

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 that 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

A State where 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 Maryland 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	2012 Act.	2013 Act.	2014 Act.	2015 Act.	2016 Act.	2017 Est.	2018 Est.
Number of organizations receiving publications for distribution	468	559	647	631	640	653	666
Number of publications distributed to organizations receiving publications for distribution	N/A	N/A	N/A	434,425	439,862	448,659	457,632
¹ Ratio of number of on-time FAFSA applications to number of high school graduates	N/A	N/A	0.712	0.723	0.722	0.713	0.728
Number of on-time FAFSA applications from students age 25 or older	N/A	N/A	10,368	9,958	9,886	8,777	9,000

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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	2012 Act.	2013 Act.	2014 Act.	2015 Act.	2016 Act.	2017 Est.	2018 Est.
Number of student complaints received through formal process by PRC	N/A	N/A	N/A	60	61	60	60
Allocated number of full-time equivalent (FTE) employees responding to complaints (PRC)	N/A	N/A	N/A	2.0	2.0	2.0	2.0
Actual number of FTE employees responding to complaints (PRC)	N/A	N/A	N/A	1.5	1.0	2.0	2.0
Allocated number of FTE employees responding to inquiries (OSFA)	N/A	N/A	10.5	11.5	11.5	11.5	11.5
Actual number of FTE employees responding to inquiries (OSFA)	N/A	N/A	8.0	9.0	9.0	9.0	9.0
Number of student complaints resolved through formal process (PRC)	N/A	N/A	N/A	54	38	58	58
Median length of time to answer telephone inquiries received (OSFA) (minutes)	N/A	N/A	N/A	N/A	3	3	3

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	2012 Act.	2013 Act.	2014 Act.	2015 Act.	2016 Act.	2017 Est.	2018 Est.
Number of information events attended by MHEC staff	N/A	N/A	107	103	112	114	117
Number of participating organizations	N/A	N/A	48	65	80	82	83

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

Obj. 4.1 Expand use of social media.

Performance Measures	2012 Act.	2013 Act.	2014 Act.	2015 Act.	2016 Act.	2017 Est.	2018 Est.
Number of social media interactions	N/A	N/A	N/A	N/A	1,228,942	1,253,540	1,278,710

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

Obj. 5.1 By fiscal year 2018, increase the percentage of program reviews completed on time to 100 percent.

Obj. 5.2 By fiscal year 2018, increase the percentage of statutorily mandated reports submitted on time to 100 percent.

Performance Measures	2012 Act.	2013 Act.	2014 Act.	2015 Act.	2016 Act.	2017 Est.	2018 Est.
Number of complete academic program proposals received	242	262	259	270	259	275	275
Allocated number of FTE employees conducting program reviews	N/A	N/A	N/A	5	5	5	5
Actual number of FTE employees conducting program reviews	N/A	N/A	N/A	4.0	3.5	5.0	5.0
Number of complete in-state academic program proposals subject to 60-day deadline	N/A	N/A	N/A	83	105	100	100
Percent of complete in-state academic program proposals processed in 60 days	90%	69%	40%	31%	13%	75%	90%
Percent of statutorily mandated reports submitted on time	N/A	N/A	N/A	63%	75%	100%	100%

SELLINGER AID, GRANTS AND SCHOLARSHIPS

Performance Measures	2014 Act.	2015 Act.	2016 Act.	2017 Est.	2018 Est.
Percentage of Sellinger aid used for financial aid at state-aided independent institutions	89%	89%	89%	89%	89%
Guaranteed Access Grants					
Number of awards	1,408	1,492	1,477	1,500	1,600
Number of dollars awarded	\$16,324,978	\$18,157,650	\$19,226,750	\$20,500,000	\$21,000,000
Number of awards declined or canceled	236	294	246	240	240
Number of applicants	3,713	3,329	5,139	5,260	5,450
Educational Assistance Grants					
Number of awards accepted	33,861	28,525	24,377	25,500	25,500
Number of dollars awarded	\$72,129,055	\$61,094,850	\$53,952,240	\$59,000,000	\$59,000,000
Number of awards declined or canceled	43,752	32,487	34,173	26,252	26,000
Number of applicants	134,669	131,695	131,232	121,168	145,000
Senatorial Scholarships					
Number of awards	8,159	8,546	8,752	8,600	8,600
Number of dollars awarded	\$7,095,657	\$7,353,021	\$7,534,911	\$7,350,000	\$7,350,000
Number of awards declined or canceled	2,198	2,710	2,902	2,700	2,700

