

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 VII September 2006



Staff News from DES

NEW STAFF

Charmissa Ajakaiya - Student Account Specialist

Mirjan Laci - Student Account Specialist

Paola Sotomayor - Student Account Specialist

STAFF LEAVING

Hiyam Abousaid - Blanton Facility Manager

Staffing Changes

Monica Gomez Ortiz - Business Systems Analyst

Rehanna Nayyer - Admission Counselor

Angela Mejia - Student Account Specialist

Stats Fun

with your host Stephen Forrest

Student Headcount Enrollment Fall 2006

UG	Grad	Total
6,296	4,645	10,941

Full-time	Part-time
8,024	2,917

VIPs - Very Important Ponies



Some of our VIPs this month are:

Epi Ramirez - Thank you for contacting the Texas Medical and Dental Application Service on my behalf. I've contacted them so many times, so thank for backing me up. I appreciate your time and consideration; it means a lot to me knowing that alumni are not forgotten. *Wow, thank you very much! I am very grateful for all of your help. Hopefully everything works out fine in the end. I know you went out of your way to handle this issue, and I truly appreciate your time and consideration. It's people like you that make SMU such a great school.* Thank you again for your help, it is nice to see that SMU's business and administration are so willing to help. It really makes things go smoothly instead of everything being like pulling teeth.

Cingy Luetzow - I am writing to advise you of the outstanding work of Cindy Luetzow. I have worked with Cindy for three years and she has been unfailingly responsive, informative, helpful, cheerful and has consistently provide outstanding support through a large number of issues and challenges. I would like to thank both Cindy and SMU.

Jerrod Harrell - While you were at lunch Amy K. and her mom made it a point to come by to personally thank you for all your help. Mrs. K said that you brought resolution to a very frustrating situation. Thanks to your patience, persistence and professionalism Amy is excited to be one of our new entering transfer students. Thank you for all you do.

Cara Hendricks - The loan in bound issue has been resolved thanks to Cara's diligence and fast work getting the problem identified and resolved. Thank you to **Bill (Chandler)** for making sure the students' loan disbursements were as timely as we

DON'T FORGET October Division Meeting October 4

Important Dates

Sept 15-17 - Family Weekend

Oct 9-10 - Fall Break

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

The world steps aside to let people pass who know where they are going.

Anonymous



SMU Trivia

Question

What was the enrollment at SMU in 1915?

Answer

In 1915 when SMU opened its doors there were 728 undergraduate students and 99

Student Organizations Membership through ACCESS.SMU Self-Service

We have created a series of custom pages and tables in ACCESS.SMU to provide self-service functionality for student organization membership and travel planning maintenance. The system also provides the Emergency Response Team with access to up-to-date travel information for student organizations.

Students can view a summary of their student organizations membership as well as join student organizations using the student Self-Service function of ACCESS.SMU. Once the student has completed joining an organization, s/he will receive a pop up welcome message and will receive an e-mail confirming membership with a waiver attached. The student prints and signs the waiver then turns it into the organization president. The students can also view their participation in student organizations at SMU including the offices held and duration of their membership.

The organization officers (President, Vice President, Treasurer and the Advisor) use the Student Organization Administration pages of ACCESS.SMU to add/update general information about their organizations; to activate or remove members from the organization membership list; to provide detail information about their planned trip and create a travel roster for their organization trip. The travel roster contains only active organization members. All travel information is frozen after the trip date has passed.

The Emergency Response Team will use the Student Organizations Trip Search pages to search for trips taking place by date or city. In addition, users will be able to search for trips a student is attending or a student organization is sponsoring.

Many thanks to everyone involved specially the implementation team: Tim Moore of Recreation

could make them and for his perfection making sure all processes functioned as they were designed.

Hiyam and the CPPO Party Planners - I don't know who all the accolades go to for the very nice afternoon yesterday in the Blanton Building. I know that everyone who was able to attend (from CPPO) enjoyed themselves and truly appreciated all of you going to the time and trouble for such a nice gesture. I wanted to be certain to mention this appreciation to you and all concerned.



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

Linda is still on summer vacation. Will return soon.

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

Emergency Preparedness Creating a Business Contingency Plan

Could SMU bounce back from a devastating tornado and how long would it take?

As horrible as Hurricane Katrina was, it provided a strong lesson on the importance of emergency preparedness for colleges and universities. SMU experienced the challenges first hand through our efforts to

graduate students for a total enrollment of 827.

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 Seventh Monday Buckets and Dippers

The seventh Monday uses the analogy that every person has a bucket of motivation. The bucket can be overflowing or it can empty and desperately need to be filled. Sometimes the buckets of motivation have leaks and people with leaky buckets can lose motivation as fast as their buckets are filled.

Every person also has a dipper, in fact some people have large dippers that enjoy dipping into peoples buckets. These big dippers represent cynicism, negativism, confusion, stress, doubt, fear, anxiety, and anything else that drains a person's desire and motivation.

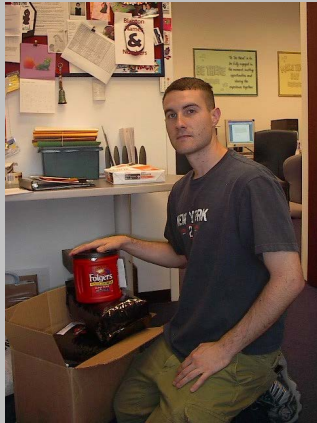
A leader's job is to keep everyone's bucket filled. The leader is the chief bucket filler and the best way to fill buckets is with excellent communication. Many times managers get caught up in 'management land' and overlook important things on the team. Here are two facts that you should not forget, regardless of your title or position.

1. 'Your scorecard as a leader is the result of your team. You are needed, you are important, but you get paid for what your subordinates do, not necessarily what you do.'

