

# Maryland Higher Education Commission

## MISSION

The mission of the Maryland Higher Education Commission (MHEC) is to ensure that the people of Maryland have access to a high-quality, adequately funded, effectively managed, and capably led system of postsecondary education which adheres to the principle and law governing equal educational opportunity and enables its citizens to make positive contributions to society and to thrive in the economy. It accomplishes this mission through the provision of statewide planning, leadership, coordination and advocacy for the State's postsecondary education institutions and their students directly. Stakeholders include the Governor and General Assembly, Maryland business and industry, and the citizenry as a whole.

## VISION

The vision of the Maryland Higher Education Commission is a State in which all citizens are equally prepared to be productive, socially engaged, and responsible members of a healthy economy and an open and democratic society in which all citizens make contributions to creating and maintaining that economy and society.

## KEY GOALS, OBJECTIVES, AND PERFORMANCE MEASURES

**Goal 1. Ensure institutions and MD residents have the information and resources needed to benefit from equal access to postsecondary education.**

- Obj. 1.1** Maintain or increase the number of State financial aid publications distributed to the public.
- Obj. 1.2** Maintain or increase the proportion of on-time Free Application for Federal Student Aid (FAFSA) application submissions relative to the number of high school seniors.
- Obj. 1.3** Maintain or increase the number of on-time FAFSA application submissions from students age 25 or older.

Performance Measures	2011 Act.	2012 Act.	2013 Act.	2014 Act.	2015 Act.	2016 Est.	2017 Est.
Number of organizations receiving publications for distribution	444	468	559	647	631	640	650
Number of publications distributed to organizations receiving publications for distribution	N/A	N/A	N/A	N/A	434,425	434,450	434,475
Ratio of number of on-time FAFSA applications to number of high school graduates	N/A	N/A	N/A	0.559	0.544	0.553	0.557
Number of on-time FAFSA applications from students age 25 or older	N/A	N/A	N/A	10,368	9,958	9,983	9,883

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**Goal 2. Improve response time to inquiries.**

**Obj. 2.1** By 2017, improve response time to inquiries in the Office of Student Financial Assistance (OSFA) and Program Review and Compliance (PRC).

Performance Measures	2011 Act.	2012 Act.	2013 Act.	2014 Act.	2015 Act.	2016 Est.	2017 Est.
Number of student complaints received through formal process by PRC	N/A	N/A	N/A	N/A	60	65	65
Number of telephone inquiries received by OSFA	N/A						
Allocated number of full-time equivalent (FTE) employees responding to complaints (PRC)	N/A	N/A	N/A	N/A	2.0	2.0	2.0
Actual number of FTE employees responding to complaints (PRC)	N/A	N/A	N/A	N/A	1.5	1.5	2.0
Allocated number of FTE employees responding to inquiries (OSFA)	N/A	N/A	N/A	10.5	11.5	11.0	13.0
Actual number of FTE employees responding to inquiries (OSFA)	N/A	N/A	N/A	8.0	9.0	10.0	10.0
Number of student complaints resolved through formal process (PRC)	N/A	N/A	N/A	N/A	54.0	57.0	64.0
Median length of time to answer telephone inquiries received (OSFA)	N/A						

**Goal 3. Expand informational opportunities for students entering or continuing in postsecondary education to ensure success.**

**Obj. 3.1** By 2018, increase the number of information-sharing events attended by MHEC staff from 103 to 125.

**Obj. 3.2** By 2019, expand the number of organizations participating in the information-sharing network from 48 to 60.

Performance Measures	2011 Act.	2012 Act.	2013 Act.	2014 Act.	2015 Act.	2016 Est.	2017 Est.
Number of information events attended by MHEC staff	N/A	N/A	N/A	107	103	105	110
Number of participating organizations	N/A	N/A	N/A	48	65	70	75

**Goal 4. Improve MHEC's information/message delivery using multiple social media.**

**Obj. 4.1** Redesign websites and expand use of social media.

**Obj. 4.2** Develop an application (app) for high school students exploring college opportunities.

Performance Measures	2011 Act.	2012 Act.	2013 Act.	2014 Act.	2015 Act.	2016 Est.	2017 Est.
Launch of redesigned website	N/A	N/A	N/A	N/A	-	Complete	-
Release of Roadmap for New Horizons app	N/A	N/A	N/A	N/A	-	Complete	-

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**Goal 5. Improve MHEC's responsiveness to statutory obligations.**

**Obj. 5.1** By fiscal year 2016, increase the percentage of program reviews completed on time to 100 percent.

**Obj. 5.2** By fiscal year 2016, increase the percentage of statutorily mandated reports submitted on time to 100 percent.

