

DES NEWSLETTER

The Division of Enrollment Services Newsletter
Southern Methodist University
An Electronic Newsletter of
Undergraduate Admission, Financial Aid, University Bursar, and the University Registrar

Volume X, Issue 2 February 2011



Staff News from DES

NEW STAFF

Laura Kingham - UG Admission

STAFF LEAVING

Birthdays

Damon Wilkins - Feb. 1
Mary Beard - Feb. 1
Paley Wu - Feb. 6
Julio Lopez - Feb. 7
Daniel Herrera - Feb. 16
Eartha Walls - Feb. 16
Charles Harper - Feb. 18
Joe Papari - Feb. 19
Kelly Wyper - Feb. 22
Jameela Hudson - Feb. 24
Gretchen Voight - Feb. 25

Anniversaries

Irma Herrera - 37 years
Pat Woods - 33 years
Patricia May - 17 years
Adrienne Hawa - 13 years
Jessica Dixon - 4 years
Mitzie Goff - 3 years
Shahnaz Khaja - 2 years

Enrollment Services Highlights

Financial Aid hosts workshop - SMU Financial Aid is sponsoring a drive-in workshop as continuing professional development regarding the new federal regulations on direct lending. Marcia Miller, Associate Director of Compliance for SMU Financial Aid reports that about 75 people have registered for the May workshop.

Admission numbers - Stephanie Dupaul, *Interim* Dean of Admission reports that Undergraduate Admission has received over 12,000 applications for admission for fall 2011. Nine thousand of these are complete. The UG Admission staff is working hard to contact applicants to complete as many of these applications as possible.

Veterans - SMU is proud to have 53 veteran undergraduate students, 84 graduate students, and 10 professional students on campus this spring.

The federal government has made changes to the 9/11 GI Bill that may affect our veteran students.

Post 9/11 GI Bill Changes

The Post 9/11 Veterans Education Assistance Improvements Act of 2010 was recently signed into

VIPs - Very Important Ponies



Some of our VIPs this month are:

Lorinda Lamb, Damon Wilkins, and Ryan Hayden - What an incredible job you have done with the Bursar's area in the attic of Perkins Administration Building. Sorting documents, labeling, making sure the proper documents were destroyed in a safe manner, and organizing our area took many days in that dusty area and I appreciate it. You greatly reduced the amount of space we have in PAB which is important. Thank you.

Stephen Forrest, Kim Kondel, and Nancy Rowe - Thank you so much for your work on the summer enrollment project. It could not have been done without your assistance. Even though the report only scratches the surface, it is remarkable how much we did in a short time. I appreciate your time and your willingness to put this project ahead of other things in order to meet the deadlines. *Kathy Rowe* Thank you all for all your hard work on this. *Harold Stanley*

Paley Wu - has gone above and beyond being patient and helpful with endless updates and revisions to the FA websites. He never makes me feel like a bother, and always gets things finished well before I would expect or have asked. Give that guy a high 5!

Nancy Skochdopole and Abbi Pfister - I wanted to send you a quick note to congratulate you on a successful presentation (at the AACRAO Transfer Conference). Very nice job pulling together some areas that you have experienced some challenges, and I loved some of the ideas you shared to help maximize a positive experience regarding the transfer students enrolling at SMU. The t-shirt exchange idea was very interesting. *Director of Transfer Admission, Arizona State University*

Eartha Walls - I had the pleasure of working with Ms. Eartha Walls in the Bursar's Office multiple times during the past several years and regardless of what type of issue I was calling her regarding she was always very attentive, supportive, and accommodating. It is rare to find someone who is always upbeat and professional, particularly in the world of billing, regardless of the nature of the call. I just wanted to take a moment and pass on my appreciation for all that she has done to assist Jarden Corporations [with MBA students]. Again, it has been a pleasure working with her and I have truly appreciated the extra steps she has taken to ensure we are receiving the very best care and customer services. She is an absolute top notch employee and you should be proud to have her representing SMU to outside individuals. *HR Generalist, Jarden Corporation*

March Division Meeting



Mark your calendar
March 9, 2011

Important Dates

SMU - Spring Break - March 12-20
FA - 60% date for Financial Aid - March 30
RO - last day to drop a course - April 6
RO - first day of continuing enrollment for Summer and Fall 2011 - April 4
SMU - Good Friday Holiday - Apr 22
SMU - Last day to withdraw - Apr 25
RO - last day of instruction - May 3
RO - Final Examinations - May 4-10
SMU - Residence Halls officially close
RO - Baccalaureate - May 13
RO - Commencement - May 14
USA - Memorial Day Holiday - May 30

Quotation of the Month

Learning is not worth a penny when courage and joy are lost along the way.

