

# 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	2013 Act.	2014 Act.	2015 Act.	2016 Act.	2017 Act.	2018 Est.	2019 Est.
Number of organizations receiving publications for distribution	559	647	631	640	631	653	667
Number of publications distributed to organizations receiving publications for distribution	N/A	N/A	434,425	439,862	500,665	491,042	502,438
<sup>1</sup> Ratio of number of on-time FAFSA applications to number of high school graduates	N/A	0.712	0.723	0.722	0.739	0.985	1.018
Number of on-time FAFSA applications from students age 25 or older	N/A	38,221	35,471	35,119	31,128	45,622	46,000

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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	2013 Act.	2014 Act.	2015 Act.	2016 Act.	2017 Act.	2018 Est.	2019 Est.
Number of student complaints received through formal process by PRC	N/A	N/A	60	61	66	61	60
Allocated number of full-time equivalent (FTE) employees responding to complaints (PRC)	N/A	N/A	2.0	2.0	2.0	2.0	2.0
Actual number of FTE employees responding to complaints (PRC)	N/A	N/A	1.5	1.0	1.0	1.5	2.0
Allocated number of FTE employees responding to inquiries (OSFA)	N/A	10.5	11.5	11.5	11.5	12.0	12.0
Actual number of FTE employees responding to inquiries	N/A	8.0	9.0	9.0	9.0	9.0	9.0
Number of student complaints resolved through formal process (PRC)	N/A	N/A	54	38	37	58	58
Median length of time to answer telephone inquiries received (OSFA) (minutes)	N/A	N/A	N/A	3	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	2013 Act.	2014 Act.	2015 Act.	2016 Act.	2017 Act.	2018 Est.	2019 Est.
Number of information events attended by MHEC staff	N/A	107	103	112	121	118	124
Number of participating organizations	N/A	48	65	80	89	92	95

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

**Obj. 4.1** Expand use of social media.

Performance Measures	2013 Act.	2014 Act.	2015 Act.	2016 Act.	2017 Act.	2018 Est.	2019 Est.
Number of social media interactions	N/A	N/A	N/A	1,228,942	667,385	668,517	670,228

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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	2013 Act.	2014 Act.	2015 Act.	2016 Act.	2017 Act.	2018 Est.	2019 Est.
Number of complete academic program proposals received	262	259	270	259	415	425	450
Allocated number of FTE employees conducting program reviews	N/A	N/A	5	5	5	5	5
Actual number of FTE employees conducting program reviews	N/A	N/A	4.0	3.5	3.5	4.0	5.0
Number of complete in-state academic program proposals subject to 60-day deadline	N/A	N/A	83	105	161	180	190
Percent of complete in-state academic program proposals processed in 60 days	69%	40%	31%	13%	57%	85%	90%
Percent of statutorily mandated reports submitted on time	N/A	N/A	63%	75%	52%	100%	100%

## SELLINGER AID, GRANTS AND SCHOLARSHIPS

Performance Measures	2015 Act.	2016 Act.	2017 Act.	2018 Est.	2019 Est.
Percentage of Sellinger aid used for financial aid at state-aided independent institutions	91%	88%	90%	89%	89%
Guaranteed Access Grants					
Number of awards	1,492	1,477	1,609	2,100	2,100
Number of dollars awarded	\$18,157,650	\$19,225,250	\$21,495,642	\$27,000,000	\$27,000,000
Number of awards declined or canceled	294	246	238	230	230
Number of applicants	3,329	3,596	3,529	6,700	7,000
Educational Assistance Grants					
Number of awards accepted	28,525	24,377	23,238	24,000	24,000
Number of dollars awarded	\$61,094,850	\$53,952,240	\$51,434,325	\$52,000,000	\$52,000,000
Number of awards declined or canceled	32,487	34,173	26,632	26,000	26,000
Number of applicants	131,695	131,232	121,241	151,827	165,000
Senatorial Scholarships					
Number of awards	8,546	8,752	8,037	8,100	8,100
Number of dollars awarded	\$7,353,021	\$7,534,911	\$6,613,562	\$6,620,000	\$6,620,000
Number of awards declined or canceled	2,710	2,902	2,093	2,000	2,000

