

# 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	2015 Act.	2016 Act.	2017 Act.	2018 Act.	2019 Act.	2020 Est.	2021 Est.
Number of organizations receiving publications for distribution	631	640	631	644	-	750	788
Number of publications distributed to organizations receiving publications for distribution	434,425	439,862	500,665	495,575	-	625,000	656,250
Ratio of number of on-time FAFSA applications to number of high school graduates	0.76	0.75	0.77	0.84	0.86	0.83	0.84
Number of on-time FAFSA applications from students age 25 or older	35,471	35,119	31,128	51,265	52,194	47,263	50,000

# 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	2015 Act.	2016 Act.	2017 Act.	2018 Act.	2019 Act.	2020 Est.	2021 Est.
Number of student complaints received through formal process by Academic Affairs	60	61	66	60	53	60	56
Allocated number of full-time equivalent (FTE) employees responding to complaints (Academic Affairs)	2.0	2.0	2.0	2.0	1.5	1.5	1.4
Actual number of FTE employees responding to complaints (Academic Affairs)	1.5	1.0	1.0	1.0	1.5	1.5	1.7
Allocated number of FTE employees responding to inquiries (OSFA)	11.5	11.5	11.5	11.5	9.5	12.5	12.5
Actual number of FTE employees responding to inquiries	9.0	9.0	9.0	9.0	6.5	9.5	9.5
Number of student complaints resolved through formal process (Academic Affairs)	54	38	37	51	47	60	63
Median length of time to answer telephone inquiries received (OSFA) (minutes)	N/A	3	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	2015 Act.	2016 Act.	2017 Act.	2018 Act.	2019 Act.	2020 Est.	2021 Est.
Number of information events attended by MHEC staff	103	112	121	132	163	175	184
Number of participating organizations	65	80	89	79	130	135	142

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

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

Performance Measures	2015 Act.	2016 Act.	2017 Act.	2018 Act.	2019 Act.	2020 Est.	2021 Est.
Number of social media interactions	N/A	1,228,942	667,385	370,023	255,682	425,000	446,250

# 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	2015 Act.	2016 Act.	2017 Act.	2018 Act.	2019 Act.	2020 Est.	2021 Est.
Number of complete academic program proposals received from in-state institutions	270	259	415	463	501	550	638
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	2	-	1	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	13	19	15	15
Number of complete academic program proposals received from out-of-state institutions seeking to operate in Maryland	N/A	N/A	N/A	143	70	100	100
Number of complete proposals from institutions seeking religious exemption	N/A	N/A	N/A	4	2	3	3

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

Number of registrations from out-of-state institutions for online/distance education to Maryland residents	N/A	N/A	N/A	42	44	40	40
Number of complete Training Provider Questionnaires received	60	89	98	80	118	100	100
Percent of Training Provider Questionnaires reviewed within four weeks	100%	100%	100%	100%	93%	100%	100%
Number of Private Career School applications received	32	21	12	12	11	15	15
Percent of Private Career School applications received reviewed within 30 days for completeness	100%	100%	100%	100%	91%	100%	100%
Allocated number of FTE employees conducting program reviews	5	5.0	5.0	3.5	3.5	3.5	2.8
Actual number of FTE employees conducting program reviews	4	3.5	3.5	3.5	3.5	3.5	3.5
Number of complete in-state academic program proposals subject to 60-day deadline	83	105	161	209	148	175	198
Percent of complete in-state academic program proposals processed in 60 days	31%	13%	57%	94%	93%	100%	100%
Percent of statutorily mandated reports submitted on time	63%	75%	52%	83%	69%	100%	100%

# Maryland Higher Education Commission

## SELLINGER AID, GRANTS AND SCHOLARSHIPS

Performance Measures	2017 Act.	2018 Act.	2019 Act.	2020 Est.	2021 Est.
Percentage of Sellinger aid used for financial aid at state-aided independent institutions	90%	89%	89%	89%	89%
Guaranteed Access Grants					
Number of awards	1,609	2,181	2,270	2,600	2,600
Total dollars awarded	\$21,495,642	\$30,159,986	\$30,902,825	\$35,000,000	\$35,000,000
Number of awards declined or canceled	238	457	278	200	200
Number of applicants	3,529	8,767	8,885	8,585	8,700
Educational Assistance Grants					
Number of awards accepted	23,238	23,544	22,008	23,000	23,000
Total dollars awarded	\$51,434,325	\$51,611,150	\$47,538,448	\$50,000,000	\$50,000,000
Number of awards declined or canceled	26,632	41,095	38,326	38,000	38,000
Number of applicants	121,241	151,976	156,548	151,650	150,000
Senatorial Scholarships					
Number of awards	8,037	7,709	7,426	7,800	7,800
Total dollars awarded	\$6,613,562	\$5,950,539	\$5,337,475	\$5,700,000	\$5,700,000
Number of awards declined or canceled	2,093	2,286	2,702	2,400	2,400

