

Student Email Notification Delivery System (SEND)

Email Communication Document

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Process for Reviewing and Updating of Content

1. IT will prepare copies of next month's SEND e-mails and distributes them to the Liaison Team on Friday prior to the monthly meeting (second Tuesday of each month)
2. Liaison Team members review the e-mails and prepare comments for discussion; recommended changes are discussed at the LT Meeting, and approved changes noted by IT.
3. IT updates the e-mails and distributes copies to Liaison Team by the second Friday of the month.
4. AVC Student Services vets with any appropriate groups.
5. AVC SS collects input and finalizes recommended changes by end of 3rd week of the month.
6. AVC Student Services provides final copy to IT by the last Monday of the month.
7. The fourth Monday of every month, IT makes final updates to production and reviews all e-mails going out the following month.
8. IT provides to AVC Student Services content in production format for final review.
9. AVC Student Services provides approval of final copy by first of month.
10. IT distributes final copy to Liaison Team for informational purposes on first of the month.

Sun	Mon	Tues	Wed	Thurs	Friday	Sat
						1
2	3	4	5	6	7	8
					1. IT sends next month EMs along with the dates to LT	
9	10	11	12	13	14	15
		2. EMs Discussion at the LT meeting.			3. IT sends updated EMs to LT. 4. AVC SS vets with appr. groups	
16	17	18	19	20	21	22
					5. AVC SS finalizes recommended changes	
23	24	25	26	27	28	29
	6. AVC SS provides final copy to IT 7. IT makes final updates and reviews email going out next month					
30	31	1	2	3	4	5
	9. AVC SS provides approval 10. IT distributes final copy to LT				8. IT provides AVC SS final copy	

Reviewed: This is the date if it's a regular review and no changes made.

Revised: This is the date if it's reviewed and changes made.

EM02 Balance Due Before Registration

Target Group:

Students who have an outstanding balance on their student financials account for a specific term, and it is after the date to drop with a refund for that term.

Frequency: Two times per semester. Same as EM40. 5 weeks before BDU. BDU is 1 week before P0. **Two emails** before we open up registration before the next term

Subject: Los Rios Balance Due Notification

Reviewed Dates: 4/2016, 9/2016, 10/2016

Revised Dates: 9/2016, 2/2017, 3/2017

Los Rios

Community College District

Fees Due

What you need to know:

- Did you know you have unpaid fees?
- If you want to register for classes, you need to pay your fees.
- Need official transcript? You need to pay your fees.

Next steps:

- To pay fees you can logon to [eServices](#); or pay in person at your college.
- To see a complete record of fees due, please go to eServices and click on "View Account."
- Be sure to ask about the [BOG Fee Waiver](#).

Contact: If you have questions please contact the appropriate office on campus: [College phone numbers](#)

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EM02

EM05 Missing or 999-99-9999 SSNs

Target Group:

Students who are eligible to receive 1098T forms but either do not have a SSN or have an SSN that is 999-99-9999. Term: Spring 20xx. Using Spring 2015 will capture **Nov 24, 2014 to Dec 31 2015**.

Frequency: 10/15, 11/15, 12/15. Starting 2016, 10/1 & 11/1 via SEND. 12/1 via Postal mail. 1/15 via SEND

Subject: Los Rios 1098T Important Tax Notice

Reviewed Dates: 9/27/2016

Revised Dates: 9/27/2016

Los Rios

Community College District

Important Tax Notice!

Each year we issue 1098-T forms to our students for their use in claiming the American Opportunity Credit or Lifetime Learning Credits. We are required by the Internal Revenue Service (IRS) to attempt to obtain the social security number or taxpayer identification number and the first and last name on record with the IRS of those students that have not provided it. Your student record indicates that you (1) did not submit your Social Security Number (SSN) or Individual Taxpayer Identification Number (ITIN); (2) submitted an incorrect SSN or ITIN, or (3) submitted an incorrect first and/or last name. Federal law requires that you submit an accurate SSN/ITIN and name to the District so that it may be reported on an information return filed by the District with the Internal Revenue Service.

If you do not provide an accurate SSN/ITIN and/or name to the District, the IRS could assess a \$50 penalty against you per incorrect document.

Please use this link: <http://www.irs.gov/pub/irs-pdf/fw9s.pdf> to obtain the IRS form W-9S. Complete this form and return as soon as possible to comply with IRS guidelines.

NOTE: Bring the form to your college Admissions and Records Office or mail it to:

ARC: American River College, Admissions & Records, 4700 College Oak Drive, Sacramento, CA 95841

CRC: Cosumnes River College, Admissions & Records, 8401 Center Parkway, Sacramento, CA 95823

FLC: Folsom Lake College, Admissions & Records, 10 College Parkway, Folsom, CA 95630

SCC: Sacramento City College, Admissions & Records, 3835 Freeport Boulevard, Sacramento, CA 95822

If you have questions, please call Barbara Wong at (916) 286-3620.

