

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 XI, Issue VI Summer 2012

Staff News from DES

NEW STAFF

Cho Kim - Registrar's Office

STAFF LEAVING

Shahnaz Khaja - Enrollment Services
Christy Tanton - UG Admission
Isaac Reddic - Financial Aid
Katie Stoudenmire - UG Admission
Kerry Schneidewind - UG Admission
Rod Del Rio - Bursar

Birthdays

Deveron Ellison - Aug. 12
Marcia Miller - Aug. 13
Sunsharae Thierry - Aug. 17
Adrienne Hawa - Aug. 19
Sherry Reinwald - Aug. 24
Monica Cordero - Aug. 25
Chris Cornell - Aug. 25
Chante Chatman - Aug. 26
Cate Hamilton - Aug. 30
Kimberly Scott - Aug. 30
Luisa del Rosal - Aug. 31

Work Anniversaries

Carol Morris - 22 years
Rick Diaz - 21 years
Cheryl Moore - 17 years
Damon Wilkins - 10 years
Tali Koerner - 9 years
Kellen Lewis - 8 years
Stephany Coleman - 7 years
Mirjan Laci - 6 years
Paola Sotomayor - 6 years
Charmissa Ajakaiye - 6 years
Veronica Decena - 5 years
Allie Bures - 2 years
Allison Witucki - 1 year
Katie Stoudenmire - 1 year

New Website for University Bursar's Office

July 25 Pat Woods, University Bursar, congratulated her staff for theirs and other Enrollment Services staff work on the new Bursar's website. This initiative began over two years ago at the annual University Bursar's staff retreat.

During the retreat, staff was divided into small groups to brainstorm ideas related to better service to our students and families. One group focused on general communications and one group looked at the Bursar's website. Both groups has similar observations. The office did not have good name identification so the first initiative was to brand the office - the Office of the University Bursar. Pat Woods was the University Bursar but the office was Student Financial Services.

VIPs - Very Important Poniesfont >



Some of our VIPs this month are:

Kathleen Hayden - I am a junior in high school from Sugar Land and I just recently visited SMU on a campus visit. I got the chance to speak with you before I went out on my tour of the gorgeous campus and I really just wanted to thank you for taking that time to speak with me! All of your advice and things you had to say about the university just encouraged me to do anything and everything I can to become a Mustang! Your passion for the school and its students was a huge impact on helping me understand what an outstanding school SMU really is. But thankfully I will be back to experience it all again when I come for Mustang Monday. Thank you again for taking so much time to talk to me personally and for helping me realize everything SMU has to offer.

Charles Harper - I got a call from a very nice person with a distinctive accent [Charles] who caught my error. I evidently made payments in two sections. He cancelled one, so it was fixed. Very nice + responsive. He works in the Bursar's office. He said that he was delighted that my daughter is going to SMU + made my day! A great representative of the university.
Happy Dad

Stephen Forrest and Damon Wilkins sent to **Cate Hamilton** - Thank you very much for the picture (holding the mace, that is!) during commencement! Very thoughtful! You know I have a deep appreciation for what the "Academic Ceremonies" people do at SMU. In particular, what you did during the transition this past year was phenomenal. Indeed, a very nice job. *Jose Lage, Faculty Senate President*
Mary Ann Frye - Thank you for all of the information and assistance you provided this morning. I cannot thank you enough as I understand how busy you must be. This is a very confusing time for my wife and I as we are new to all of this and the time you so generously gave me this morning helped demystify the [Federal Perkins Loan] process. I am proud of my daughter for her selection of and admittance into the SMU family and the time you gave me today only reinforced my pride in my daughters decision. I wish to thank you once again for all of our assistance. *Happy Parents*

Claire Brooks - Claire received a beautiful orchid plant from a family in appreciation of her steadfastness in getting their student registered in a summer school class that had a waitlist. Claire worked diligently with the family over several weeks and was able to secure a spot for the student. The family was pleased and grateful for her help. *Family of a Visiting Student*

