

# 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 <sup>1</sup>

**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.

Performance Measures	2017 Act.	2018 Act.	2019 Act.	2020 Act.	2021 Act.	2022 Est.	2023 Est.
Number of organizations receiving publications for distribution	631	644	657	N/A	N/A	N/A	N/A
Number of publications distributed to organizations receiving publications for distribution	500,665	495,575	482,176	N/A	N/A	N/A	N/A
Ratio of number of on-time FAFSA applications to number of high school graduates	0.77	0.84	0.87	0.83	0.70	0.62	0.63
<sup>2</sup> Number of on-time FAFSA applications from students age 25 or older	31,128	51,265	52,194	52,874	45,475	47,072	48,000
<sup>2</sup> Number of on-time MSFAA applications from students age 25 and older	N/A	N/A	N/A	N/A	55	78	80
<sup>2</sup> Number of on-time MSFAA applications from students age 16 to 24	N/A	N/A	N/A	N/A	642	635	650

# Maryland Higher Education Commission

## 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	2017 Act.	2018 Act.	2019 Act.	2020 Act.	2021 Act.	2022 Est.	2023 Est.
Number of student complaints received through formal process by Academic Affairs	66	60	53	40	18	60	60
Number of telephone inquiries received by OSFA	N/A	N/A	24,708	17,518	6,000	20,000	20,000
Allocated number of full-time equivalent (FTE) employees responding to complaints (Academic Affairs)	2.0	2.0	1.5	1.0	1.0	1.0	1.0
Actual number of FTE employees responding to complaints (Academic Affairs)	1.0	1.0	1.5	1.0	1.0	1.0	1.0
Allocated number of FTE employees responding to phone inquiries (OSFA)	11.5	11.5	9.5	9.0	14.0	14.0	14.0
Actual number of FTE employees responding to phone inquiries	9.0	9.0	6.5	9.0	12.0	14.0	14.0
Number of student complaints resolved through formal process (Academic Affairs)	37	51	47	31	15	40	40
Median length of time to answer telephone inquiries received (OSFA) (minutes)	3	3	3	4	5	4	4
Allocated number of FTE employees responding to email inquiries	N/A	N/A	N/A	N/A	14	14	14
Actual number of FTE employees responding to email inquiries	N/A	N/A	N/A	N/A	12	14	14
Number of supplemental documents received for identified state programs per allocated number of FTE employees	N/A	N/A	N/A	N/A	6,473	6,764	6,774
Number of supplemental documents received for identified state programs per actual number of FTE employees	N/A	N/A	N/A	N/A	7,552	6,764	6,774
Allocated number of full-time equivalent (FTE) OSFA employees responding to virtual appointments	N/A	N/A	N/A	N/A	10	12	12
Number of virtual appointments scheduled	N/A	N/A	N/A	N/A	2,500	7,500	7,500

## 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	2017 Act.	2018 Act.	2019 Act.	2020 Act.	2021 Act.	2022 Est.	2023 Est.
Number of information events attended by MHEC staff	121	132	163	109	N/A	120	120
Number of participating organizations	89	79	130	65	47	100	100
Number of virtual events attended by MHEC staff	N/A	N/A	N/A	N/A	48	30	30

# Maryland Higher Education Commission

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

Obj. 4.1 Expand use of social media.

Performance Measures	2017 Act.	2018 Act.	2019 Act.	2020 Act.	2021 Act.	2022 Est.	2023 Est.
Number of social media interactions	667,385	370,023	255,682	598,013	4,572,577	750,000	750,000