IRS Exceptions, including Non-Resident Alien:

The IRS provides an exception for the class of students as listed below. If you are a student who falls under one of these categories, you do not need to provide your SSN or ITIN. We are not required to file Form 1098T or furnish a statement to you.

1. Students enrolled only in non-credit classes.
2. Students who are nonresident aliens.
3. Students whose qualified tuition and related expenses are entirely waived or paid entirely with scholarships.
4. Students for whom we do not maintain a separate financial account and whose qualified tuition and related expenses are covered by another institution, the student's employer, or a government entity, such as the Department of Veterans Affairs or the Department of Defense.

Complete your form now to avoid IRS penalty.

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EM05

EM10 Dates for Upcoming Registration – **Check TERM & DATES!!!**

Target Group:

Students who are enrolled in the term in preparation for opening up registration for the next term.

Frequency: Spring: Oct 1st; Summer/Fall: March 1st

Subject: Los Rios: Dates for Upcoming Registration

Content: Class Schedules: 4 weeks prior to P-0, not from P-1.

Supplemental form: Summer/Fall: April 1; Spring: Oct 1

Future Reg Appt: Always on a **Thur** when appt assigned (ask sandi)

-**Summer/Fall**: same as Registration Appt (EM15);

-**Spring**: 2 weeks before Thanksgiving

Priority 1: http://www.losrios.edu/lrc/lrc_reg_dates.php

F:\SA - Final\Procedures & Documentation\Academic Structure\Term Session Dates

Reviewed Dates: 9/2016

Revised Dates: 9/2016, 2/2017

Summer/Fall 2017

Los Rios

Community College District

Upcoming Registration Dates

What you need to know:

- Below are important dates for the upcoming registration period.

March 27: Upcoming [Class schedules](#) are available online.

April 1: Complete your Supplemental Enrollment Form on eServices. You will not be able to enroll in classes until this form is completed.

April 13: Log on to eServices to view the date and time of your Enrollment Appointment. You can enroll anytime on or after your Enrollment Appointment.

April 24: Priority Registration starts. For a full calendar of dates, go to [Registration Dates](#)

Next steps:

- Register early to get the classes you need.

Contact: If you have questions please contact the appropriate office on campus: [College phone numbers](#).

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EM10

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Community College District

Dates for Upcoming Registration

Below are important dates for the upcoming registration period. To be sure you get the classes you want, register for classes during your appointment time. If you miss your appointment time, you can register anytime after it is scheduled.

- October 1:** Complete your Supplemental Enrollment Form. You will have a hold on your record that blocks registration until this form is completed.
- October 27:** [Class schedules](#) available online.
- November 13:** Logon to eServices to view your future registration appointment.
- December 1:** Priority 1 Registration starts. For priority groups and dates go to [Registration Dates](#)

Be sure to get your classes by registering during your appointment time.

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EM10

EM11 Continuing But Not Enrolled - **Check Term!!!**

Target Group:

Continuing students who had enrollments in the term just concluded, but are not registered for any classes in the upcoming term. NOTE: The term specified in the SEND Scheduler must be the past major term in which they were enrolled.

Frequency: Twice a year - Two weeks prior to the start of the major term

Subject: Los Rios: You Can Still Register for Classes`

Reviewed Dates: 1/4/2016

Revised Dates: 7/19/2016, 12/14/2016

Los Rios

Community College District

We Miss You

What you need to know:

- You were enrolled at one of our colleges this past semester.
- You haven't registered for (LR-VAR1) classes.
- (LR-VAR1) classes start (LR-VAR2).

Next steps:

- [Register](#) today.

Contact: If you have questions please contact the appropriate office on campus:
[College phone numbers](#).

We miss you. Register today!

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EM11

EM12 Applied but Not Enrolled - **Check Term!!!**

Target Group:

Students who submitted an admissions application for the upcoming term, but are not registered for any classes in the upcoming term. NOTE: The term specified in the SEND Scheduler should be the upcoming term.

Frequency: Twice a year - Two weeks prior to the start of the major term

Subject: Register NOW for Los Rios Classes!

Reviewed Dates: 1/4/2016

Revised Dates: 7/19/2016, 12/14/2016

Los Rios

Community College District

Time to Register

What you need to know:

- You have applied to one of our colleges.
- You have not yet registered.
- You still have time. (LR-VAR1) classes start (LR-VAR2).

Next steps:

- [Register](#) today.

Contact: If you have questions please contact the appropriate office on campus:
[College phone numbers](#).

We look forward to seeing you on campus.

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EM12

EM13 Enrolled Don't Forget

Target Group:

Students enrolled in the term that is about to start. NOTE: The term specified in the SEND Scheduler should be the upcoming term.

Frequency: One week prior to the start of the term. Three times a year.

Subject: Los Rios Classes Start Soon

Manual Entry: Term and Calendar Year and actual calendar dates

Reviewed Dates:

Revised Dates: 4/28/2016, 7/19/2016, 12/14/2016, 5/8/2017

Los Rios

Community College District

Classes Start Soon – Get Ready!

