

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 VI Summer 2006



Staff News from DES

NEW STAFF

Gretchen Voight - Assistant Registrar for Ceremonies

Annie Fitzsimmons - Admission Counselor

Sarah Spooner - Admission Counselor

Joe Davis - Admission Counselor

Brittney Joyce - Admission Counselor

Pam Fincher - Senior Business Systems Analyst for AA Module

STAFF LEAVING

Alan Bordelon - Student Financial Services

Chadd Bridwell - Admission

Diana McAfee - Admission

Michael Gomez - Admission

Chris Sekerke - Academic Advisement/Registrar

Staffing Changes

Jennifer Crosthwait - Houston Regional Admission

Stats Fun

with your host Stephen Forrest

VIPs - Very Important Ponies



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

Cheryl Swift - I would like to thank you for all your help last Saturday while we were at AARO and for your follow up with the Athletic Department to get everything worked out prior to billing coming through. It is this kind of help and attention to things that make me very happy to be sending Jaime off to Dallas to attend and swim for SMU. I am truly impressed with everyone we met at SMU and how much support and attention to details all of you do to run the university. Thank you again for everything.

Monica Gomez Ortiz - I just wanted to personally thank you and your "team" for getting the snacks for the office. I think you are really in your element with all the "details" that went into preparing everything so neatly. I know that I can say for the Records team and myself that it was a welcome and much need help during the past two week [preparing Diplomas and for Commencement]. It was nice touch and I really appreciate it.



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

DON'T FORGET
August Division Meeting
Rescheduled
more details later

Important Dates

Aug 1 - Last July AARO session

Aug 2 - Transfer AARO

Aug 3 - First Payment Due Date Fall 06

Aug 11-13 - Mustang Corral

Aug 13 - Official Opening Residence Halls

Aug 13-16 - Week of Welcome

Aug 16 - Opening Convocation

Aug 17 - First Day of Classes

Aug 23 - Last Day to Enroll

Sept 4 - Labor Day Holiday

Sept 15-17 - Family Weekend

Oct 9-10 - Fall Break

Quotation of the Month

To me success means effectiveness in the world, that I am able to carry my ideas and values into the world -- that I am able to change it in positive ways.

Maxine Hong Kingston



SMU Trivia

Summer 2006 Enrollment Reports - Release #1

The Summer I Enrollment Reports for 2006 are available here (within the "Current Term" link)

http://www.smu.edu/intranet/des/enrollment_reporting.asp

Summer Reports include Student Headcount, Credit Hours, and Degrees Awarded in May. Summer Session II numbers are included but do not become final until the second release.

Remaining Schedule:

July 03 - First day of Summer Session II classes.

July 07 - Summer II Census Date

July 11 - Enrollment Reports Release #2

New Textbook Link

Beginning on June 30, the textbook link is available through student self-serve ACCESS.SMU to assist students identifying books available for a specific class. "View Textbooks" link is available:

1. At the bottom of View My Schedule page
2. At the bottom of View My Class Schedule page
3. At the bottom of Add Classes page
4. At the top and bottom of Class Search Results page
5. At the top and bottom of Class Search Detail page
6. On the Registrar's Home Page under each available term the link "View Textbooks" appears after Campus Essentials.

This enhancement adds to the many functions that are available to assist students in the enrollment process.

Academic Advising, Registration, and

www.rollinsrules.com.

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



Pony Protocol
by Linda Tyler Rollins

Ending a Conversation Gracefully

I have stressed the importance of working a room when you are "invited/required" to attend a corporate social event. On certain occasions, your charge is to meet and greet as many guests as possible on behalf of your organization.

That sounds simple enough until you are engaged in a conversation that seems to continue too long. You really need to mingle with other guests. Without a universal timer to signal a change of partners, you have to prepare and rehearse your dialog to graciously remove yourself. Don't forget the all-important rehearsal, preferably aloud while you are in the midst of "mirror time".

The first rule of etiquette is always: "Do no harm." Your body language and eye contact is critical. You must not appear anxious to break away. You must appear to regret that the conversation is ending. Find the opening for being able to create a version of the following:

"I certainly have enjoyed speaking with you/meeting you, and I would like to continue this conversation; however, my duties this evening include greeting as many of our guests as possible, and I must move on."

This would be a good time to ask for a business card and make arrangements to speak again in the future. (There is never an occasion for the "Let's do lunch" phoniness.)

"It's been a pleasure meeting you. I look forward to seeing you again." (Rehearse aloud many different ways until the right inflection takes shape.)

Smile. Good corporate handshake. Take your leave.

