

## **AY25-26 Goal: Achieve 100% Confirming Rosters Completion**

In Spring 2025, only 56% of GCC course sections had their rosters fully confirmed:

### **What Happens When a Student Receives Aid for Classes They Are Not Attending**

Financial aid is awarded based on a student's actual enrollment and participation. If a student receives aid for a course they never attended, this is called an *overpayment*.

### **Why Overpayment Matters**

- The college is federally required to return these funds immediately to the U.S. Department of Education and the State of Massachusetts.
- The student is then responsible for repaying the aid.

### **Negative Implications for Students**

- A debt is created on the student's account and is sent to collections if unpaid.
- Debts sent to collections may be recovered through tax refund garnishment or wage garnishment.
- An unpaid balance can prevent a student from returning to school and may make them ineligible for future financial aid.

### **Findings by GCC Student Financial Services Office**

Students most at risk of overpayment are those who:

- Are first-generation with limited financial resources;
- Receive a full Pell Grant;
- Were not reported as "No-Shows" early in the term;
- Are only reported at the end of term on O/F grade reports, after financial aid has already been disbursed.

### **Negative Implications for College**

Students who No Show for a semester may have borrowed expensive equipment, which belongs to GCC (e.g., art or library equipment—including cameras, books, laptops, or hotspots). If the roster is not confirmed, the college will not have any way of knowing the student is not legitimately enrolled and will not communicate with students until weeks or months have passed. It is very difficult to get equipment back after that much time, depleting the availability of equipment for other students.

### **How Instructors Can Help Prevent These Negative Implications**

- Submit enrollment rosters fully and on time.
- Accurately mark students as "No-Show" or "Never Attended" at the start of the term.
- Contact Registrar with any questions about roster submissions.