

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 ¹

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 Maryland State Financial Aid Application (MSFAA)/FAFSA application submissions from students age 25 or older.
- Obj. 1.4** Maintain or increase FAFSA completion rates in Maryland.

Performance Measures	2018 Act.	2019 Act.	2020 Act.	2021 Act.	2022 Act.	2023 Est.	2024 Est.
Number of organizations receiving publications for distribution	644	657	N/A	N/A	N/A	11	40
Number of publications distributed to organizations receiving publications for distribution	495,575	482,176	N/A	N/A	N/A	500	1,000
Ratio of number of on-time FAFSA applications to number of high school graduates	0.84	0.87	0.83	0.70	0.74	0.74	0.74
² Number of on-time FAFSA applications from students age 25 or older	51,265	52,194	52,874	45,484	47,369	39,057	40,000
² Number of on-time MSFAA applications from students age 25 and older	N/A	N/A	N/A	N/A	78	116	100
Percentage of FAFSA completion by recent high school graduates as of June 30 each year	N/A	N/A	N/A	N/A	51%	51%	51%
Year over year percent change in FAFSA completion as of June 30 each year	N/A	N/A	N/A	N/A	3%	3%	3%
² Number of on-time MSFAA applications from students age 16 to 24	N/A	N/A	N/A	N/A	635	798	700

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Goal 2. Improve response time to inquiries.

Obj. 2.1 Improve response time to inquiries in the Office of Student Financial Assistance (OSFA) and Program Review and Compliance (PRC).

Performance Measures	2018 Act.	2019 Act.	2020 Act.	2021 Act.	2022 Act.	2023 Est.	2024 Est.
Number of student complaints received through formal process by Academic Affairs	60	53	40	18	15	60	60
Number of telephone inquiries received by OSFA	N/A	24,708	17,518	6,000	22,174	20,000	20,000
Number of full-time equivalent (FTE) employees responding to complaints (Academic Affairs)	1.0	1.5	1.0	1.0	1.0	1.0	1.0
Number of FTE employees responding to phone inquiries (OSFA)	9.0	6.5	9.0	12.0	13.0	13.0	14.0
Number of student complaints resolved through formal process (Academic Affairs)	51	47	31	15	12	40	40
Median length of time to answer telephone inquiries received (OSFA) (minutes)	3	3	4	5	4	4	4
Number of FTE employees responding to email inquiries	N/A	N/A	N/A	12	9	9	10
Number of supplemental documents received per FTE employee for identified state aid programs	N/A	N/A	N/A	7,552	7,833	6,881	6,135
Number of full-time equivalent (FTE) OSFA employees responding to virtual appointments	N/A	N/A	N/A	10	8	8	9
Number of virtual appointments scheduled	N/A	N/A	N/A	2,500	1,500	1,500	1,500

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

Obj. 3.1 By 2024, increase the number of information-sharing events attended by MHEC staff to 150.

Obj. 3.2 By 2024, expand the number of organizations participating in the information-sharing network to 75.

Performance Measures	2018 Act.	2019 Act.	2020 Act.	2021 Act.	2022 Act.	2023 Est.	2024 Est.
Number of information events attended by MHEC staff	132	163	109	N/A	11	11	11
Number of participating organizations	79	130	65	47	11	11	11
Number of virtual events attended by MHEC staff	N/A	N/A	N/A	48	10	10	10

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

Obj. 4.1 Expand use of social media.

Performance Measures	2018 Act.	2019 Act.	2020 Act.	2021 Act.	2022 Act.	2023 Est.	2024 Est.
Number of social media interactions	370,023	255,682	598,013	4,572,577	2,354,000	1,630,059	1,882,066

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

Obj. 5.1 By 2024, increase the percentage of program reviews completed on time to 100 percent.

Obj. 5.2 By 2024, increase the percentage of statutorily mandated reports submitted on time to 100 percent.