What you need to know:

- Classes begin soon.
- Follow these tips to make sure the start of your semester is a success.

Next steps:

- Today:
 - Order your semester parking permit on eServices and we will mail it to you so you have it for the first day of class.
 - Buy textbooks. Go [here](#) and click on your college bookstore.
 - Print your [class schedule](#) from eServices and bring it with you the first week. Use this schedule to find your class locations, days, and times.
- First day of class:
 - Show up! You may lose your seat – instructors can drop no-shows.
 - Arrive early – parking during the first week can be challenging, so make sure you have time to park and get to class.
 - If a class other than English or math has a prerequisite, be prepared to show your instructor how you have met that prerequisite (with assessment scores, transcript, or verification form). You must clear the prerequisite to an English or math class BEFORE you add the class (if you don't, you will be blocked from enrollment).
 - Observe [deadlines](#) for adding and dropping classes.

Contact: If you have questions please contact the appropriate office on campus: [College phone numbers](#).

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EM13

EM14 Fast-Track Classes (aka Late Start Classes) - **Actual Calendar Dates!!!**

Target Group:

Students who applied for a term, but have not enrolled in any classes for that term.

Frequency: One week prior to the start of the 2nd 8-week session

Subject: Los Rios: Fast-Track Classes

Content: To get the begin dates for 5 and 8 weeks classes:

[Main Menu](#) > [Set Up SACR](#) > [Foundation Tables](#) > [Term Setup](#) > [Term/Session Table](#)

Reviewed Dates: 9/27/2016

Revised Dates: 2/2017

Spring

Los Rios

Community College District

A Tip for Student Success: Fast-Track Classes

What you need to know:

- “Fast-track” classes begin soon.
- “Fast-track” classes are only 4, 5, 6 or 8 weeks instead of the usual 16 weeks.
- They’re a great way to help you reach your academic goals faster.
- It’s not too late to add another class this term.

Next steps:

- Already enrolled in a fast-track class this semester? Check out your [Class Schedule](#) on eServices today to find the time and location of your fast-track classes.
- Want to add a class? The [Class Schedule](#) includes information about open fast-track classes.
- Important dates to remember:

Week of March 14: Second 8-week classes begin

Week of March 30: Third 5-week classes begin

Contact: If you have questions please contact the appropriate office on campus: [College phone numbers](#).

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EM14

Los Rios

Community College District

A Tip for Student Success: Fast-Track Classes

What you need to know:

- “Fast-track” classes begin soon.
- “Fast-track” classes are only 4, 5, 6 or 8 weeks instead of the usual 16 weeks.
- They’re a great way to help you reach your academic goals faster.
- It’s not too late to add another class this term.

Next steps:

- Already enrolled in a fast-track class this semester? Check out your [Class Schedule](#) on eServices today to find the time and location of your fast-track classes.
- Want to add a class? The [Class Schedule](#) includes information about open fast-track classes.
- Important dates to remember:

Week of October 16: Second 8-week classes begin

Week of November 4: Third 5-week classes begin

Contact: If you have questions please contact the appropriate office on campus: [College phone numbers](#).

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EM14

EM15 Appointment Times – **Check Term!!!**

Target Group: Students who have appointment times for the upcoming registration term

Variables:

- 1) Appointment Number
- 2) Starting Day (Monday, Tuesday, ...)
- 3) Starting Date (mm/dd/yyyy)
- 4) Starting Time (09:00 am, 06:00 pm, ...)

Frequency: Twice a year before opening of term reg. Major term. Thurs, 2 weeks before the P0

Subject: Los Rios: Registration Appointment

Reviewed Dates: 4/1/2016

Revised Dates: 3/2017

Los Rios

Community College District

Your Online Registration Appointment

What you need to know:

- (LR-VAR2) (LR-VAR3) is your priority registration appointment for next semester.
- You can register at your appointment time or any time following your appointment throughout the registration period.
- This date and time is your first opportunity to register for classes, either via eServices or on campus.
- Some appointment times are assigned when A&R offices are closed. Be sure to check your college's hours of operation.
- This is not a counseling appointment. If you need to make a counseling appointment, please contact your college's counseling office.

Next steps:

- To register for classes log into [eServices](#).
- If you have not already completed the 3 Steps to Success (Orientation, Assessment and Education plan), make sure you do this soon to ensure you retain your priority registration status in the future. You can check your status on eServices (the Steps to Success tab).
- **Continuing Students:** You will have a hold on your record that blocks your registration. You must complete your Supplemental Enrollment Form to remove the hold before you can register for classes (the link is in the upper right hand corner of your Student Center home page in eServices).