## 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	2017 Act.	2018 Act.	2019 Act.	2020 Act.	2021 Act.	2022 Est.	2023 Est.
Number of complete academic program proposals received from in-state institutions	415	463	501	521	674	550	600
Number of complete proposals received from new institutions seeking to operate in Maryland (Certificate of Approvals for in-state institutions)	N/A	2	0	0	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)	N/A	13	19	21	6	15	15
Number of complete academic program proposals received from out-of-state institutions seeking to operate in Maryland	N/A	143	70	116	107	100	100
Number of complete proposals from institutions seeking religious exemption	N/A	4	2	6	5	3	3
Number of registrations from out-of-state institutions for online/distance education to Maryland residents	N/A	42	44	33	39	40	40
Number of complete Training Provider Questionnaires received	98	80	118	69	85	90	90
Percent of Training Provider Questionnaires reviewed within four weeks	100%	100%	93%	91%	78%	100%	100%
Number of Private Career School applications received	12	12	11	11	10	15	15
Percent of Private Career School applications received reviewed within 30 days for completeness	100%	100%	91%	82%	60%	100%	100%
Allocated number of FTE employees conducting program reviews	5	4	4	4	4	4	4
Actual number of FTE employees conducting program reviews	4	4	4	4	3	4	4
Number of complete in-state academic program proposals subject to 60-day deadline	161	209	148	151	156	200	200
Percent of complete in-state academic program proposals processed in 60 days	57%	94%	93%	87%	N/A	100%	100%
Percent of statutorily mandated reports submitted on time	52%	83%	69%	85%	55%	90%	90%

# Maryland Higher Education Commission

## SELLINGER AID, GRANTS AND SCHOLARSHIPS

Performance Measures	2017 Act.	2018 Act.	2019 Act.	2020 Act.	2021 Act.	2022 Est.	2023 Est.
Percentage of Sellinger aid used for financial aid at state-aided independent institutions	90%	89%	89%	88%	89%	89%	89%
Guaranteed Access Grants							
Number of awards	1,609	2,181	2,270	2,680	3,092	3,150	3,150
Total dollars awarded	\$21,495,642	\$30,159,986	\$30,902,825	\$36,797,375	\$37,461,004	\$38,162,250	\$38,162,250
Number of awards declined or canceled	238	457	278	355	642	600	600
Number of applicants on the waiting list	N/A	N/A	N/A	N/A	0	0	0
Number of applicants	3,529	8,767	8,885	8,231	8,574	8,600	8,600
Next Generation Scholars Program							
Number of awards accepted	N/A	N/A	N/A	N/A	98	250	250
Total dollars awarded	N/A	N/A	N/A	N/A	\$1,375,200	\$3,508,250	\$3,508,250
Number of awards declined or canceled	N/A	N/A	N/A	N/A	27	20	20
Educational Assistance Grants							
Number of awards accepted	23,238	23,544	22,008	23,659	18,755	19,250	19,250
Total dollars awarded	\$51,434,325	\$51,611,150	\$47,538,448	\$51,463,900	\$41,000,457	\$42,080,500	\$42,080,500
Number of awards declined or canceled	26,632	41,095	38,326	37,003	32,148	32,000	32,000
Number of applicants on the waiting list	N/A	N/A	N/A	N/A	7,776	8,000	8,000
Number of applicants	121,241	151,976	156,548	152,180	139,639	135,942	136,000
Senatorial Scholarships							
Number of awards	8,037	7,709	7,426	7,007	6,929	8,000	8,000
Total dollars awarded	\$6,613,562	\$5,950,539	\$5,337,475	\$4,922,588	\$4,801,310	\$6,504,000	\$6,504,000
Number of awards declined or canceled	2,093	2,286	2,702	1,911	1,696	1,690	1,690
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

