



Admissions & Records Update

February 28, 2025

Admissions & Records 2nd Annual Professional Development Day

Admissions Offices were closed on Friday, February 21st for the 2nd Annual A&R Professional Development Day at Sacramento City College. Dr. Davin Brown, SCC VPSS, provided a wonderful welcome to our districtwide team! Speakers included Chief Woo and Peter Khang who provided training on how to respond if immigration enforcement is on campus, the Los Rios Project SECURE team presented on the upcoming CRM implementation, staff engaged in breakout sessions on A&R topics, and staff were recognized for their efforts in improving services to students. Schools First Financial Credit Union and the Los Rios Foundation sponsored the event and Schools First presented a fun financial literacy activity for our team. We are grateful for the support of each campus community, event sponsors, the event planning team, Sacramento City College Operations, our fantastic A&R team, and everyone who made this event possible.

Call Center Collaboration - Pilot to Improve Phone Experience Expanded Districtwide

Efforts to expand the pilot to provide phone tree enhancements to answer the most common student questions over the phone and to connect students contacting the Admissions Offices with experienced Los Rios Call Center staff has expanded beyond American River College to now include all Los Rios Admissions Offices as of February 18th. The ARC pilot reduced overall call volumes and significantly improved overall answer rates and we expect these trends to be seen across the district. Call Center personnel are in direct communication with Admissions staff at each campus to support students over the phone, answer questions, and transfer calls to Admissions staff when necessary. We appreciate the support, efforts and collaboration of Gabe Ross, Lisa Burrage and the Call Center team – thank you!

Important Dates to Remember

- **January 31:** 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).*
- **February 2:** Last day to Add Full Semester classes
- **February 21:** All Staff A&R Department Training- Offices Closed
- **March 7:** Last day for students to petition for SPRING 2024 degrees or certificates
- **March 3:** Summer Priority Registration Begins for priority 0; open enrollment March 27th
- **April 14:** Fall Priority Registration Begins for priority 0; open enrollment begins May 13th

Academic Calendar:

<https://losrios.edu/admissions/academic-calendar-and-deadlines/spring-2025-academic-calendar>

Priority Registration:

<https://losrios.edu/admissions/enroll-in-classes/priority-registration-and-enrollment-dates>

Automated Major Change Form - A Year in Review

On February 11, 2024, the automated major change form went live allowing students to instantly change their major in eServices.

A total of 27,910 majors were changed using the automated major change form between 2/11/24 and 2/11/25.

Before major change automation, A&R manually changed 15,191 majors between 2/11/23 and 2/11/24 with a median processing time of 2 days for each request. The delay in processing further delayed student access to course

	<p>applicability reports for accurately determining eligibility for aid and access to planning tools.</p> <p>The automated major change form introduced a new major change deadline that, for Spring and Fall terms, corresponded with the enrollment period opening for the upcoming term. Up to this date, major changes submitted would be effective for the current term allowing students to adjust their major for course applicability in an automated means while accommodating late-start registration. For students needing major changes for the current term after the deadline, a webform was provided that initiated a manual process.</p> <p>Overall, the automated process has improved the student experience by eliminating processing delays, and redirected A&R resources to other tasks to enhance the student experience, including improving residency and petition processing timelines.</p>
Residency Metrics - Fall 2024	<p>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. The metrics below apply to residency requests submitted on or after 8/23/24 and having an outcome determined by 1/6/25:</p> <ul style="list-style-type: none"> • Residency Appeals/Reclassifications: 759 determinations with a median processing time of 4 days. 74.18% were completed within the advertised processing timeline.* • AB540 Exemption Requests: 303 determinations with a median processing time of 2 days. 97.92% were completed within the advertised processing timeline.* • AB343 Exemption Requests: 192 determinations with a median processing time of 2 days. 96.37% were completed within the advertised processing timeline.* <p>*These metrics are intended to measure processing time within the Admissions office, however, this measure also includes communication between the student and the Admissions office which extends processing time. In general, less communication beyond the request form is needed to process AB540 and AB343 requests.</p>

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