

# 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	2014 Act.	2015 Act.	2016 Act.	2017 Act.	2018 Act.	2019 Est.	2020 Est.
Number of organizations receiving publications for distribution	647	631	640	631	644	625	650
Number of publications distributed to organizations receiving publications for distribution	N/A	434,425	439,862	500,665	495,575	505,575	555,600
<sup>1</sup> Ratio of number of on-time FAFSA applications to number of high school graduates	0.712	0.723	0.721	0.740	0.801	0.825	0.842
Number of on-time FAFSA applications from students age 25 or older	38,221	35,471	35,119	31,128	51,265	52,370	53,000

# Maryland Higher Education Commission

## 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	2014 Act.	2015 Act.	2016 Act.	2017 Act.	2018 Act.	2019 Est.	2020 Est.
Number of student complaints received through formal process by Academic Affairs	N/A	60	61	66	60	60	60
Allocated number of full-time equivalent (FTE) employees responding to complaints (Academic Affairs)	N/A	2.0	2.0	2.0	2.0	2.0	2.0
Actual number of FTE employees responding to complaints (Academic Affairs)	N/A	1.5	1.0	1.0	1.0	1.5	2.0
Allocated number of FTE employees responding to inquiries (OSFA)	10.5	11.5	11.5	11.5	11.5	11.5	11.5
Actual number of FTE employees responding to inquiries	8.00	9.0	9.0	9.0	9.0	9.0	9.0
Number of student complaints resolved through formal process (Academic Affairs)	N/A	54	38	37	51	55	58
Median length of time to answer telephone inquiries received (OSFA) (minutes)	N/A	N/A	3	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	2014 Act.	2015 Act.	2016 Act.	2017 Act.	2018 Act.	2019 Est.	2020 Est.
Number of information events attended by MHEC staff	107	103	112	121	132	143	160
Number of participating organizations	48	65	80	89	79	100	125

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

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

Performance Measures	2014 Act.	2015 Act.	2016 Act.	2017 Act.	2018 Act.	2019 Est.	2020 Est.
Number of social media interactions	N/A	N/A	1,228,942	667,385	370,023	407,000	430,000

# Maryland Higher Education Commission

## 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	2014 Act.	2015 Act.	2016 Act.	2017 Act.	2018 Act.	2019 Est.	2020 Est.
Number of complete academic program proposals received from in-state institutions	259	270	259	415	463	500	540
Number of complete proposals received from new institutions seeking to operate in Maryland (Certificate of Approvals for in-state institutions)	N/A	N/A	N/A	N/A	2	2	1
Number of complete proposals received from out-of-state institutions seeking to operate in Maryland (Certificate of Approvals for out-of-state institutions)	N/A	N/A	N/A	N/A	13	15	16
Number of complete academic program proposals received from out-of-state institutions seeking to operate in Maryland	N/A	N/A	N/A	N/A	143	150	170
Number of complete proposals from institutions seeking religious exemption	N/A	N/A	N/A	N/A	4	5	6
Number of registrations from out-of-state institutions for online/distance education to Maryland residents	N/A	N/A	N/A	N/A	42	35	35
Number of complete Training Provider Questionnaires received	N/A	60	89	98	80	85	90
Percent of Training Provider Questionnaires reviewed within four weeks	N/A	100%	100%	100%	100%	100%	100%
Number of Private Career School applications received	N/A	32	21	12	12	15	18
Percent of Private Career School applications received reviewed within 30 days for completeness	N/A	100%	100%	100%	100%	100%	100%
Allocated number of FTE employees conducting program reviews	N/A	5.0	5.0	5.0	3.5	4.0	4.0
Actual number of FTE employees conducting program reviews	N/A	4.0	3.5	3.5	3.5	4.0	4.0
Number of complete in-state academic program proposals subject to 60-day deadline	N/A	83	105	161	209	250	300
Percent of complete in-state academic program proposals processed in 60 days	40%	31%	13%	57%	94%	97%	98%
Percent of statutorily mandated reports submitted on time	N/A	63%	75%	52%	83%	100%	100%

# Maryland Higher Education Commission

## SELLINGER AID, GRANTS AND SCHOLARSHIPS

Performance Measures	2016 Act.	2017 Act.	2018 Act.	2019 Est.	2020 Est.
Percentage of Sellinger aid used for financial aid at state-aided independent institutions	88%	90%	89%	90%	90%
<b>Guaranteed Access Grants</b>					
Number of awards	1,477	1,609	2,181	2,000	2,000
Total dollars awarded	\$19,225,250	\$21,495,642	\$30,159,986	\$30,000,000	\$30,000,000
Number of awards declined or canceled	246	238	457	400	400
Number of applicants	3,596	3,529	8,767	9,000	9,000
<b>Educational Assistance Grants</b>					
Number of awards accepted	24,377	23,238	23,544	24,000	24,000
Total dollars awarded	\$53,952,240	\$51,434,325	\$51,611,150	\$52,000,000	\$52,000,000
Number of awards declined or canceled	34,173	26,632	41,095	41,000	41,000
Number of applicants	131,232	121,241	151,976	156,500	156,500
<b>Senatorial Scholarships</b>					
Number of awards	8,752	8,037	7,709	7,700	7,700
Total dollars awarded	\$7,534,911	\$6,613,562	\$5,950,539	\$6,486,000	\$6,486,000
Number of awards declined or canceled	2,902	2,093	2,286	2,200	2,200