Performance Measures	2018 Act.	2019 Act.	2020 Act.	2021 Act.	2022 Act.	2023 Est.	2024 Est.
Number of complete academic program proposals received from in-state institutions	463	501	521	674	528	600	600
Number of complete proposals received from new institutions seeking to operate in Maryland (Certificate of Approvals for in-state institutions)	2	0	0	1	1	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)	13	19	21	6	7	10	10
Number of complete academic program proposals received from out-of-state institutions seeking to operate in Maryland	143	70	116	107	52	100	100
Number of complete proposals from institutions seeking religious exemption	4	2	6	5	9	3	3
Number of registrations from out-of-state institutions for online/distance education to Maryland residents	42	44	33	39	52	40	40
Number of complete Training Provider Questionnaires received	80	118	69	85	202	90	90
Percent of Training Provider Questionnaires reviewed within four weeks	100%	93%	91%	78%	17%	100%	100%
Number of Private Career School applications received	12	11	11	10	10	15	15
Percent of Private Career School applications received reviewed within 30 days for completeness	100%	91%	82%	60%	100%	100%	100%
Number of FTE employees conducting program reviews	4	4	4	3	3	8	8
Number of complete in-state academic program proposals subject to 60-day deadline	209	148	151	156	145	200	200
Percent of complete in-state academic program proposals processed in 60 days	94%	93%	87%	N/A	30%	100%	100%
Percent of statutorily mandated reports submitted on time	83%	69%	85%	55%	21%	100%	100%

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SELLINGER AID, GRANTS AND SCHOLARSHIPS

Performance Measures	2018 Act.	2019 Act.	2020 Act.	2021 Act.	2022 Act.	2023 Est.	2024 Est.
Percentage of Sellinger aid used for financial aid at state-aided independent institutions	89%	89%	88%	89%	90%	76%	85%
Guaranteed Access Grants							
Number of awards	2,181	2,270	2,680	3,092	3,246	4,200	4,000
Total dollars awarded	\$30,159,986	\$30,902,825	\$36,797,375	\$37,461,004	\$41,924,295	\$56,665,800	\$55,000,000
Number of awards declined or canceled	457	278	355	642	835	370	500
Number of applicants on the waiting list	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Number of applicants	8,767	8,885	8,231	8,574	12,335	11,738	11,500
Next Generation Scholars Program							
Number of awards accepted	N/A	N/A	N/A	98	81	184	180
Total dollars awarded	N/A	N/A	N/A	\$1,375,200	\$1,144,834	\$2,680,300	\$2,600,000
Number of awards declined or canceled	N/A	N/A	N/A	27	33	34	30
Educational Assistance Grants							
Number of awards accepted	23,544	22,008	23,659	18,755	19,997	26,000	26,000
Total dollars awarded	\$51,611,150	\$47,538,448	\$51,463,900	\$41,000,457	\$44,859,076	\$50,000,000	\$50,000,000
Number of awards declined or canceled	41,095	38,326	37,003	32,148	36,675	27,000	27,000
Number of applicants on the waiting list	N/A	N/A	N/A	7,776	0	4,427	4,000
Number of applicants	151,976	156,548	152,180	139,639	136,860	124,059	125,000
Senatorial Scholarships							
Number of awards	7,709	7,426	7,007	6,929	7,056	8,297	8,000
Total dollars awarded	\$5,950,539	\$5,337,475	\$4,922,588	\$4,801,310	\$6,668,265	\$6,600,000	\$6,600,000
Number of awards declined or canceled	2,286	2,702	1,911	1,696	1,840	1,700	1,700
Number of applicants on the waiting list	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Number of applicants	N/A	N/A	N/A	N/A	N/A	N/A	N/A