Honors Day/font >



Mark your calendar
August 19
Opening Convocation

Important Dates

August 13 - UG Payment Due Date
August 13 - International AARO
August 14 - Final AARO
August 16-18 - Mustang Corral
August 19 - Opening Convocation
August 20 - first day of class
Aug. 24 - last day to add/drop/enroll
Sept. 3 - Labor Day Holiday
Sept. 7 - Mustang Monday
Sept. 24 - Early Intervention grades due
Sept. 28-29 - Family Weekend
Oct. 8 - Mustang Monday
Oct. 15-16 - Fall Break
Oct. 21 - Mid-term grades due
Oct. 26-27 - Homecoming
Oct. 29 - 60% day for Federal Financial Aid
Oct. 29 - Spring enrollment begins for continuing students
Nov. 2 - Last day to drop a course
Nov. 20 - Last day to withdraw from the university
Nov. 21 - No classes/Offices open
Nov. 22-23 - Thanksgiving Holiday
Dec. 3 - Last day of instruction
Dec. 3 - Mustang Monday
Dec. 4-5 - Reading Days
Dec. 6-12 - Final Examinations
Dec. 15 - December Graduation

Quotation of the Month

Forgiving is not forgetting; it's actually remembering -- remembering and not using your right to hit back. It's a second chance for a new beginning. And the remembering part is particularly important. Especially if you don't want to repeat what happened.

Desmond Tutu



SMU Trivia

Question

In the first 20 years, SMU student body was 7 times larger than in September 1915, faculty 3.5 times large, and the number of building was 8 times large. What is the difference today?

Answer

In 2012 the student body is 24 times larger, the

The groups decided that students should be asked about their use of the website and how they obtained information with regard to their student accounts. The survey showed that the website was not a primary source of information, students and families got assistance through email, telephone, or in person.

Beginning in the fall of 2011, under the leadership of Damon Wilkins, Pat Woods began a major, comprehensive effort to redesign the Bursar website to enhance its effectiveness and use to provide students and families with needed information related to costs and payments for their SMU education. To complete the leadership team, Jeremy Parish and Paley Wu were added. Jeremy would work with staff from the Bursar's office and other areas of Enrollment Services to evaluate the content and to create the text for the site. Damon and Paley would work on the look and layout of the site -- Paley providing the technical expertise to actually design the page layouts and navigation.

"The result is amazing," said Pat Woods as she thanked all of the staff who spent the better part of the fall and spring terms working on this project.

Please see for yourself - <http://smu.edu/bursar/> If you have feedback, direct it to Damon Wilkins at damonw@smu.edu.

Schedule.SMU for Events

Schedule.SMU is the university's name for room scheduling software purchased to provide one source to schedule space at SMU. The product Ad Astra is used by many colleges and universities to schedule academic space.

John Hall, University Registrar and Randy Phillips, Associate Dean of Dedman College, were given the task to purchasing, installing, and implementing the Ad Astra software to not only schedule classroom space but to provide a central location to book space for campus events.

John and Randy began working with Ad Astra as the company prepared to convert the software to the web. SMU planned to begin with the web-based product. To prepare John and Randy met with representatives of the schools to create the information needed to schedule classroom space. A technology team under the leadership of Joe Papari was assembled that was headed by Monica Cordero. Later Tom Gibbs was added to the team. Darrah Rippey was the functional lead because of her duties preparing the Schedule of Classes each term.

By the fall of 2011, Schedule.SMU was installed and ready to provide scheduling assistance with classrooms. Since that time the team has worked on the implementation of the scheduling of space for events. The Laura Lee Blanton building will participate in a pilot project beginning in August to schedule space through Schedule.SMU. The team also will begin investigating the upgrade to 7.5 in Ad Astra planned for fall 2013.