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GRANTS AND SCHOLARSHIPS

Performance Measures	2014 Act.	2015 Act.	2016 Act.	2017 Est.	2018 Est.
Conroy Memorial Scholarship Program					
Number of awards	161	162	143	170	145
Number of dollars awarded	\$1,031,836	\$984,589	\$569,634	\$1,270,474	\$570,474
Delegate Scholarships					
Number of awards	9,374	9,807	8,900	9,100	9,100
Number of dollars awarded	\$5,351,083	\$5,650,083	\$5,629,450	\$5,700,000	\$5,700,000
Number of awards declined or canceled	2,044	2,050	1,557	1,500	1,500
Riley Fire and Emergency Medical Service (EMS) Scholarship					
Number of awards	103	84	15	50	75
Number of dollars awarded	\$330,692	\$257,228	\$59,196	\$250,000	\$280,000
Number of applicants	103	144	90	72	100
Graduate and Professional Scholarship Program					
Number of awards	568	530	481	520	520
Number of dollars awarded	\$1,141,546	\$1,076,367	\$115,861	\$1,174,473	\$1,174,473
Number of applicants	3,119	2,223	2,248	2,700	2,700
Tolbert Grant Program					
Number of awards	384	343	372	375	375
Number of dollars awarded	\$192,000	\$173,000	\$186,000	\$190,000	\$190,000
Number of awards declined or canceled	62	76	75	70	70
Hoffman Loan Assistance Repayment Program					
Number of awards	248	169	144	150	150
Number of dollars awarded	\$1,425,200	\$987,300	\$828,600	\$1,020,000	\$1,020,000
Number of awards declined or canceled	6	40	10	15	15
Number of applicants	820	759	590	625	625
Loan Assistance Repayment Program (LARP) for Physicians					
Number of awards	18	25	45	40	40
Number of dollars awarded	\$647,116	\$425,000	\$1,393,158	\$1,300,000	\$1,300,000

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Performance Measures	2014 Act.	2015 Act.	2016 Act.	2017 Est.	2018 Est.
Part-Time Grant Program					
Number of awards	7,428	7,082	6,935	6,925	6,925
Number of dollars awarded	\$4,392,333	\$4,982,582	\$5,087,780	\$5,087,780	\$5,087,780
Number of applicants	45,127	44,269	35,531	40,000	40,000
Workforce Shortage Students Assistance Grants					
Number of awards	271	347	327	355	355
Number of dollars awarded	\$770,000	\$1,063,500	\$1,034,500	\$1,229,853	\$1,229,853
Number of awards declined or canceled	169	174	178	170	170
Number of applicants	858	992	640	883	883
Veterans of Afghan and Iraq Conflicts Scholarships					
Number of awards	175	172	126	145	145
Number of dollars awarded	\$1,445,484	\$1,383,502	\$662,551	\$750,000	\$750,000
Number of awards declined or canceled	48	43	40	40	40
Number of applicants	342	345	340	355	355
Nurse Support Program II					
Number of awards	148	154	182	255	255
Number of dollars awarded	\$1,430,324	\$1,424,360	\$1,961,641	\$3,000,000	\$3,000,000
Number of awards declined or canceled	114	62	105	80	80
Number of applicants	202	343	300	300	300
Health Personnel Shortage Incentive Grant Program					
Number of awards	N/A	N/A	12	12	12
Number of dollars awarded	N/A	N/A	304,500	325,000	325,000
Number of awards declined or canceled	N/A	N/A	0	0	0
Number of applicants	N/A	N/A	12	12	12
2+2 Transfer Scholarship Program					
Number of awards	N/A	N/A	111	235	270
Number of dollars awarded	N/A	N/A	\$160,500	\$400,000	\$500,000
Number of awards declined or canceled	N/A	N/A	21	40	40
Number of applicants	N/A	N/A	618	1,546	1,700

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NOTES

¹ The basis for calculating this performance measure has changed. Because the number of high school graduates is not available in time for the submission of the Managing for Results strategic plan, MHEC is now estimating the number of high school graduates as a percentage of 12th graders.