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GRANTS AND SCHOLARSHIPS

Performance Measures	2018 Act.	2019 Act.	2020 Act.	2021 Act.	2022 Act.	2023 Est.	2024 Est.
Conroy Memorial Scholarship Program							
Number of awards	243	276	323	408	454	450	450
Total dollars awarded	\$1,890,766	\$2,168,797	\$2,627,740	\$3,534,393	\$3,500,000	\$4,000,000	\$4,000,000
Delegate Scholarships							
Number of awards	9,703	10,573	9,579	9,014	8,067	7,981	8,000
Total dollars awarded	\$6,438,048	\$6,971,796	\$6,569,766	\$6,515,617	\$6,499,543	\$7,189,958	\$7,000,000
Number of awards declined or canceled	1,700	1,796	1,541	1,696	1,432	1,400	1,400
Riley Fire and Emergency Medical Service (EMS) Scholarship							
Number of awards	31	34	38	29	25	30	30
Total dollars awarded	\$99,988	\$115,131	\$157,478	\$157,770	\$153,628	\$160,000	\$160,000
Number of awards declined or canceled	57	34	25	8	7	7	7
Number of applicants on the waiting list	N/A	N/A	N/A	0	0	0	0
Number of applicants	116	80	68	67	55	74	70
Graduate and Professional Scholarship Program							
Number of awards	485	414	404	406	322	425	425
Total dollars awarded	\$1,128,418	\$1,127,587	\$926,749	\$1,025,065	\$908,013	\$1,174,473	\$1,174,473
Number of applicants	2,785	2,379	2,593	2,573	549	2,000	2,000
Tolbert Grant Program							
Number of awards	334	284	198	339	343	375	375
Total dollars awarded	\$167,000	\$142,000	\$99,000	\$169,500	\$171,000	\$200,000	\$200,000
Number of awards declined or canceled	78	76	78	66	47	45	45
Hoffman Loan Assistance Repayment Program							
Number of awards	151	142	98	72	130	160	160
Total dollars awarded	\$934,685	\$718,500	\$561,500	\$786,077	\$837,910	\$925,000	\$925,000
Number of awards declined or canceled	5	25	15	1	14	10	10
Number of applicants on the waiting list	N/A	N/A	N/A	0	0	0	0
Number of applicants	583	501	321	285	480	450	450

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Performance Measures	2018 Act.	2019 Act.	2020 Act.	2021 Act.	2022 Act.	2023 Est.	2024 Est.
Part-Time Grant Program							
Number of awards	6,707	6,477	8,839	5,628	5,258	5,200	5,200
Total dollars awarded	\$5,056,993	\$5,047,260	\$5,028,423	\$5,068,505	\$4,874,170	\$5,087,780	\$5,087,780
Number of applicants	31,052	37,969	50,518	35,077	35,699	35,000	35,000
Workforce Shortage Students Assistance Grants							
Number of awards	320	316	335	327	337	375	375
Total dollars awarded	\$1,014,700	\$995,750	\$1,071,500	\$1,070,000	\$1,058,500	\$1,229,853	\$1,229,853
Number of awards declined or canceled	166	155	154	222	201	200	200
Number of applicants on the waiting list	N/A	N/A	N/A	244	268	250	250
Number of applicants	939	777	585	1,160	1,035	1,063	1,050
Veterans of Afghan and Iraq Conflicts Scholarships							
Number of awards	133	131	132	131	132	145	145
Total dollars awarded	\$667,386	\$672,329	\$671,784	\$709,959	\$688,898	\$750,000	\$750,000
Number of awards declined or canceled	51	39	44	58	78	75	75
Number of applicants on the waiting list	N/A	N/A	N/A	45	58	50	50
Number of applicants	246	308	236	246	237	277	270
Nurse Support Program II							
Number of awards	272	274	281	N/A	N/A	N/A	N/A
Total dollars awarded	\$3,190,199	\$2,948,293	\$3,074,046	N/A	N/A	N/A	N/A
Number of awards declined or canceled	155	160	206	N/A	N/A	N/A	N/A
Number of applicants	367	309	315	N/A	N/A	N/A	N/A
2+2 Transfer Scholarship Program							
Number of awards	259	174	197	179	168	375	375
Total dollars awarded	\$364,500	\$232,500	\$294,000	\$277,000	\$257,500	\$600,000	\$600,000
Number of awards declined or canceled	38	65	37	31	83	75	75
Number of applicants on the waiting list	N/A	N/A	N/A	264	11	0	0
Number of applicants	860	1,353	1,026	1,150	887	1,113	1,100
Loan Assistance Repayment Program (LARP) for Foster Care Recipients							
Number of awards	2	2	2	2	4	4	4
Total dollars awarded	\$4,238	\$3,698	\$6,363	\$2,777	\$14,802	\$15,000	\$15,000
Number of awards declined or canceled	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Number of applicants	3	2	2	1	4	5	5