# Maryland Higher Education Commission

## GRANTS AND SCHOLARSHIPS

Performance Measures	2016 Act.	2017 Act.	2018 Act.	2019 Est.	2020 Est.
Conroy Memorial Scholarship Program					
Number of awards	143	218	243	240	240
Total dollars awarded	\$569,634	\$1,626,758	\$1,890,766	\$1,700,000	\$1,700,000
Delegate Scholarships					
Number of awards	8,900	9,363	9,703	9,700	9,700
Total dollars awarded	\$5,629,450	\$6,148,599	\$6,438,048	\$6,596,000	\$6,596,000
Number of awards declined or canceled	1,557	1,456	1,700	1,700	1,700
Riley Fire and Emergency Medical Service (EMS)					
Number of awards	15	34	31	35	35
Total dollars awarded	\$59,196	\$92,243	\$99,988	\$101,000	\$101,000
Number of applicants	90	91	116	150	150
Graduate and Professional Scholarship Program					
Number of awards	481	520	485	500	500
Total dollars awarded	\$115,861	\$1,168,030	\$1,128,418	\$1,174,473	\$1,174,473
Number of applicants	2,248	2,669	2,785	2,800	2,800
Tolbert Grant Program					
Number of awards	372	364	334	345	345
Total dollars awarded	\$186,000	\$182,000	\$167,000	\$200,000	\$200,000
Number of awards declined or canceled	75	44	78	70	70
Hoffman Loan Assistance Repayment Program					
Number of awards	144	168	151	170	170
Total dollars awarded	\$828,600	\$994,632	\$934,685	\$975,000	\$975,000
Number of awards declined or canceled	10	10	5	5	5
Number of applicants	590	598	583	550	550
Loan Assistance Repayment Program (LARP) for Physicians					
Number of awards	45	93	76	50	50
Total dollars awarded	\$1,393,158	\$1,961,348	\$1,715,780	\$800,000	\$800,000

# Maryland Higher Education Commission

## GRANTS AND SCHOLARSHIPS

Performance Measures	2016 Act.	2017 Act.	2018 Act.	2019 Est.	2020 Est.
<b>Part-Time Grant Program</b>					
Number of awards	6,935	5,269	6,707	6,750	6,750
Total dollars awarded	\$5,087,780	\$4,973,436	\$5,056,993	\$5,087,780	\$5,087,780
Number of applicants	35,531	30,780	31,052	31,000	31,000
<b>Workforce Shortage Students Assistance Grants</b>					
Number of awards	327	285	320	350	350
Total dollars awarded	\$1,034,500	\$911,500	\$1,014,700	\$1,229,853	\$1,229,853
Number of awards declined or canceled	178	163	166	160	160
Number of applicants	640	882	939	960	960
<b>Veterans of Afghan and Iraq Conflicts Scholarships</b>					
Number of awards	126	130	133	140	140
Total dollars awarded	\$662,551	\$686,340	\$667,386	\$750,000	\$750,000
Number of awards declined or canceled	40	36	51	45	45
Number of applicants	340	221	246	270	270
<b>Nurse Support Program II</b>					
Number of awards	182	235	272	280	280
Total dollars awarded	\$1,961,641	\$2,786,738	\$3,190,199	\$3,500,000	\$3,500,000
Number of awards declined or canceled	105	128	155	150	150
Number of applicants	300	261	367	375	375
<b>Health Personnel Shortage Incentive Grant Program</b>					
Number of awards	12	18	N/A	N/A	N/A
Total dollars awarded	\$304,500	\$646,882	N/A	N/A	N/A
Number of awards declined or canceled	0	0	N/A	N/A	N/A
Number of applicants	12	18	N/A	N/A	N/A
<b>2+2 Transfer Scholarship Program</b>					
Number of awards	111	220	259	315	315
Total dollars awarded	\$160,500	\$320,500	\$364,500	\$500,000	\$500,000
Number of awards declined or canceled	21	56	38	30	30
Number of applicants	618	1,579	860	1,200	1,200
<b>Loan Assistance Repayment Program (LARP) for Foster</b>					
Number of awards	N/A	N/A	2	10	10
Total dollars awarded	N/A	N/A	\$4,238	\$10,000	\$10,000
Number of awards declined or canceled	N/A	N/A	N/A	N/A	N/A
Number of applicants	N/A	N/A	3	10	10

# Maryland Higher Education Commission

Loan Assistance Repayment Program (LARP) for Dentists					
Number of awards	N/A	N/A	14	15	15
Total dollars awarded	N/A	N/A	\$300,706	\$356,100	\$356,100
Number of awards declined or canceled	N/A	N/A	N/A	N/A	N/A
Number of applicants	N/A	N/A	N/A	N/A	N/A
Campus-Based Educational Assistance Grants					
Number of awards	N/A	N/A	988	1,000	1,000
Total dollars awarded	N/A	N/A	\$1,952,807	\$2,000,000	\$2,000,000
Number of awards declined or canceled	N/A	N/A	N/A	N/A	N/A
Number of applicants	N/A	N/A	N/A	N/A	N/A

## NOTES

<sup>1</sup> The basis for calculating this performance measure changed beginning with FY 2016. Because the final number of high school graduates is not available from the Maryland State Department of Education in time for the submission of the Managing for Results data, MHEC is now estimating the number of high school graduates as a percentage of 12th graders.