2. You need your team more than your team needs you - you need each other but cumulatively the people on your team accomplish much more than you do.'

Do not forget that your job is to help each team member become better at the job they've chosen. They have entrusted a portion of their life to you, and it's your job to help them grow, personally and professionally. 'As a leader, your job is to keep everyone's bucket filled. You are the Chief Bucket -Filler, and the best way to fill buckets is with excellent communication. There are four things you have to do if you're going to keep your team members' motivation buckets filled.'

Sports, Anel Reyna of ITS, Ryan Williams of Student Activities, Stephen Forrest of DES, David Bell of DES and Joe Papari who lead the team.



Operation Cup A Java Sending some tastes of home to his buddies

To most of us Kyle Parks is a student worker in the Records area of the Registrar's Office and an Engineering undergraduate. But he also is Senior Airman Kyle Parks of the Air Force Reserve who took a break from his education to serve a six month tour in Iraq.

When Kyle returned to SMU and his job in the Records area he also initiated Operation Cup A Java. One of the things he knew his fellow service members in Iraq missed was a cup of US coffee. So Kyle began soliciting donations of coffee to send to his buddies. Kyle collected over 700 pounds of coffee from the School of Engineering, Blanton Building occupants, Girl Scout Troop 1527 at ST. Thomas Aquinas Catholic School as well as many individual donations from friends.

On Flag Day the Blanton Building sold coffee and donuts to help pay the postage on the packages of coffee. It is estimated that over 50 packages of coffee were sent.

Kyle reports that the soldiers over seas sent letters and e-mails thanking everyone for taking the time to remember them. Kyle said, "I personally would like to thank everyone who has donated and participated in helping this become such a

assist students visiting SMU for the fall term in 2005 from institutions in New Orleans.

As the natural next step in SMU's Emergency Management Plan begun after September 11, 2001, the Office of Risk Management approached the Division of Enrollment Services to pilot the development of a Business Contingency Plan (BCP) for the Division. Enrollment Services was asked to create their plan under the guidance of the Contingency Planning Task Force chaired by Anita Ingram. The purpose of the BCP is to anticipate the response to a disaster effecting all or part of the SMU campus.

To set the context for the BCP the Task Force approached *The Weather Channel* to create a video scenario showing a tornado that touched down and destroyed much of the SMU campus. The assumption for Enrollment Services was that the Blanton Building was not accessible and the Division would not be able to retrieve anything from the building or occupy the facility for several months.

The Executive Directors of Enrollment Services charged a project team with the task of creating the BCP for the Division. Members from the four functional areas considered the impact of the tornado scenario on the business operations of Undergraduate Admission, Financial Aid, the Registrar's Office, and Student Financial Services. Two things became clear early in the process: the response of the Division was closely linked to the availability of ACCESS.SMU and the response would be directed by the time of the year the disaster occurred. Thus the BCP was constructed from the point that ACCESS.SMU was online and customized based on priorities dictated by the timing of the disaster. The BCP for Enrollment Services outlines the process through which the Division would operate to get back to normal business at an alternate work site.

The project team of 20 people involved - tech staff, managers, facilities, systems, operations staff and took 4 months - March through July 15th. From a template provided by the Task Force, Enrollment Services worked through four designated sections -- Objectives and Strategies, Procedures for Temporary Operations, Contact Lists, and Appendices. The 41 page document was supplemented with an Association Matrix showing the relations between Enrollment Services, other SMU departments, and outside vendors and contractors. In addition a process calendar was developed to show what the focus of division work is by months.

First, your team must know what the main things are that are important to doing a good job. If people do not know what the main thing is, their motivation bucket will leak. A leader who creates confusion and inconsistency has a dipper that drains people's buckets.

Second, to keep buckets filled, you need to provide the bucket holders with feedback on how they are doing. 'People need to know how they are doing all the time, not just at performance review time.' Be sincere, keep feedback specific, make feedback timely, and try to align the feedback with the receiver's value system.

The third thing needed to keep you team member's buckets filled is to let them know that you care about them and the job they do. Find those bucket fillers that work best with your team, and use them to fill their buckets.

Several actions that a manager should take to fill their teams bucket are:

- Involve people in major decisions. Listen, they often have the best ideas anyway.
- Memorize facts about the bucket holder and their family. People enjoy sharing what's happening in their families. Let them fill their own buckets while you listen.
- Make coffee for your team. Making coffee is a simple act that people appreciate!
- Ask your superstars - if they're interested - to become mentors for rising, middle, or falling stars. This is a win/win situation for everyone.
- Treat people the way *they* wish to be treated.
- Spend time with your team members. Sometimes simply being around and showing that you care about them will automatically fill their buckets.
- Send thank you notes to team members at home. People normally only get bills and junk mail at home. A positive note of recognition goes a long way to fill a bucket.

The fourth and final bucket-filling requirement is for the team to know how well it is doing as a team. Everyone wants to be on a winning team. Make sure team members consistently know whether the team is accomplishing its objectives.

If you will fulfill the four bucket-filling requirements - know the main things, give feedback on performance, provide recognition

successful event over the summer. I could not have imagined that Operation Cup of Java would have raised so much coffee." He added, "Without the generosity from the Blanton Building it would not have been possible to send all that coffee. God bless you and God bless America."

If you would like to contribute to Operation Cup A Java, please contact Kyle at kparks@smu.edu.

Piloting this effort was challenging but rewarding for Enrollment Services. This project reinforced the value of planning for such contingencies and reassured us that SMU could indeed recover effectively from a disaster as presented in this exercise.

for doing a good job, and communicate the team score - your team members will be asking you what they can do to help fill your bucket. That's the way it works. The more buckets you fill, the more your bucket is filled.'