

# 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

**Felicia Davis** - Information Processing

### STAFF LEAVING

**Kellen Correia** - moving to the SMU International Center

### Birthdays

**Summer Kolic** - Nov 1

**Gordon Brannon** - Nov 2

**Angie Flores** - Nov 3

**Epi Ramirez** - Nov 5

**Steve Boykin** - Nov 20

**Cathy Smith** - Nov 22

**Angela Mejia** - Nov 22

**Jackie Wilborn** - Nov 26

**Monica Gomez** - Nov 28

**Cristina Coronado** - Nov 29

### Anniversaries

**Cathy Smith** - 19 years

**Steve Boykin** - 7 years

**Jean Porter** - 7 years

**Greg Pulte** - 4 years

**Paulette Caraway** - 2 years

## VIPs - Very Important Ponies



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

**Tiffany Howkins** - I am writing to report to you what a wonderful experience it is for me to work with you payment specialist Tiffany Hawkins. She is not only extremely knowledgeable and capable, but also she goes the extra mile to help you. She says she is just doing her job, but my experience with her has been that she goes far beyond her job description. I hope that she can be recognized in some way for her terrific service to her clients and to SMU. *Mother of a student*

**Kelly Milazzo** - Many thanks for all your work on keeping the records and reporting on the veterans enrollment at SMU. And, congratulations on the report from the annual supervisory visit conducted by the Texas Workforce Commission. Their findings -- well there were no findings other than the records were in tip top shape -- is evidence of your commitment to the highest level of service and accountability. *Great job! John Hall. Please add my thanks and congratulations! Cheers. Tom Tunks*



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

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



## DON'T FORGET November Division Meeting November 1

### Important Dates

**Oct 30** - Enrollment for Spring 2007 begins

**Nov 1** - last day to drop a class

**Nov 17** - last day to withdraw

**Nov 23-24** - Thanksgiving Holiday

**Nov 30** - last day of instruction

**Dec 1-2** - Reading Days

**Dec 4-9** - Examinations

**Dec 9** - December Graduation

**Dec 10** - Residence Halls Close

**Dec 25-29** - Winter Break

### Quotation of the Month

Talk is cheap unless you can deliver.  
*Dana Owens (Queen Latifah)*



## SMU Trivia

### Question

How many currently employed staff have worked at SMU for 25 years or more?

### Answer

At the 2006 Staff Recognition Ceremony 67 staff were acknowledged as having 25 or more years of service at SMU. Six of those are members of the

*Pony Protocol*  
by Linda Tyler Rollins

**The Gossip Column**

This is going to be a gossip column! But wait! Before you settle in to hear me dish the dirt on your co-workers, we're going to have a vocabulary lesson. (You might have known, right?)

According to my handy dandy ever-present *Webster's*, *gossip* turns out to be a noun in definition number one. It originally meant *godparent*. Later it evolved into meaning *friend*. The derogatory use of the term meaning *a person who engages in rumor-mongering* evolved during the 16<sup>th</sup> century. It was not until the 18<sup>th</sup> century that the word *gossip* referred to the conversation of a gossip. So, a gossip now gossips.

Let's go back to the *rumor-mongering* aspect of this word. Of course, I needed to look up *monger*. The first definition is *a dealer in a particular commodity*. (I must be a manners-monger! Ok, that's a stretch, but you get the idea all of you education-mongers.) The second definition is not so much fun - *one promoting something undesirable*.

That eliminates the concept of *good gossip* that I have encountered while researching what other etiquette experts have to say about gossip. Sharing information can be a good thing. Sharing gossip is hurtful, no matter how you attempt to rationalize and justify the process.

Here's what else it does. It takes you away from focusing on the job you have been hired to do. How much time do you spend listening to gossip? How much time do you spend spreading gossip? How much time do you spend ruminating on the gossip you have just heard? If there were a Gossip-O-Meter that calculates the time you spend gossiping instead of working, and this meter automatically subtracted gossip time from the hourly rate you are paid, what would your paycheck look like? Ponder that awhile.

We need information. If a co-worker is going on maternity leave, her supervisor needs to know in order to make a plan. Any time spent on the subject beyond this fact and its impact on the distribution of the workload is unnecessary.

