LOS RIOS COMMUNITY COLLEGE DISTRICT	**Admissions & Records Update** *February 1, 2024*
Admissions & Records Offices to be Closed Friday, February 23rd for Staff Training	The Admissions Offices will be closed on Friday, February 23rd to allow all Admissions staff districtwide to attend a training designed to strengthen our Admissions teams, enhance responsiveness to students, and promote teamwork within the organization. A&R department signage and webpages have been updated to notify students of the training day closure.
Automation of the Major Change Form	The A&R and Financial Aid team have been working closely with District Office IT on improving the major change form with a goal of automating the online major change process and improving the student experience. The new online eServices form will be available to students on February 11th. Currently, A&R offices manually process more than 5,000 major change requests per semester. This improvement is expected to significantly reduce staff workload.
A&R Organizational Redesign Update	The A&R and Financial Aid Redesign efforts began in fall 2021 with outside consultants with expertise in A&R and FA completing organizational assessments and making recommendations for improvement. One of the improvements recommended was an organizational redesign, which was first implemented for Financial Aid in January 2023 when Financial Aid moved to a district reporting structure. As part of our continuing Redesign efforts, beginning January 1, 2024 we have moved forward with the next step to transition the reporting structure for A&R to district. The resulting realignment will help increase alignment of policies, processes and procedures across all four college departments and ensure all students have access to high quality A&R support, regardless of their home campus of attendance.
A&R Redesign: Policy and Procedures Alignment	Another focus of the Redesign this Spring will be to continue efforts aligning and documenting processes and procedures, ensuring staff are trained on updated processes, and connecting and building a support network for Admissions staff across the district. We are working to have all A&R processes and procedures documented by the end of Summer 2024; currently we have documented 35 procedures with another 26 remaining. We are also working closely with IT to use MS Teams to hone our phone systems to improve our ability to connect with students, implement a unified Los Rios transcript to minimize student ordering fees, and a host of other improvements to our services.
A&R Redesign: Forms Improvements	In addition to automation of the change of major form which will roll-out on February 11th, the following A&R petitions will be updated to align workflows between the campuses to improve timelines and the student experience: ● Course Repeat Petition ● Late Add Petition ● Late Drop Petition ● Time Conflict Petition ● Exceed Unit Petition ● Academic Renewal Petition

	● Loss of Priority / CCPG Appeal Form We anticipate these changes will increase approvals, make the petition process faster, more consistent, and be more informative for students engaging in the process.
Key Metrics:	This month, we are highlighting processing metrics for one of the more challenging A&R functions - residency. A&R has a standard processing time of 5-10 business days to process residency requests including appeals, reclassifications, and nonresident tuition waivers such as AB540 and AB343. For students submitting residency documents between 8/19 and 12/14: ● **Residency Appeals/Reclassifications:** 613 determinations with an average processing time between 3 and 8.6 calendar days. ● **AB540 Exemption Requests**: 231 determinations with an average processing time between 1 and 2.5 calendar days. ● **AB343 Exemption Requests:** 133 determinations with an average processing time between 1 and 3.3 calendar days. While we are constantly working to reduce student-facing complexity and minimize processing time, we are pleased to note that these overall measures for the Fall term all fell within the aligned processing times we had identified and agreed to in the A&R Redesign.
Important Dates to Remember:	● **January 28:** Last day to Drop to Qualify for Refund – Full Semester classes 　○ *Short term classes such as 1st 8 week have shorter deadline periods (typically first Friday of class).* ● **January 28:** Last day to Add Full Semester classes ● **February 11:** Launch of new eServices major change form ● **February 23:** All Staff A&R Department Training- Offices Closed ● **March 1:** Last day for students to petition for SPRING 2024 degrees or certificates ● **March 4:** Summer Priority Registration Begins for priority 0; open enrollment March 28th ● **April 15th:** Fall Priority Registration Begins for priority 0; open enrollment begins May 14th **Academic Calendar:** https://losrios.edu/admissions/academic-calendar-and-deadlines/spring-2024-academic-calendar **Priority Registration:** https://losrios.edu/admissions/enroll-in-classes/priority-registration-and-enrollment-dates

For more information: https://employees.losrios.edu/our-organization/departments-and-offices/student-services