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Performance Measures	2018 Act.	2019 Act.	2020 Act.	2021 Act.	2022 Act.	2023 Est.	2024 Est.
Loan Assistance Repayment Program (LARP) for Dentists							
Number of awards	14	13	15	14	15	15	15
Total dollars awarded	\$300,706	\$308,620	\$356,100	\$312,577	\$304,663	\$356,100	\$356,100
Number of awards declined or canceled	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Number of applicants	N/A	15	15	14	15	15	15
Campus-Based Educational Assistance Grants							
Number of awards	988	1,023	976	995	1,038	1,200	1,200
Total dollars awarded	\$1,952,807	\$1,801,175	\$1,926,950	\$1,858,355	\$1,838,150	\$2,000,000	\$2,000,000
Number of awards declined or canceled	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Number of applicants	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Cybersecurity Public Service Scholarship Award							
Number of awards	N/A	24	21	21	21	70	70
Total dollars awarded	N/A	\$79,864	\$83,064	\$108,000	\$126,877	\$750,000	\$750,000
Number of awards declined or canceled	N/A	6	14	24	23	20	20
Number of applicants on the waiting list	N/A	N/A	N/A	0	0	0	0
Number of applicants	N/A	N/A	107	157	104	141	140
Richard Collins III Leadership with Honors Award							
Number of awards	N/A	N/A	79	84	90	100	100
Total dollars awarded	N/A	N/A	\$450,000	\$580,027	\$875,025	\$1,000,000	\$1,000,000
Number of awards declined or canceled	N/A	N/A	13	37	17	15	15
Number of applicants on the waiting list	N/A	N/A	N/A	0	0	0	0
Number of applicants	N/A	N/A	123	91	54	138	140
Teaching Fellows for Maryland Scholarship							
Number of awards	N/A	N/A	93	106	105	135	135
Total dollars awarded	N/A	N/A	\$1,985,545	\$1,795,182	\$1,892,052	\$6,000,000	\$8,000,000
Number of awards declined or canceled	N/A	N/A	27	7	21	20	20
Number of applicants on the waiting list	N/A	N/A	N/A	0	73	0	0
Number of applicants	N/A	N/A	123	259	293	320	320
Workforce Development Sequence Scholarship Program							
Number of awards	N/A	N/A	777	629	698	725	725
Total dollars awarded	N/A	N/A	\$857,911	\$918,599	\$871,011	\$1,000,000	\$1,000,000
Number of awards declined or canceled	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Number of applicants	N/A	N/A	N/A	N/A	N/A	N/A	N/A

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Performance Measures	2018 Act.	2019 Act.	2020 Act.	2021 Act.	2022 Act.	2023 Est.	2024 Est.
Maryland Community College Promise Scholarship							
Number of awards	N/A	N/A	1,253	2,014	1,904	3,000	3,000
Total dollars awarded	N/A	N/A	\$3,897,246	\$6,277,965	\$5,635,772	\$7,000,000	\$7,000,000
Number of awards declined or canceled	N/A	N/A	188	2,506	2,244	2,000	2,000
Number of applicants on the waiting list	N/A	N/A	N/A	0	0	0	0
Number of applicants	N/A	N/A	5,248	5,789	5,017	3,700	4,000

NOTES

¹ As with many agencies and institutions across the State, MHEC found the impact of the COVID-19 pandemic to be profound and long-lasting; these effects are reflected in many of the measures reported for fiscal year 2020 and beyond.

² 2022 data is estimated because it is reported on a calendar year basis.