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## GRANTS AND SCHOLARSHIPS

Performance Measures	2015 Act.	2016 Act.	2017 Act.	2018 Est.	2019 Est.
Conroy Memorial Scholarship Program					
Number of awards	162	143	218	180	180
Number of dollars awarded	\$984,589	\$569,634	\$1,626,758	\$1,320,000	\$1,320,000
Delegate Scholarships					
Number of awards	9,807	8,900	9,363	9,400	9,400
Number of dollars awarded	\$5,650,083	\$5,629,450	\$6,148,599	\$6,200,000	\$6,200,000
Number of awards declined or canceled	2,050	1,557	1,456	1,400	1,400
Riley Fire and Emergency Medical Service (EMS)					
Number of awards	84	15	34	70	70
Number of dollars awarded	\$257,228	\$59,196	\$92,243	\$250,000	\$250,000
Number of applicants	144	90	91	90	90
Graduate and Professional Scholarship Program					
Number of awards	530	481	520	500	500
Number of dollars awarded	\$1,076,367	\$115,861	\$1,168,030	\$1,174,000	\$1,174,000
Number of applicants	2,223	2,248	2,669	2,200	2,200
Tolbert Grant Program					
Number of awards	343	372	364	390	390
Number of dollars awarded	\$173,000	\$186,000	\$182,000	\$190,000	\$190,000
Number of awards declined or canceled	76	75	44	40	40
Hoffman Loan Assistance Repayment Program					
Number of awards	169	144	168	165	165
Number of dollars awarded	\$987,300	\$828,600	\$994,632	\$990,000	\$990,000
Number of awards declined or canceled	40	10	10	10	10
Number of applicants	759	590	598	575	575
Loan Assistance Repayment Program (LARP) for Physicians					
Number of awards	25	45	93	35	35
Number of dollars awarded	\$425,000	\$1,393,158	\$1,961,348	\$1,900,000	\$1,900,000

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## GRANTS AND SCHOLARSHIPS

Performance Measures	2015 Act.	2016 Act.	2017 Act.	2018 Est.	2019 Est.
Part-Time Grant Program					
Number of awards	7,082	6,935	5,269	6,800	6,800
Number of dollars awarded	\$4,982,582	\$5,087,780	\$4,973,436	\$5,000,000	\$5,000,000
Number of applicants	44,269	35,531	30,780	35,000	35,000
Workforce Shortage Students Assistance Grants					
Number of awards	347	327	285	315	315
Number of dollars awarded	\$1,063,500	\$1,034,500	\$911,500	\$1,100,000	\$1,100,000
Number of awards declined or canceled	174	178	163	160	160
Number of applicants	992	640	882	775	775
Veterans of Afghan and Iraq Conflicts Scholarships					
Number of awards	172	126	130	145	145
Number of dollars awarded	\$1,383,502	\$662,551	\$686,340	\$750,000	\$750,000
Number of awards declined or canceled	43	40	36	35	35
Number of applicants	345	340	221	250	250
Nurse Support Program II					
Number of awards	154	182	235	215	215
Number of dollars awarded	\$1,424,360	\$1,961,641	\$2,786,738	\$2,600,000	\$2,600,000
Number of awards declined or canceled	62	105	128	110	10
Number of applicants	343	300	261	250	250
Health Personnel Shortage Incentive Grant Program					
Number of awards	N/A	12	18	0	0
Number of dollars awarded	N/A	\$304,500	\$646,882	\$0	\$0
Number of awards declined or canceled	N/A	0	0	0	0
Number of applicants	N/A	12	18	0	0
2+2 Transfer Scholarship Program					
Number of awards	N/A	111	220	260	260
Number of dollars awarded	N/A	\$160,500	\$320,500	\$400,000	\$400,000
Number of awards declined or canceled	N/A	21	56	50	50
Number of applicants	N/A	618	1,579	1,500	1,500

## NOTES

<sup>1</sup> 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.