You know how to fill in the blank - "If you don't have anything nice to say about a person"

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

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Lydia Babbitt - 1 year

Colleen Franklin - 1 year

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

**Emergency Preparedness  
More on the DES BCP**

As you remember from the column in the September *DES Newsletter* Enrollment Services has developed a Business Contingency Plan (BCP) as a pilot for the University. SMU also is in the process of hiring a Director of Emergency Planning who will work as part of the Risk Management staff to assist in the development of BCPs in all areas of the University and to maintain our emergency preparedness.

Emergency preparedness is a rapidly evolving field that has grown to encompass three key aspects - Emergency Planning (anticipating and responding to an incident), Disaster Recovery (minimizing the loss and recovery time of technological functions), and Business Contingency Planning (minimizing recovery time for services).

The most reassuring aspect of the development of the Enrollment Services BCP is that the Division can recover quickly because our data is stored electronically. SMU's Disaster Recovery insures that web based communications and functions will be restored in a matter of hours not days. Thus the DES BCP was able to capitalize on this and focuses on gaining access to electronic records from remote locations as soon as a connection is available.

Initially senior staff will respond to the incident and work with vendors, ITS, and others at SMU to restore specific services. As the emergency resolves some function will co-locate at an off-campus site but many services can be maintained with staff working from their home computers.

As the planning expands you will be given updates from time to time. Specifics of individual

Enrollment Services staff. Charles Harper has the second longest tenure of currently employed staff with 48 years of services!

**Monday Morning Leadership**

This is the last installment in the DES newsletter of the 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.

Many thanks, Greg Pulte for preparing these each month.

**The Eight Monday  
The Learning Zone**

The eighth Monday of *Monday Morning Leadership* deals with moving from the comfort zone and living in the learning zone. Complacency is found in the comfort zone but in order to improve and fulfill your potential you must reach into the learning zone. There are three rooms in the learning zone. The first room is the reading room. It is important to read because the more you read the more you learn. The second room is the listening room. The principle reason that executives fail is that they forget to take the time to listen to their people - arrogance, out-of-control egos, and insensitivity are part of the management land trap. It is important to listen to your people. As with everything else, practice listening whenever you can. The more you listen - the more information you have - the better decisions you will make. The third room of the learning zone is the giving room. You cannot succeed without giving back. Make your legacy what you leave with others. Teach and become accountable to what you are teaching and become a life long learner.

While in the learning zone make a change by setting specific goals for improvement. Goals can become the strongest force for self motivation. Did you know that only less than five percent of all people set specific goals? And fewer than five percent will write their goals down on paper. There are four main reasons why people fail to set goals. First, they don't know the importance of goal setting. Achieving the goal is automatic. Setting the goal is the issue. Second, most people don't know how to set goals. Write the goal down on paper. By doing so, you will

staff assignments will be a part of the next steps as will be training and simulated emergency response exercises. Making sure that staff operating from home have the necessary hardware and software to function will be part of phase two.

As all of us are aware emergency planning and management has become part of our everyday life. Even though Enrollment Service is ahead of the other divisions of the university in business contingency planned we are learning that there is more to be done. SMU takes its responsibility to you and the rest of the SMU community very seriously and is sensitive to the need to include the support of your family in the creation of our plans.

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clarify the goal and commit yourself to it. The third reason deals with the fear of failure. No goals no failure right? But failure can be a prelude to success. Set goals that will help you become more successful even if you eventually fail to accomplish the goal. Finally, people do not set goals because it requires them to leave their comfort zone. This can be scary for many people because it often involves having to learn new skills.

Once goals are set, it is important to stay balanced in all areas of your life. People want to follow people who are balanced in all areas, not just work. Most people don't want to follow someone who loses their health or their family because they work all the time. Become a balanced leader and remember to stay positive. Don't give up!

A Leader Should Commit by acknowledging that:

- I am responsible for my actions and my team's performance, no matter what the circumstances.
  - I keep the main thing the main thing.
  - I have a positive relationship with my boss.
  - I escape from management land and stay in tune with my people.
  - I recognize and reward superstar activity.
  - I address problems in a pro-active manner.
  - I do what's right even when no one is watching.
  - I realize that everything I do counts toward my leadership score.
  - I hire tough.
  - I am an excellent time manager.
  - I fill other's buckets.
  - I live in the learning zone.
  - I am a positive role model for others.
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