Here's *THE BIG DON'T!* Don't abandon your guest to fend alone in the crowd. Offer to make an introduction to one of your colleagues: "Let me introduce you Ms. X."

Escort your guest to the next person or group. Make the introductions. Get the conversation started and take your leave. "Please excuse me."

Preparation and practice is all it takes to meet and greet gracefully.

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

Question

What is "the Mace" and what significance does it have?

Answer

The academic mace is first known from the 14th century. It combines features of the scepter of royalty and the battle club of the middle ages. The battle mace as a symbol is descended from the club of Hercules, who was the defender of the suppressed in Roman times. In the middle ages, battle clubs had an enlarged head, sometimes covered with knobs or spikes. The scepter stands for lawful power and regal authority. A scepter was carried by Zeus, chief among the Olympian Gods and God of moral law and order.

Academic maces vary in many ways. For example, the maces of Yale, Duke, UC Berkeley, and Princeton are topped, respectively, by a mythical animal, a crown of laurel leaves, a bear, and an eagle. Despite variation, there is a general shape that most academic maces take. At the top is an ornament placed on a bulbous head; ring-shaped enlargements are found on the shaft; and the base is a round, foliated ornament. *from UC Berkley "Traditions and Symbols"*

You can see SMU's Mace as a prominent feature in Opening Convocation. It will be carried by the Faculty Senate President Rhonda Blair.

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 Sixth Monday Do Less or Work Faster

The Sixth Monday deals with the issue of time management. For many people, time seems to be consumed by things outside ones' control. Your time is yours and it is your responsibility. If you are not able to do the important things, only you can solve that problem.

Orientation



To launch the AARO season Enrollment Services partnered with Student Affairs to revive the tradition of having a University-wide kick off before the first AARO session. With the cooperation of Mother Nature, an Ice Cream Social on the lawn in front of Clements Hall provided the perfect way to rally the SMU community in preparation for this important time of the year.

Using the Orientation Theme - *Become the Spirit* -- buttons, cups, and tip cards reminded faculty and staff that we are the Spirit of SMU. In addition to a remarks by President Gerald Turner, a skit the AARO Student Leaders MCed by Provost *ad interim* Tom Tunks, participants were served Ice Cream by celebrity dippers which included Dana Gibson; VP of Business and Finance; Dee Sisco, Dean of Student Life, Vicki Hill, Director of the Altshuler Learning Enhancement Center; Major Rick Shafer, Assistant Chief of SMU Police; Joe Gargiulo, Executive Director of Administrative Computing; Judith Baner, Director of the Dedman Center; John Hall, University Registrar; and Jose Bowen, the new Dean of the Meadows School of the Arts. Missy Bryant, Director of New Student Programs provided information on Orientation programs and encouraged staff and faculty to assist in welcoming new students to campus.

Another aspect of the Kick Off was the Spirit of SMU Contest. Participants at the Ice Cream Social were asked to complete a card finishing the sentence: "The Spirit of SMU is represented by . . ." Each week between the Kick Off and the opening of the fall term, one entry will be selected. The author of that entry will be surprised with a gift bag delivered by the staff in New Student

know the rules.

Student Address Initiative

Starting with the fall 2006 undergraduate students are required to provide emergency contact information to the University. The need for this was highlighted with the experiences of other Universities last year during Hurricane season. To support this effort and to insure that address information stored in ACCESS.SMU is current the Registrar's Office has begun a comprehensive initiative to notify students of the requirement to provide and update home, mailing, and emergency contact information.

Any students who have not updated/verified their address, phone numbers, emergency contact, and demographic summary by the 6th day of class of the fall term will receive an e-mail notifying them of the requirement and asking that the student verify and update their contact information. The student can update this information through their Personal Portfolio in ACCESS.SMU. Students who have not completed the verification process will have a HOLD placed on their ACCESS.SMU account restricting their ability to enroll for the spring term. Once the information is viewed by the student, the HOLD will automatically be removed.

In order to facilitate this process and avoid students having their enrollment restricted the Registrar's Office has sent e-mails to all undergraduate students before the fall enrollment period to notify them of the new requirements. Subsequent to that another e-mail has been sent to students who have not completed the process.

At the end of August a postcards will be sent to the mailing address of all enrolled students reminding them of the new process to update/verify Personal Portfolio, an ad will be placed in the *Daily Campus* and flyers will be distributed at various locations around campus at the opening of the fall term 2006.

If you are assisting a student, please remind them of the important process for updating/verifying his Personal Portfolio.