Blanton Building staff - Damon Wilkins and Stanley Stubblefield - [SMU's] desire for excellence shows in every detail. One of the top things that I noticed about SMU was the cleanliness of the men's room in the Blanton Building. I looked at the faucets, and compared them to the faucets at my university. I realize that not every bathroom at SMU will be pristine, but I believe that when an organization pays attention to details, it shows that they are also looking at the big picture. Every soap dispenser I used had soap in it. I did not have to go on a soap hunt to wash my hands. The men's room had a sign kindly requesting patrons to place paper towels into the trash receptacles. Sometimes when we want to elicit a positive form of behavior, simply asking for it politely can net great results. *Prospective Graduate Student*

Susan Evans - Creating an entirely new curriculum in terms of philosophy and implementation [the UC] doesn't take just a village, it takes an entire university. And there are some offices that consistently go above and beyond. Thank you, thank you, thank you.

The Executive Directors, Damon Wilkins, and Stanley Stubblefield - Thank you, thank you, thank you . . . I am excited to start using the new [Blanton staff] lounge. It looks very nice and comfy. *Blanton Staff member* This is a typical comment. Many thanks for the work on recreating the 1st floor break room and for hosting the open house this morning. The new room is a 1000% improvement, and is very much appreciated by the staff. *John Hall*

Kelly Milazzo, Gena Kelbert, and Charmissa Ajakaiye - what an outstanding team. These three present a session at each summer AARO providing new students and their families with information regarding Enrollment Services. They have worked to develop a session that prepares the student and their family for a smooth transition to SMU. We appreciate your commitment to our students and families and the enthusiastic energy project at each session.

SMU Medical School Diploma

If you have been in the 2nd floor lobby of the Blanton Building over the past year, you may have noticed something was missing - the SMU Medical School Diploma that had hung in the nook on the southeast side of the lobby. Well, it is back.

You did not know SMU had a medical school? Through the research of Nancy Skochdopole related to the diploma that was given to the Registrar's office from the daughter of the graduate, SMU was a medical school before it opened to undergraduates and theology students in 1915. A local Dallas Medical School affiliated with SMU for a few years after our chartering in order for the Medical School to retain its standing to provide medical school instruction. After the school obtained accreditation on its own, the relationship was terminated.

The diploma was awarded in 1913 and was not framed properly to preserve this precious piece of SMU history. With the assistance of Joan Gosnell, University Archivist, the diploma was restored and framed to protect it for the future. It has been replaced in the 2nd floor lobby and is worth seeing.

faculty is 19 times large, and the number of buildings is 50 times bigger plus 4 buildings on the Plano campus and 27 buildings on the Taos campus.

Staff Changes Prepare Enrollment Services for Fall 2012

New faces, faces in new roles, and new staffing structures will assist two areas of Enrollment Services to meet the challenges of 2012-13. The office of Transfer and Transition Services has welcomed new programs and Undergraduate Admissions adds staff, creates new staffing structures and gives staff new duties.

In May, Nancy Skochdopole, Director of Transfer and Transition Services, welcomed Claire Brooks and non-degree programs to her area. Claire has worked with non-degree programs for many years at SMU. This move was made to provide more administrative focus for this important program. Nancy also will supervise Academic Ceremonies. Cate Hamilton was promoted to Assistant Registrar/Director of Academic Ceremonies this summer and Kimberly Scott was promoted to Coordinator of Administration for the Registrar's office. By bringing these programs and their staff together under one unit provides the needed staff to continue the excellence provided as these program grown.

Undergraduate Admission completed a successful recruiting year under the leadership of the new Dean of Undergraduate Admission Wes Waggoner. After hitting the ground running in October, Wes has had 9 months to view the process and recommend ways to move Undergraduate Admission to a place that supports the recruiting goals of the university for the future. The addition of two staff members to work closely with Integrated Marketing in the planning, design, and implementation of a comprehensive marketing campaign will be the most visible change. Many staff have taken on new responsibilities and the summer has been spent updating information, planning, and preparing for another year.

The school spotlights will be on campus again this fall to provide prospective students with a day long opportunity to focus on their intended course of study.

Meadows Spotlight - October 5
Cox Spotlight - October 19
Dedman College Spotlight - October 22
Simmons Spotlight - November 2
Lyle Spotlight - November 9

Undergraduate Admission staff will begin traveling to Previews scheduled throughout August in California, Texas, the Southeast, the East coast, and Midwest.

Remember prospective students visiting SMU may be identified by the red backpack that they carry.