Contact: If you have questions please contact the appropriate office on campus: [College phone numbers](#)

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EM15

EM16 Parking Permit

Target Group: All Enrollment Student in that term

Frequency: Three times a year: summer, fall and spring. 3 weeks before **next term** begin date

Subject: Los Rios: Parking Permit

Reviewed: 4/28/2016, 6/8/2016

Revised: 6/28/2016, 4/2017

Los Rios

Community College District

Order Your Parking Permit Today!

What you need to know:

- Here are two good reasons why you should order your parking permit today:
 - Daily parking is \$2.00, so for most students a semester parking permit may save you money!
 - You don't have to wait in line!
- Here are the current fees for all semester parking permits:

<u>Description</u>	<u>Rate</u>
Auto-Spring or Fall	\$40/semester
Auto-Summer	\$25/summer
Motorcycle-Spring or Fall	\$25/semester
Motorcycle-Summer	\$15/summer
Auto-BOG students Spring or Fall	\$30/semester

Next steps:

- Make sure your MAILING address is correct.
- [Click here](#) to login to eServices and order your parking permit today. We will mail it to you so you have it for the first day of class.

Contact: If you have questions please contact the appropriate office on campus:
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EM16

EM17 Enrollment & Shopping Cart

Frequency: Daily
Subject: Los Rios Important Enrollment Message

Reviewed Dates:

Revised Dates:

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1-2-3 Enrolling and the Shopping Cart

We have noticed that you have classes in your shopping cart, but may not have completed the process to get enrolled in these classes.

Use the following “1-2-3” steps to get enrolled in classes after selecting the [Enroll – Add or Drop Classes](#) link on your eServices Student Center home page.

- 1) Select your classes and put them in the Shopping Cart.
- 2) Next, press the “Proceed to Step 2 of 3” button at the bottom to confirm the classes you want to take.
- 3) Press the “Finish Enrolling” button to enroll in the classes you placed in your Shopping Cart.

All 3 steps are required in order for you to be enrolled. After you are done there should be no classes in your Shopping Cart – they should all be in your schedule of classes.

To see a demonstration of what this will look like, follow this link: [eServices Student Center Interactive Demonstration](#)
(Requires Microsoft Internet Explorer 5.5 or later.)

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EM17

EM19 New BOG Fee Waiver Rules

Target Group: Students receiving fee waiver in the current term.

Frequency: Two times a year. **Fall** term for July (7/15) and **Spring** term for January (1/15)

Subject: Los Rios: New BOG Fee Waiver Rules

Reviewed Dates: 6/28/2016

Revised Dates: 12/14/2016

Los Rios

Community College District

New BOG Fee Waiver Rules

What you need to know:

- There are new eligibility rules for the BOG Fee Waiver.
- These changes may affect your academic status.
- Students who are placed on academic or progress probation for two consecutive terms will no longer be eligible to receive a BOG Fee Waiver.
- **What is Academic Probation?** A student who has attempted at least 12 units is placed on Academic Probation if the student has earned a combined grade point average below 2.0.
- **What is Progress Probation?** A student who has enrolled in a minimum of 12 units is placed on Progress Probation when "W," "I," "NC" or "NP" grades are recorded in one half or more of the total units in which a student has enrolled.

Next steps:

- If you are a student experiencing academic difficulty, meet with a college counselor.
- Take advantage of the many support services available to you.
- Go to your college website and college catalog for more information about academic or progress probation and support services.

Contact: If you have questions please contact the appropriate office on campus: [College phone numbers](#).

We look forward to seeing you on campus.

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EM19

EM20 Renew BOG Year

Target Group:

Students who had a BOG waiver in the current year (PS_STDNT_EQUTN_VAR), and need to apply (ps_lr_bog_maint) for a new BOG waiver for the upcoming school year. Note: The term specified in the SEND Scheduler should be

- Current term for 4/5 and 5/1
- Previous term for 8/1

Frequency: Two times a year approx. April 7th (It depends on the vendor putting up the BOG application)

Subject: Los Rios: Renew Your BOG Fee Waiver Now!

Reviewed: 4/2017

Revised: 4/29/2016, 7/21/2016, 3/2017

Los Rios

Community College District

Renew Your BOG Fee Waiver Now!

What you need to know:

- Our records show that you have not yet reapplied for a fee waiver for the upcoming school year.
- If you do not have a BOG Fee Waiver and do not pay enrollment fees, you will be dropped for nonpayment.
- To have your fees waived, you must reapply every year for the BOG Fee Waiver. The fee waiver expires at the end of the spring semester each year.
- Your BOG Fee Waiver will post to your account within 24 hours once you enroll for your classes.

Next steps:

- BOG fee waivers expire at the end of each spring term, be sure to [reapply](#) for the upcoming academic year.
- You may also apply by completing the Free Application for Federal Student Aid ([FAFSA](#)).
- If you are a non-resident AB540 student, you may qualify by completing the BOG Fee Waiver application or by completing a [CA Dream Application](#).
- **Most students who apply using the above methods are approved.**

Contact: If you have questions please contact the appropriate office on campus: [College phone numbers](#)

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EM20

EM21 Apply for BOG

Target Group: Current enrolled students who have not applied for a BOG Fee Waiver (ps_lr_bog_maint), encouraging them apply for one.

