



MHEC
MARYLAND HIGHER EDUCATION COMMISSION



Maryland Higher Education Commission Customer Service Overview

The mission of the Maryland Higher Education Commission (MHEC) is to ensure that Maryland residents have the opportunity to benefit from a higher education that enriches their lives and advances their contributions to civic life, economic development, and social progress of the state.

The Maryland Higher Education Commission has objectives to: ensure access to postsecondary education; ensure that policies are in place to assist with Maryland citizens enrolled in the postsecondary system have the appropriate support to achieve their education goals; maintain and enhance the quality of programs available at Maryland colleges and universities; and ensure that students achieving their postsecondary education goals are employable in and can contribute to the health and vitality of the Maryland economy. Every MHEC employee is responsible for delivering exceptional customer service by providing customers with respectful, timely, accurate, and knowledgeable responses to inquiries and interactions.

The Maryland Higher Education Commission's Customer Service Promise describes our approach. Customer Service activities include:

1. Improve the tracking, responsiveness, and time-to-resolution of all electronic, telephone, written, and in-person correspondence. For example, we will acknowledge all email inquiries within 24 hours of receipt.
2. Ensure state employees and managers continue to improve customer service skills through formal training classes and informal coaching on best practices in customer service.
3. Improve the processing times of agency services to help students, citizens, colleges and universities accomplish their transactions with the state.

CUSTOMER SERVICE PROMISE
Larry Hogan, Governor · Boyd Rutherford, Lt. Governor

The State of Maryland pledges to provide constituents, businesses, customers, and stakeholders with services in the following manner:

- **Friendly and Courteous:** We will be helpful and supportive and have a positive attitude and passion for what we do.
- **Timely and Responsive:** We will be proactive, take initiative, and anticipate your needs.
- **Accurate and Consistent:** We will always aim for 100% accuracy, and be consistent in how we interpret and implement state policies and procedures.
- **Accessible and Convenient:** We will continue to simplify and improve access to information and resources.
- **Truthful and Transparent:** We will advance a culture of honesty, clarity and trust.

4. Increase the number of services MHEC provides online so that students, parents and other citizens can utilize self-service, as appropriate.
5. Update online publications, forms, FAQs, and pertinent information on our website so that students, parents, and citizens can find relevant information quickly and accurately.
6. Use social media to help get the word out about services, events, and news to provide students, parents, and citizens with information important to them.
7. A three question Customer Experience Survey is available on our website for students, parents, and citizens to provide feedback. Results are used to make improvements to services.

In addition to these core customer service-related activities, we will also analyze our business hours in order to better align them to customer needs, ensure literature is up-to-date, and conduct staff meetings to discuss progress on achieving customer service goals. We will also continue to recognize top performers in our agency for professionalism and courtesy, responsiveness in resolving a customer's needs, and for innovations that improve customer service.

We will monitor the execution of the aforementioned activities, measure performance, and analyze the results in order to continuously improve customer service.

We are committed to providing Maryland citizens, colleges and universities, stakeholders, and other customers with the best customer service. For more information, please see the customer service section of our strategic plan, located here: www.mhec.maryland.gov.

[Click here](#) for our three question customer experience survey.