# Maryland Higher Education Commission

## GRANTS AND SCHOLARSHIPS

Performance Measures	2017 Act.	2018 Act.	2019 Act.	2020 Act.	2021 Act.	2022 Est.	2023 Est.
Conroy Memorial Scholarship Program							
Number of awards	218	243	276	323	408	325	325
Total dollars awarded	\$1,626,758	\$1,890,766	\$2,168,797	\$2,627,740	\$3,534,393	\$2,400,000	\$2,400,000
Delegate Scholarships							
Number of awards	9,363	9,703	10,573	9,579	9,014	9,000	9,000
Total dollars awarded	\$6,148,599	\$6,438,048	\$6,971,796	\$6,569,766	\$6,515,617	\$6,500,000	\$6,500,000
Number of awards declined or canceled	1,456	1,700	1,796	1,541	1,696	1,600	1,600
Riley Fire and Emergency Medical Service (EMS) Scholarship							
Number of awards	34	31	34	38	29	35	35
Total dollars awarded	\$92,243	\$99,988	\$115,131	\$157,478	\$157,770	\$190,400	\$190,400
Number of awards declined or canceled	0	57	34	25	8	10	10
Number of applicants on the waiting list	N/A	N/A	N/A	N/A	0	0	0
Number of applicants	91	116	80	68	67	55	55
Graduate and Professional Scholarship Program							
Number of awards	520	485	414	404	406	485	485
Total dollars awarded	\$1,168,030	\$1,128,418	\$1,127,587	\$926,749	\$1,025,065	\$1,174,473	\$1,174,473
Number of applicants	2,669	2,785	2,379	2,593	2,573	2,700	2,700
Tolbert Grant Program							
Number of awards	364	334	284	198	339	400	400
Total dollars awarded	\$182,000	\$167,000	\$142,000	\$99,000	\$169,500	\$200,000	\$20,000
Number of awards declined or canceled	44	78	76	78	66	75	75
Hoffman Loan Assistance Repayment Program							
Number of awards	168	151	142	98	72	150	150
Total dollars awarded	\$994,632	\$934,685	\$718,500	\$561,500	\$786,077	\$948,900	\$948,900
Number of awards declined or canceled	10	5	25	15	1	5	5
Number of applicants on the waiting list	N/A	N/A	N/A	N/A	0	25	25
Number of applicants	598	583	501	321	285	300	300

# Maryland Higher Education Commission

## GRANTS AND SCHOLARSHIPS

Performance Measures	2017 Act.	2018 Act.	2019 Act.	2020 Act.	2021 Act.	2022 Est.	2023 Est.
<b>Part-Time Grant Program</b>							
Number of awards	5,269	6,707	6,477	8,839	5,628	6,000	6,000
Total dollars awarded	\$4,973,436	\$5,056,993	\$5,047,260	\$5,028,423	\$5,068,505	\$5,087,780	\$5,087,780
Number of applicants	30,780	31,052	37,969	50,518	35,077	40,000	40,000
<b>Workforce Shortage Students Assistance Grants</b>							
Number of awards	285	320	316	335	327	340	340
Total dollars awarded	\$911,500	\$1,014,700	\$995,750	\$1,071,500	\$1,070,000	\$1,229,853	\$1,229,853
Number of awards declined or canceled	163	166	155	154	222	200	200
Number of applicants on the waiting list	N/A	N/A	N/A	N/A	244	225	225
Number of applicants	882	939	777	585	1,160	1,078	1,078
<b>Veterans of Afghan and Iraq Conflicts Scholarships</b>							
Number of awards	130	133	131	132	131	140	140
Total dollars awarded	\$686,340	\$667,386	\$672,329	\$671,784	\$709,959	\$750,000	\$750,000
Number of awards declined or canceled	36	51	39	44	58	55	55
Number of applicants on the waiting list	N/A	N/A	N/A	N/A	45	40	40
Number of applicants	221	246	308	236	246	239	239
<b>Nurse Support Program II</b>							
Number of awards	235	272	274	281	N/A	N/A	N/A
Total dollars awarded	\$2,786,738	\$3,190,199	\$2,948,293	\$3,074,046	N/A	N/A	N/A
Number of awards declined or canceled	128	155	160	206	N/A	N/A	N/A
Number of applicants	261	367	309	315	N/A	N/A	N/A
<b>2+2 Transfer Scholarship Program</b>							
Number of awards	220	259	174	197	179	200	200
Total dollars awarded	\$320,500	\$364,500	\$232,500	\$294,000	\$277,000	\$300,000	\$300,000
Number of awards declined or canceled	56	38	65	37	31	30	30
Number of applicants on the waiting list	N/A	N/A	N/A	N/A	264	250	250
Number of applicants	1,579	860	1,353	1,026	1,150	887	887
<b>Loan Assistance Repayment Program (LARP) for Foster Care Recipients</b>							
Number of awards	N/A	2	2	2	2	2	2
Total dollars awarded	N/A	\$4,238	\$3,698	\$6,363	\$2,777	\$6,000	\$6,000
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	3	2	2	1	3	3