Frequency: Two times a year, in preparation for the next registration cycle.
April 5, Oct 15 (BOG Waiver must be available from XAP)

Subject: Los Rios: Apply for a BOG Fee Waiver

Reviewed Dates: 9/27/2016

Revised Dates: 3/2017

Los Rios

Community College District

Apply for a BOG Fee Waiver

What you need to know:

- Our records show that you have not yet applied for a BOG Fee Waiver for the upcoming academic year.
- The BOG Fee Waiver is for CA residents and non-resident AB540 students only.
- Most California residents and non-resident AB540 students are eligible for the California Community Colleges Board of Governors (BOG) Fee Waiver – which permits enrollment fees to be waived.

Next steps:

- The application for the California Community Colleges Board of Governors (BOG) Fee Waiver is available [online](#).
- To maximize the chances of receiving a fee waiver, we recommend that you complete the Free Application for Federal Student Aid ([FAFSA](#)); or
- If you are an undocumented resident or non-resident, complete [either the AB540 California Nonresident Tuition Exemption Request or the CA Dream Act application](#).

Contact: If you have questions please contact the appropriate office on campus: [College phone numbers](#).

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EM21

EM22 Student Elections – Check Dates!

Target Group: Enrolled Student in the current term.

Frequency: Once a year. 2 weeks before the election.

Subject: Los Rios: Student Elections

Dates: The election dates can be found <http://studentelections.losrios.edu/>, click on the Student Trustee Handbook PDF, and somewhere around page 27. You should see the dates there.

Reviewed Dates:

Revised Dates: 2/2017

Los Rios

Community College District

Student Elections

What you need to know:

- Student elections will be held in April.
- As a currently enrolled student, you can vote for student association leaders on your campus and the Los Rios Community College District's Student Trustee.

Next steps:

- Log into your [eServices](#) account on April 4-5, 5 a.m-11:30 p.m.
- Click on the last tab: Elections & Surveys.
- Cast your vote.

Contact: For more information, go to <http://studentelections.losrios.edu>.

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EM22

EM23 Student Elections – Vote Now! **Check dates**

Target Group: Enrolled Student in the current term.

Frequency: Once a year. The day of election.

Subject: Los Rios: Student Elections - Vote Now!

Reviewed Dates:

Revised Dates: 3/2017

Los Rios

Community College District

Vote

What you need to know:

- Student elections are open.
- As a currently enrolled student, you have the opportunity to vote for student association leaders on your campus and the Los Rios Community College District's Student Trustee.

Next steps:

- Log into [eServices](#) on April 4-5, 5 a.m-11:30 p.m.
- Click on the last tab: Elections & Surveys.
- Cast your vote.

Contact: For more information, go to <http://studentelections.losrios.edu>.

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EM23

EM24 Register to Vote - **Check dates.**

Target Group: Students who enrolled in the current term

Frequency: Two times before the voter registration deadline for the Presidential election. Next is **Nov 2020**.
First on September 12, 2016. Second time on October 17, 2016.

Subject: Los Rios: Register to Vote

Reviewed Dates: 8/4/16 VPSS Council; 8/5/16 Student Trustee; 8/19/16 PSLT, 9/27/2016

Revised Dates:

Los Rios

Community College District

Register to Vote

Are you registered to vote? You can register online; it is easy and only takes a few minutes.

Have you moved, changed your name, or changed your political party? You can make these updates online as well, just click on the link below.

<http://registertovote.ca.gov/>

Time is short. The deadline to register to vote this year is **October 24, 2016**.

Your vote matters!

You have the power to create change in matters that affect you.

Please take a moment right now to register, educate yourself about the issues and vote in the elections this **November 8th**.

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EM24

EM25 Probation 1 Student

Target Group: Communication to all students on Probation 1 at the end of the term, informing them of their standing, potential future consequences and to seek resources.

Frequency: Three times a year, after term end process. Jan 15, June 15, and Aug 20

Subject: Los Rios Important Notice: You are on Probation

Reviewed Dates:

Revised Dates: 5/18/2016, 7/21/2016, 12/14/2016, 6/1/2017

Los Rios

Community College District

Important Notice Information Regarding Your Probation Status

What you need to know:

- You have recently been placed on Academic Probation 1 or Progress Probation 1.
- This means that at the end of the last term you completed, your cumulative GPA was below 2.0, or you have successfully completed fewer than half of the total units you have attempted.
- After three consecutive semesters of Academic or Progress Probation you will fall into Dismissal status.
- After two consecutive terms of academic or progress probation you will not be eligible for priority registration.
- You may lose eligibility for the California BOG Fee Waiver. This includes students in special programs such as DSPS, EOPS, CalWORKs and Veterans.
- You may appeal the loss of priority registration/BOG Fee Waiver if you have a term GPA of 2.0 and have completed more than half the attempted units for the term.
- We want you to seek the necessary student services to get back on the path to success.