One of the major sources of stress, anxiety, and unhappiness comes from the feeling that your life is out of control. You need to figure out ways to take control of your time so that you can take control of your life. Of course, there are some things we cannot change. We have to wait in lines, at red lights, and for elevators. There is not much we can do about those things. There is a lot we can do about situations at work. If you want to make better use of your time, you need to be looking for the small increments of time, a minute here, five minutes there. Add them together and you will create more time for you to use.

A job seldom overworks the person but people often overwork themselves by making bad time management decisions. Ultimately you will not solve your time problems by working harder. What we need to do is to find ways to shorten tasks, eliminate some steps, combine some tasks, and work easier while getting things done.

A common myth is -- No one can save time, we all have the same amount, and we cannot carry any time over to the next day. So we have to make better decisions on how we spend our time.

Two ways to spend time more efficiently are to do less or to get things done faster. To work faster you first need to figure out where your time is going. If you want to make improvements, you've got to know what to improve. One idea is to track your time for two weeks so you can make some decisions about what to improve.

Prioritizing and Organizing:

An Italian economist named Alfredo Pareto defined the Pareto Principle in the 1800s when he observed that 20% of the people in Italy controlled 80% of the country's wealth. He realized that his observation applied to many things - time management included. It is your responsibility to yourself and your team to know where your highest payoff activities are and eliminate as many as you can of the ones that yield few results.

Every time management guru will tell you **to touch paper only once**. The key to paper management is to keep the paper moving; throw it away, act upon it, or put it into your reading pile - shuffling and reshuffling paper from pile to pile with no evaluation or action is wasting your time.

Programs. The entry and a photo of the author will be placed on "The Spirit of SMU" website.

Approximately 500 staff, faculty, and students made the revival of the AARO Kick Off a great success. People from all of campus enjoyed the opportunity to visit and to prepare for another wonderful year in the life of SMU.

July AARO A Fantastic Opportunity

The Division of Enrollment Service working with New Student Programs has seized the opportunity of July AARO to provide proactive initiatives to offer information and services to families while they are on campus. The focus of these initiatives is to make the transition of the new student to the University as smooth as possible. Families are encouraged to complete and return the *Student Release of Student Education Records*, sign up for Authorized Payer for Student Accounts, to meet with a Student Account Specialist or Financial Aid Advisor to insure that charges can be resolved by the payment due date, and to reinforce the importance of regularly checking the SMU Electronic Mail account.

Staff from Enrollment Services participated in each July AARO session through an information session, the Resource Expo, and Open House. Staff also was available in the Hughes-Trigg to set up Authorized Payer and to make appointment for families to meet with Student Account Staff. Although the full impact of the efforts will not be realized until later in the year the participation of families in the programs has been significant. Over 250 students in one week set up their parents to be Authorized Payers and Student Accounts has had as many as 26 appointments from AARO families in one day.



Set aside some uninterrupted planning time every day. Spending 20 uninterrupted minutes planning will yield the same result as 60 interrupted minutes. If you cannot set aside 20 minutes set aside 10. This is still a great return on your investment.

Control your email deliveries. Do not go to your mailbox every 30 minutes. Work your emails into your personal schedule so that emails do not monopolize your time. Make an effort to only answer emails twice daily.

Batch Activities: do like activities together, so you are not starting and stopping all the time. Answer all of you voice mails at one time and return all phone calls at one time. Eliminate as many transitions from one activity to another as possible.

Control your interruptions. Keep track of who is interrupting you and why they are interrupting you. Then you can make some informed decisions about how you are going to address the problem. If you cannot eliminate the interruption, keep it short. Generally the length of the interruption is in direct proportion to the comfort level of the interrupter. Don't let the interrupter get comfortable in your office and if someone comes into your office stand up. You can handle business more quickly if you stand up than if you are seated.

Arrange your desk so that it does not face the flow of traffic. If you are looking at every person who comes down the hallway you are wasting time.

Finally, and a potentially very big time drain, are meetings. Meetings can be a valuable tool if everyone is prepared, on time, and focused. Thus most meetings can be accomplished in half the time. Efficient meetings can save the average person 150 hours. **Make your meetings productive but short.**

Make sure your regular meeting have a purpose and that the purpose dictates the frequency of the meetings. Short, well planned regular meetings can



eliminate e-mails and clarify projects and keep everyone moving ahead toward a common goal.

Always begin a meeting by covering the most important items first. That way you cover what you need to accomplish and your not rushing through the main things.

When people show up late, do not recap what you have covered. When you recap you reward the tardy person and punish the people who were on time.

The simplest tip in meeting management is to **start and end your meetings on time.** It's disrespectful and a bad investment to start a meeting later than scheduled. You waste 30 minutes of productivity by beginning a meeting with 10 people three minutes late.