# Maryland Higher Education Commission

## GRANTS AND SCHOLARSHIPS

Performance Measures	2017 Act.	2018 Act.	2019 Act.	2020 Act.	2021 Act.	2022 Est.	2023 Est.
Loan Assistance Repayment Program (LARP) for Dentists							
Number of awards	N/A	14	13	15	14	15	15
Total dollars awarded	N/A	\$300,706	\$308,620	\$356,100	\$312,577	\$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	N/A	15	15	14	15	15
Campus-Based Educational Assistance Grants							
Number of awards	N/A	988	1,023	976	995	1,250	1,250
Total dollars awarded	N/A	\$1,952,807	\$1,801,175	\$1,926,950	\$1,858,355	\$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	N/A	24	21	21	30	30
Total dollars awarded	N/A	N/A	\$79,864	\$83,064	\$108,000	\$160,000	\$160,000
Number of awards declined or canceled	N/A	N/A	6	14	24	20	20
Number of applicants on the waiting list	N/A	N/A	N/A	N/A	0	0	0
Number of applicants	N/A	N/A	N/A	107	157	104	104
Richard Collins III Leadership with Honors Award							
Number of awards	N/A	N/A	N/A	79	84	90	90
Total dollars awarded	N/A	N/A	N/A	\$450,000	\$580,027	\$1,000,000	\$1,000,000
Number of awards declined or canceled	N/A	N/A	N/A	13	37	20	20
Number of applicants on the waiting list	N/A	N/A	N/A	N/A	0	0	0
Number of applicants	N/A	N/A	N/A	123	91	53	53
Teaching Fellows for Maryland Scholarship							
Number of awards	N/A	N/A	N/A	93	106	125	125
Total dollars awarded	N/A	N/A	N/A	\$1,985,545	\$1,795,182	\$2,000,000	\$2,000,000
Number of awards declined or canceled	N/A	N/A	N/A	27	7	15	15
Number of applicants on the waiting list	N/A	N/A	N/A	N/A	0	5	5
Number of applicants	N/A	N/A	N/A	123	259	293	293
Workforce Development Sequence Scholarship Program							
Number of awards	N/A	N/A	N/A	777	629	900	900
Total dollars awarded	N/A	N/A	N/A	\$857,911	\$918,599	\$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

# Maryland Higher Education Commission

## GRANTS AND SCHOLARSHIPS

Performance Measures	2017 Act.	2018 Act.	2019 Act.	2020 Act.	2021 Act.	2022 Est.	2023 Est.
Maryland Community College Promise Scholarship							
Number of awards	N/A	N/A	N/A	1,253	2,014	4,500	4,500
Total dollars awarded	N/A	N/A	N/A	\$3,897,246	\$6,277,965	\$15,000,000	\$15,000,000
Number of awards declined or canceled	N/A	N/A	N/A	188	2,506	3,000	3,000
Number of applicants on the waiting list	N/A	N/A	N/A	N/A	0	1,235	1,235
Number of applicants	N/A	N/A	N/A	5,248	5,789	4,753	4,753

## NOTES

<sup>1</sup> 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.

<sup>2</sup> 2021 data is estimated because it is reported on a calendar year basis.