Next steps:

- Check with your college to see if you must see a counselor or attend a college workshop.
- Take advantage of other campus services such as tutoring, math lab, college success courses, and the services in the Learning Resource Center.

Contact: If you have questions, please contact the appropriate college department:

ARC: counsela@arc.losrios.edu

CRC: Mendoza Plascencia, (916) 691-7357, mendoza@crc.losrios.edu

FLC: Ronda Callaway, (916) 608-6730, callawr@flc.losrios.edu

SCC: Admissions & Records Office, (916) 558-2351

Good luck on your continued studies.

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EM25

EM26 Priority Registration Rules

Target Group: Student in the current term.

Frequency: Two times a year. February 1st and September 1st

Subject: Los Rios: Priority Registration Rules

Reviewed Dates:

Revised Dates: 8/31/2016, 1/2017

Los Rios

Community College District

Priority Registration Rules

What you need to know:

- Students who have completed 90 degree-applicable units in Los Rios may lose priority registration status.
- If you have already earned 70 or more degree-applicable units, you may reach the 90-unit limit before the end of the term.
- Once you hit the 90-unit mark, you will need to wait until Open Enrollment to enroll in classes.
- As you pick your courses, please remember that non-degree applicable classes numbered below 100, such as MATH 20 and ENGWR 51, do not count toward the 90-unit limit. Make every course count and only enroll in courses that apply toward your degree or certificate.
- Grades matter. If you continue to make academic progress – getting grades of a C or higher and completing units toward your degree or certificate – you will continue to be eligible for priority registration. You will lose that priority to get the classes you need and want if you are placed on academic or progress probation for two consecutive terms (probation is due to a low grade point average or excessive withdrawals) and you will no longer be eligible for a BOG Fee Waiver.

Next steps:

- Keep track of your units and grades.
- Take advantage of every opportunity to complete your goal.

Contact: If you have questions please contact the Counseling and/or Admissions and Records office on campus: [College phone numbers](#).

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EM26

EM27 Assessed Students

Target Group:

Any Student who took an assessment test the previous day and were uploaded into PeopleSoft during the nightly upload process

Frequency: Daily starting 2/1/2014

Subject: Los Rios: Congratulations on Completing Assessment!

Reviewed Dates:

Revised Dates:

Los Rios

Community College District

Congratulations!

Now that you've successfully completed assessment testing for the Los Rios colleges, you're ready for the fourth step of the Los Rios Steps to Success: Create an education plan.

Once you receive your assessment test results, you should contact your college's counseling office to schedule an appointment. The counseling office at your college will work with you to help plan a class schedule by creating a student education plan. This plan will serve as your personalized pathway to achieving your academic goals.

IMPORTANT: You may have already received this email regarding completion of your assessment testing. If so, and if you have already scheduled your appointment with the counseling office to create your personalized education plan, then please disregard this notice.

To continue on to the fourth step, please go to <http://success.losrios.edu>, then find your college's name on the right-hand side of the page and click on the "Education Plan" link associated with your college.

Good luck!

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EM27

EM28 High Unit Students

Target Group: Communication to students who were enrolled in the term letting them know that as of the end of the previous term they had reached 67.5 units.

Frequency: Three times a year. Spring, Summer and Fall: 1/15, 5/30, /8/20

Subject: Los Rios: You Are Almost There!

Reviewed:

Revised: 4/28/2016, 7/21/2016, 12/14/2016

Los Rios

Community College District

Congratulations On Your Progress A Note About 90-Unit Limits

What you need to know:

- Our records indicate that as of the end of last semester, you have successfully completed more than 67.5 units within the Los Rios Community College District.
- Students who have completed 90 or more Los Rios degree-applicable units will no longer be eligible for priority registration and must register in the open enrollment period.
- We will notify you when you have reached the 90-unit limit.

Next steps:

- Keep track of your units.
- Take advantage of every opportunity to complete your goal.

Contact: If you have questions please contact the Counseling and/or Admissions and Records office on campus: [College phone numbers](#).

**Good luck on your continued studies.
We look forward to seeing you soon at graduation!**

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EM28

EM29 Waitlist Notification

Target Group: Students who are currently on the wait list for one or more classes.

Frequency Twice a year Major (Spring & Fall) Term. Thursday before the first day of class.

Subject: Los Rios: Good News About Waitlists!

Reviewed Dates: 1/14/2016

Revised Dates: 7/21/2016, 12/14/2016

Los Rios

Community College District

You're On a Wait List

What you need to know:

- You are currently on the wait list for one or more classes.
- There is a very good chance you will get the class or classes you need, even if you are now on the wait list.

Next steps:

- Show up the first day for class! If you don't, you could lose your place on the wait list.
- If there are no shows and/or seats available in any class, the instructor will tell you how to add the class.
- Email your instructor about how to add an online class.
- Print your [Class Schedule](#) from eServices and bring it with you the first week.
- Parking lots and structures are usually full the first week of the semester, arrive early for a parking space.