# Maryland Higher Education Commission

## GRANTS AND SCHOLARSHIPS

Performance Measures	2017 Act.	2018 Act.	2019 Act.	2020 Est.	2021 Est.
Conroy Memorial Scholarship Program					
Number of awards	218	243	276	250	250
Total dollars awarded	\$1,626,758	\$1,890,766	\$2,168,797	\$2,400,000	\$2,400,000
Delegate Scholarships					
Number of awards	9,363	9,703	10,573	10,200	10,200
Total dollars awarded	\$6,148,599	\$6,438,048	\$6,971,796	\$6,700,000	\$6,700,000
Number of awards declined or canceled	1,456	1,700	1,796	1,700	1,700
Riley Fire and Emergency Medical Service (EMS)					
Number of awards	34	31	34	60	70
Total dollars awarded	\$92,243	\$99,988	\$115,131	\$200,000	\$200,000
Number of applicants	91	116	80	67	75
Graduate and Professional Scholarship Program					
Number of awards	520	485	414	500	500
Total dollars awarded	\$1,168,030	\$1,128,418	\$1,127,587	\$1,174,473	\$1,174,473
Number of applicants	2,669	2,785	2,379	2,500	2,500
Tolbert Grant Program					
Number of awards	364	334	284	380	380
Total dollars awarded	\$182,000	\$167,000	\$142,000	\$200,000	\$200,000
Number of awards declined or canceled	44	78	76	70	70
Hoffman Loan Assistance Repayment Program					
Number of awards	168	151	142	170	170
Total dollars awarded	\$994,632	\$934,685	\$718,500	\$1,305,000	\$1,305,000
Number of awards declined or canceled	10	5	25	15	15
Number of applicants	598	583	501	550	550
Loan Assistance Repayment Program (LARP) for Physicians					
Number of awards	93	76	40	40	40
Total dollars awarded	\$1,961,348	\$1,715,780	\$957,806	\$400,000	\$400,000

## GRANTS AND SCHOLARSHIPS

Performance Measures	2017 Act.	2018 Act.	2019 Act.	2020 Est.	2021 Est.
Part-Time Grant Program					
Number of awards	5,269	6,707	6,477	6,500	6,500
Total dollars awarded	\$4,973,436	\$5,056,993	\$5,047,260	\$5,047,260	\$5,047,260
Number of applicants	30,780	31,052	37,969	37,500	37,500
Workforce Shortage Students Assistance Grants					

# Maryland Higher Education Commission

Number of awards	285	320	316	330	330
Total dollars awarded	\$911,500	\$1,014,700	\$995,750	\$1,229,853	\$1,229,853
Number of awards declined or canceled	163	166	155	150	150
Number of applicants	882	939	777	450	650
Veterans of Afghan and Iraq Conflicts Scholarships					
Number of awards	130	133	131	160	160
Total dollars awarded	\$686,340	\$667,386	\$672,329	\$750,000	\$750,000
Number of awards declined or canceled	36	51	39	30	30
Number of applicants	221	246	308	236	275
Nurse Support Program II					
Number of awards	235	272	274	280	280
Total dollars awarded	\$2,786,738	\$3,190,199	\$2,948,293	\$3,000,000	\$3,000,000
Number of awards declined or canceled	128	155	160	150	150
Number of applicants	261	367	309	350	350
2+2 Transfer Scholarship Program					
Number of awards	220	259	174	215	215
Total dollars awarded	\$320,500	\$364,500	\$232,500	\$300,000	\$30,000
Number of awards declined or canceled	56	38	65	35	35
Number of applicants	1,579	860	1,353	1,250	1,250
Loan Assistance Repayment Program (LARP) for Foster Care Recipients					
Number of awards	N/A	2	2	2	2
Total dollars awarded	N/A	\$4,238	\$3,698	\$4,000	\$4,000
Number of awards declined or canceled	N/A	N/A	N/A	N/A	N/A
Number of applicants	N/A	3	2	2	2
Loan Assistance Repayment Program (LARP) for Dentists					
Number of awards	N/A	14	13	15	15
Total dollars awarded	N/A	\$300,706	\$308,620	\$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	15	15	15

## GRANTS AND SCHOLARSHIPS

Campus-Based Educational Assistance Grants					
Number of awards	N/A	988	1,023	1,100	1,100
Total dollars awarded	N/A	\$1,952,807	\$1,801,175	\$2,000,000	\$2,000,000
Number of awards declined or canceled	N/A	N/A	-	-	-
Number of applicants	N/A	N/A	-	-	-
Cybersecurity Public Service Scholarship Award					

# Maryland Higher Education Commission

Number of awards	N/A	N/A	24	50	50
Total dollars awarded	N/A	N/A	\$79,864	\$160,000	\$160,000
Number of awards declined or canceled	N/A	N/A	6	15	15
Number of applicants	N/A	N/A	-	-	-