<b>Performance Measures</b>	<b>2011 Act.</b>	<b>2012 Act.</b>	<b>2013 Act.</b>	<b>2014 Act.</b>	<b>2015 Act.</b>	<b>2016 Est.</b>	<b>2017 Est.</b>
Number of complete academic program proposals received	N/A	242	262	259	270	268	270
Allocated number of FTE employees conducting program reviews	N/A	N/A	N/A	N/A	5.0	4.5	5.0
Actual number of FTE employees conducting program reviews	N/A	N/A	N/A	N/A	4.0	3.5	4.5
Number of complete in-state academic program proposals subject to 60-day deadline	N/A	N/A	N/A	N/A	83	85	87
Percent of complete in-state academic program proposals processed in 60 days	N/A	90%	69%	40%	31%	36%	78%
Percent of statutorily mandated reports submitted on time	N/A	N/A	N/A	N/A	63%	90%	100%

**SELLINGER AID, GRANTS AND SCHOLARSHIPS**

<b>Performance Measures</b>	<b>2014 Act.</b>	<b>2015 Act.</b>	<b>2016 Est.</b>	<b>2017 Est.</b>
Percentage of Sellinger aid used for financial aid at state-aided independent institutions	89%	89%	89%	89%
<b>Guaranteed Access Grants</b>				
Number of awards	1,408	1,492	1,460	1,460
Number of dollars awarded	\$16,324,978	\$18,157,650	\$18,077,080	\$18,077,080
Number of awards declined or canceled	236	294	245	245
Number of applicants	3,713	3,329	3,140	3,275
<b>Educational Assistance Grants</b>				
Number of awards accepted	33,861	28,525	26,300	26,300
Number of dollars awarded	\$72,129,055	\$61,094,850	\$55,000,000	\$55,000,000
Number of awards declined or canceled	43,752	32,487	28,150	28,150
Number of applicants	134,669	131,695	131,248	131,750
<b>Senatorial Scholarships</b>				
Number of awards	8,159	8,546	8,000	8,000
Number of dollars awarded	\$7,095,657	\$7,353,021	\$7,100,000	\$7,100,000
Number of awards declined or canceled	2,198	2,710	2,100	2,100

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## GRANTS AND SCHOLARSHIPS

Performance Measures	2014 Act.	2015 Act.	2016 Est.	2017 Est.
Conroy Memorial Scholarship Program				
Number of awards	161	162	160	160
Number of dollars awarded	\$1,031,836	\$984,589	\$97,500	\$97,500
Delegate Scholarships				
Number of awards	9,374	9,807	9,400	9,400
Number of dollars awarded	\$5,351,083	\$5,650,083	\$5,400,000	\$5,400,000
Number of awards declined or canceled	2,044	2,050	2,000	2,000
Riley Fire and Emergency Medical Service (EMS) Scholarship				
Number of awards	103	84	50	80
Number of dollars awarded	\$330,692	\$257,228	\$202,144	\$280,000
Number of applicants	103	144	96	125
Graduate and Professional Scholarship Program				
Number of awards	568	530	545	545
Number of dollars awarded	\$1,141,546	\$1,076,367	\$1,105,000	\$1,105,000
Number of applicants	3,119	2,223	2,750	2,750
Tolbert Grant Program				
Number of awards	384	343	356	360
Number of dollars awarded	\$192,000	\$173,000	\$182,000	\$186,000
Number of awards declined or canceled	62	76	65	69
Hoffman Loan Assistance Repayment Program				
Number of awards	248	169	150	225
Number of dollars awarded	\$1,425,200	\$987,300	\$975,000	\$1,105,000
Number of awards declined or canceled	6	40	25	15
Number of applicants	820	759	690	650

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## GRANTS AND SCHOLARSHIPS

Performance Measures	2014 Act.	2015 Act.	2016 Est.	2017 Est.
Loan Assistance Repayment Program (LARP) for Physicians				
Number of awards	18	25	20	20
Number of dollars awarded	\$647,116	\$425,000	\$500,000	\$500,000
Part-Time Grant Program				
Number of awards	7,428	7,082	7,082	7,082
Number of dollars awarded	\$4,392,333	\$4,982,582	\$4,982,582	\$4,982,582
Number of applicants	45,127	44,269	44,269	44,269
Workforce Shortage Students Assistance Grants				
Number of awards	271	347	312	328
Number of dollars awarded	\$770,000	\$1,063,500	\$985,500	\$100,570
Number of awards declined or canceled	169	174	163	167
Number of applicants	858	992	742	715
Veterans of Afghan and Iraq Conflicts Scholarships				
Number of awards	175	172	135	135
Number of dollars awarded	\$1,445,484	\$1,383,502	\$750,000	\$750,000
Number of awards declined or canceled	48	43	32	32
Number of applicants	342	283	276	276
Nurse Support Program II				
Number of awards	148	154	174	174
Number of dollars awarded	\$1,430,324	\$1,424,360	\$1,896,356	\$1,896,356
Number of awards declined or canceled	114	62	82	82
Number of applicants	202	343	190	190
Health Personnel Shortage Incentive Grant Program				
Number of awards	N/A	N/A	N/A	N/A
Number of dollars awarded	N/A	N/A	N/A	N/A
Number of awards declined or canceled	N/A	N/A	N/A	N/A
Number of applicants	N/A	N/A	N/A	N/A