Contact: If you have questions please contact the appropriate office on campus: [College phone numbers](#).

See you in class!

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EM29

EM30 Enrolled From Waitlist

Target Group: Students enrolled into a class off of the waitlist
Variables: LR-VAR1 – Subject, LR-VAR2 – Catalog Number
Frequency: Nightly after the Enroll from Waitlist process
Subject: Los Rios: Enrolled From Waitlist

Reviewed Dates:

Revised Dates:

Los Rios

Community College District

You have been Enrolled!

You were recently enrolled from the waitlist into the following class you requested.

(LR-VAR1) (LR-VAR2)

Go to [eServices](#) and pay for your class immediately to avoid being dropped.

We look forward to seeing you on campus.

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EM30

EM40 Refund Notification

Target Group:

Notify students who have a credit of \$23 or greater to apply for a refund

Frequency:

Twice per semester; 5 weeks before BDU. Same as EM2.

Two emails before we open up registration before the next term

Subject:

Los Rios Enrollment Refund Deadline

Reviewed Dates: 4/2016, 9/27/2016, 10/2016

Revised Dates: 9/27/2016, 2/2016, 3/2016

Los Rios

Community College District

Reminder: Enrollment Refund Policy and Deadlines

What you need to know:

- You have a credit on your account, which means you may be due a refund.
- Refunds are not automatic, and do not carry over to the next semester/term.
- You must apply for a refund.
- The deadline to apply for a refund of enrollment fees, non-resident tuition, international tuition or the Universal Transit Pass fee ([click here to read about the UTP refund policy](#)) is the last day of the current semester.
- Application and installment payment fees are non-refundable.
- A student who withdrew for military purposes is entitled to be refunded 100% of fees and tuition paid, regardless of the date of withdrawal. Requests by service members for refunds made after the end of the semester will be honored.
- *Note: Refunds will be issued within 6 – 8 weeks after receipt of the refund application. If you paid by credit card online or at the college, a refund credit will be issued to the credit card used at the time of payment. All other methods of payment will be refunded by check and mailed to the address on file in the Admissions and Records Office (your mailing address visible on eServices).*

Next steps:

- Submit your refund request by using our [Online Fee Refund Application](#); or
- Pick up a refund application at the Business Services (Cashier's) Office.

Contact: If you have questions please contact the appropriate office on campus: [College phone numbers](#).

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EM40

EM41 Annual Disclosure Requirements: Consumer Information, Title IX and Sexual Violence

Target Group: All Enrolled Students

Frequency: Twice per year: February 1st and Sept 1st

Subject: Los Rios Annual Disclosure Requirements: Consumer Information, Title IX and Sexual Violence

Reviewed Dates:

Revised Dates: 8/31/2016, 1/2017

Los Rios

Community College District

Annual Notice:

Consumer Information

How to Report & Prevent Sexual Harassment and Sexual Violence

What you need to know:

- Our *Annual Notice of Consumer Information* can be found on a common [District web page](#). From the District web page, students can link to the appropriate college web pages to review their college's required consumer information.
- Los Rios is committed to ensuring a positive learning and working environment for students on campus, free from unlawful discrimination and sexual harassment. Sexual assault – including sexual violence, relationship violence and stalking – is a violation of Title IX and a form of sexual harassment or discrimination.
- To ensure that all students enjoy a safe and secure college community, free of harassment and abuse, we require all Los Rios students to complete an online education program on Violence Intervention & Prevention, called *Not Anymore*. This program covers a variety of serious topics, including sexual assault, dating violence, stalking and – just as important—how to intervene as a bystander.
- This program will benefit you and your college community, as you learn and review the differences between healthy, consensual sexual relations and the many behaviors that constitute illegal sexual assault, violence and harassment; dating violence; domestic violence; and stalking.
- We want you to be able to recognize these behaviors and learn the safe, appropriate steps to prevent or stop them. Nearly 3 of every 4 college students say they would intervene as a bystander in a potentially dangerous situation. This training will give you the necessary tools, knowledge and confidence to step in.
- A *Confidential Advocate* can provide a wide range of information, support and assistance for persons in the District who report they have experienced sexual assault.

Next steps:

- PLEASE COMPLETE THE ONLINE PROGRAM NOW. You must complete and pass the

post-lesson test with a score of 75% or higher.

- Instructions for completing the online program:
 1. Log on at [eServices](#), open the Programs & Training tab and complete the entire program.
 2. Make sure you complete the evaluation section at the end of the program.
 3. Save your certificate of completion in case you need it later.
- If you have been the victim of or witness to a sexual assault, immediately contact the Los Rios Police Department: (916) 558-2221, or the college's Title IX Officer.