Johann Heinrich Pestalozzi



SMU Trivia

Question

What is the actual date of SMU's founding?

Answer

February 4, 1911 was the date that the Methodist Church chartered a university to be located in north Texas.

9.0 Upgrade Features Faculty Center

Many of the Faculty Center features found in 8.9 have been redelivered in 9.0.

- Catalog and Class Search
- Faculty Search
- Class and Grade Rosters
- View Advisees; View Drop-in Advisees (labeled Advisor Center)
- Notify All/Selected Students
- Notify All/Selected Advisees

Two new exciting features are photographs attached to instructors' class rosters and view access to the Student Center for their advisees and non-advisees. The photo feature enables instructors to look up an individual

law by President Obama. There are several changes, however, the most significant change is that the law creates a national maximum for veterans enrolled in a private or foreign institution. Private and foreign institution costs (tuition and fees) will be capped at \$17,500 annually, beginning August 1, 2011. This may impact the number of veterans we currently have attending. University officials will be meeting soon to discuss these new legislative changes.

Enrollment for Spring - The Registrar's office reports spring enrollment at 10,595 for the total university. This is 1% higher than spring enrollment in 2010. Undergraduate enrollment is reported at 5,899 0.1% higher than last spring and graduate/professional enrollment at 4,621 - 1% higher than last spring. Complete enrollment report may be found at <http://smu.edu/registrar/reporting/>.

Transfer Equivalencies, available on the Transfer website, continues to grow. In mid-January the SMU Transfer and Transition Services had increased the number of equivalency rules in ACCESS.SMU from 24 to 50 schools and doubled the number of courses that SMU provides the equivalents for transfer students. John Hall, University Registrar, states, "Having this large number of schools and equivalencies on our website and in ACCESS.SMU is great news. It will not only benefit prospective students but staff can evaluate transcripts automatically." Thank you, Monica Gomez, Jessica Dixon, Nancy Skochdopole, and Susan Evans.

Enrollment Services at Our Best

Being interconnected to resolve problems is the value of Enrollment Services. Here is the story of how a "village" in DES helped a parent.

At 10:13am on February 9th, Enrollment Resources (ER) - the call center for Enrollment Services - was contacted by a parent wishing to cancel a loan and thus the subsequent refund of money disbursed to SMU. ER responded with the procedure for canceling the loan, the e-mail of the Financial Aid Advisor to send the written request to cancel, and the follow up that would be done. The parent immediately sent a cancellation e-mail to Financial Aid, the Advisor canceled the loan, notified the parent and informed her that he had contacted the Loan specialist to return the funds to the Lender. He stated that the student's regular Advisor was out that day but would be happy to follow up with this when she returned the next day. He would brief her on the situation.

The parent responded that her daughter had just been notified that the check was sent. The Advisor assured the parent that the Bursar's office was notified and gave contact information in that office. The ER staff member copied on the e-mail contacted the refund team in the Bursar's Office and informed the parent that she would be contacted that afternoon. By 3:31pm the parent was notified that the check was void and the loan cancellation complete. Great job Walker Self, Tiffany Hawkins, and Irma Herrera - part of our village.

student's photograph or photographs for all students on their class roster. This delivered feature will not replace the "Import Photo Roster", a collaborative development between University Registrar and OIT staff whereby the photo roster report is sent to instructors' SMU email address. It was first developed in versions 8.0, reapplied in 8.9, and will continue in 9.0. A future enhancement to the photo roster is to make it updateable (currently it is a PDF) so it can be used as a seating chart. View Release of Records and Directory Restriction features are also being reapplied in 9.0 as is "Import Class Roster" which sends the class roster to the instructor's SMU email address.

The Student Center feature enables instructors to view easily and quickly student data from within the Faculty Center just as the students would when logged into their Student Center. The student data is divided into these five major areas: classes/enrollments; personal/biographical; general (e.g., service indicators, student groups), academics (e.g., career program history, course grade history, term and cumulative scholastic statistics); and transfer (external and placement test credits). Viewing photographs for assigned advisees is delivered in 9.0.

Another collaborative effort that is being reapplied in 9.0 is "posting partial grades" and it gets even better because instructors will be able to do multiple partial postings instead of just one-time partial posting, the current practice in 8.9. Grade Book, a classroom management product, has not changed in 9.0. Instructors can continue to define and grade assignments, papers, quizzes/tests, and final exams, calculate their students' scores, and upload their mid-term and final grades into Access.SMU.
