fair.

prepared in advance so you spend your time listening and evaluating instead of trying to figure out what question you want to ask next. Another problem with interviewing is that it is always emotionally involved. The open position is taking time and energy away from you, so you want to fill the job fast. These emotions should be fought. You will be far better off taking your time.

The three rules of hiring are: Interview at least three qualified candidates for every position; interview the candidates three times; and have three people evaluate the candidates. After the initial interviews, narrow the field down to your best candidates. Be sure also to schedule interviews with candidates at times that are different from their original interview time. Since you will be working with them all day, why not see what the candidates are like at different times of the day? You may also want to allow one of your superstar team members to be involved in the interview process as well. The superstar team member may be able to give you some insight on how the candidate would fit with your current team.

If there is any question whether the person is qualified or not, pass on them and keep searching for the right person. Never lower your standards just to fill a position! You will be sorry later!