Contact: You may reach the Confidential Advocate by emailing her at weaveconfidentialadvocate@losrios.edu or by calling (916) 568-3011. This is a confidential phone line and only the Advocate will be able to retrieve your message and return your call. The WEAVE Confidential Advocate will be available onsite one day a week at each of the colleges: SCC (Monday); FLC (Tuesday); ARC (Wednesday); and CRC (Thursday).

If you have additional questions please contact the Title IX Officer on campus: [College phone numbers](#).

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EM41

EM42 Title IX: Generic Enrolled Student

Target Group: All Enrolled Students

Frequency: Once a year in April. 4/21

Subject: Los Rios: Violence Intervention and Prevention – Mandatory Federal Title IX Training

Reviewed Dates:

Revised Dates: 3/2017

Los Rios

Community College District

Violence Intervention & Prevention: Mandatory Federal Title IX Training

What you need to know:

- You have taken an important step toward success by enrolling in one of the Los Rios colleges, and we want to see you succeed and continue to make responsible decisions.
- Los Rios is committed to ensuring that all students enjoy a safe and secure college community, free of harassment and abuse.
- This commitment includes a requirement that all Los Rios students complete an online education program on Violence Intervention & Prevention.
- This program covers a variety of serious topics, including sexual assault, dating violence, stalking and – just as important—how to intervene as a bystander.
- This program will benefit you and your college community, as you learn and review the differences between healthy, consensual sexual relations and the many behaviors that constitute illegal sexual assault, violence and harassment; dating violence; domestic violence; and stalking.
- We want you to be able to recognize these behaviors and learn the safe, appropriate steps to prevent or stop them. Nearly 3 of every 4 college students say they would intervene as a bystander in a potentially dangerous situation. Would you? This training will give you the necessary tools, knowledge and confidence to step in.
- **The online program is available for your participation right now. All Los Rios students must complete and pass the post-lesson test with a score of 70% or higher.**

Next steps:

- Instructions for completing the online program:
 1. Log into [eServices](#)
 2. Open the Programs & Training tab and complete the entire program.
 3. Make sure you complete the evaluation section at the end of the program.
 4. Save your certificate of completion in case you need it later.

Contact:

- If you have any questions or require additional clarification, please contact the Los Rios Police Department: (916) 558-2221.
- You may also contact your college's Title IX Coordinator and/or Equity Officer: [College phone numbers](#)

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EM42

EM03, EM06, & EM07 –Auto dropped Students

Target Group: Students who were dropped from their classes as a result of not paying their fees.
Variables: (LR-VAR1) = Term, long description. Summer XXXX Fall XXXX
Frequency: **Start:** term PO. **Stop:** next term PO.
EM03: Summer. **EM06:** Fall. **EM07:** Spring.
Subject: Los Rios Class Drops

Los Rios

Community College District

Important Notice

You have been dropped from your classes!

Recently you were automatically dropped from classes at our colleges for the (LR-VAR1) semester for non-payment of enrollment fees.

Please logon to [eServices](#) immediately to re-enroll in your classes or to the waitlist if it's available. If the class from which you were dropped is now closed, you may have to look for another class in which to enroll.

If the semester is already in progress, you will have to obtain a **new** permission number from your instructor(s) in order to re-enroll and then pay fees immediately.

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EMxx

EM31, EM34, & EM37 –14 days to pay from the date student enrolls

Target Group: Students who have not paid their fees 7 days after the enrollment date.

Frequency: Run on Term PO and stop 7 days before the start of term

EM31: Summer; **EM34:** Fall; **EM37:** Spring

Subject: Los Rios Fee Payment Reminder

EM32, EM35, & EM38 – Student must pay before the start of term

Target Group: Students who have not paid their fees 1 day after the enrollment date.

Frequency: Run 14 days before start of term and stop at the start of term

EM32: Summer; **EM35:** Fall; **EM38:** Spring

Subject: Los Rios Fee Payment Reminder

EM33, EM36, & EM39 – Once term starts, student must pay by the next day.

Target Group: SEND email is sent to student 1 day after they enroll

Frequency: Start of term and stop at the end of term

EM33: Summer; **EM36:** Fall; **EM39:** Spring

Subject: Los Rios Fee Payment Reminder

Reviewed Dates:

Revised Dates: 7/5/2016

Los Rios

Community College District

Fee Payment Reminder

Your payment is due at the time of enrollment.

Your payment is due at the time of enrollment to avoid being dropped from your classes. For more details on the fee payment policy go [Important Fee Payment Information](#)

You may logon to [eServices](#) to pay your fees.

If you have questions please contact the appropriate office on campus: [College phone numbers](#).

If you are receiving this email and you have a 3rd party such as the VA paying enrollment fees, please contact your college immediately to check on your status.

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EMxx

College Emails

EM50 All ARC Students who Enrolled in the Term

EM60 All CRC Students who Enrolled in the Term

EM70 All FLC Students who Enrolled in the Term

EM80 All SCC Students who Enrolled in the Term

Target Group: All students who enrolled at CRC anytime during the specified term.