

**OUR MISSION**

Metro Technology Centers prepares people for successful employment and life in a global society.

**OUR VISION**

Metro Technology Centers will be recognized as a critical partner in economic development by preparing a high-quality workforce.

**OUR COMMITMENT**

To be the very best we can be at serving our students and stakeholders and to find joy in doing so!

**OUR CORE VALUES**

- Customer-focused
- Learning-centered
- Accountable and ethical
- Innovative
- Nurturing, sensitive and supportive
- Dedicated to continuous quality improvement

**OUR CORE COMPETENCIES**

- Holistic approach to education
- Technical training
- Customized business and industry training
- Agile and Flexible

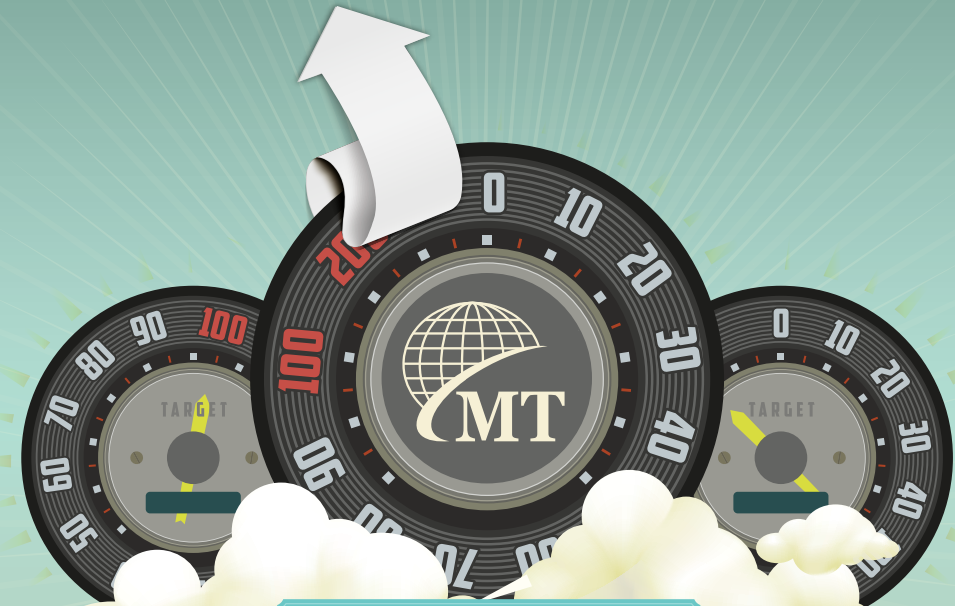


**Metro Technology Centers' Quality Policy**

Metro Technology Centers seeks to provide the highest quality programs and services enabling students to succeed in their chosen career major and higher education. We are committed to comply with requirements and continually improve the effectiveness of teaching, learning, and the quality management system, based on customer needs and expectations.  
(Board Policy BP-1007)



**Metro Technology Centers**  
Preparing for Life  
405.424.8324  
[www.metrotech.edu](http://www.metrotech.edu)



PERFORMANCE

**EXCELLENCE**  
*Plan*



# METRO TECHNOLOGY CENTERS PREPARES PEOPLE FOR SUCCESSFUL EMPLOYMENT AND LIFE IN A GLOBAL SOCIETY

## GOALS



## STRATEGIC OBJECTIVES



## KEY PERFORMANCE MEASURES

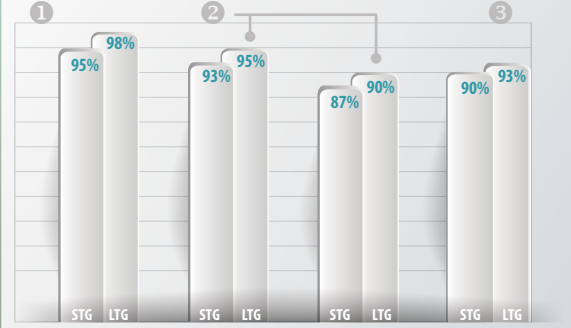


### IMPROVE PROCESSES AND STUDENT EDUCATIONAL PERFORMANCE

1



- 1 Increase Certification Pass Rate
- 2 Increase Student Placement Rates
- 3 Increase Student Completion/Retention
- 4 Develop & Deploy Key Work System Action Plans



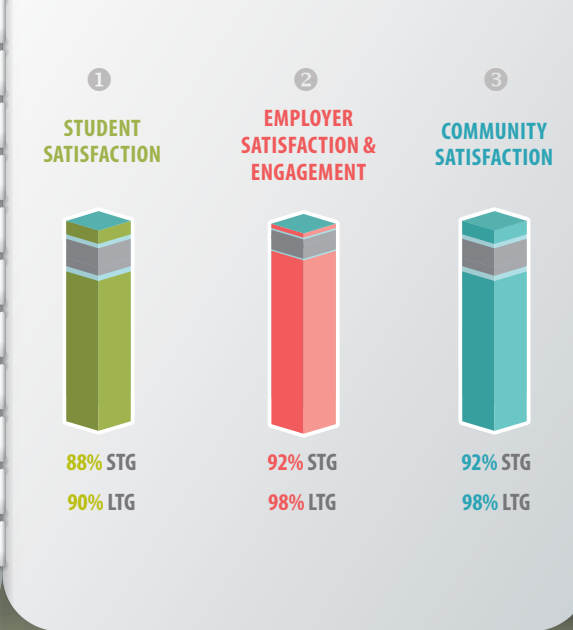
4 DEVELOP & DEPLOY KEY WORK SYSTEM ACTION PLANS

### IMPROVE STUDENT AND STAKEHOLDER ENGAGEMENT AND SATISFACTION

2



- 1 Increase Student Satisfaction & Engagement with Programs & Service Offerings
- 2 Increase Employer Satisfaction & Engagement with Programs & Service Offerings
- 3 Increase Community Satisfaction & Engagement

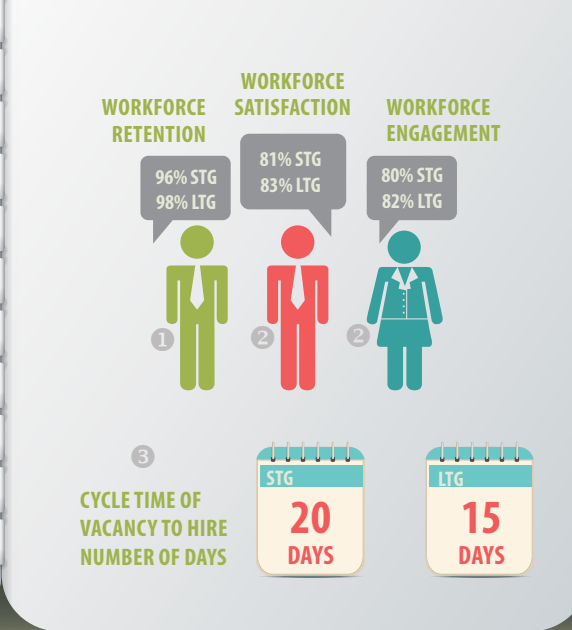


### IMPROVE WORKFORCE ENGAGEMENT AND CAPABILITIES

3



- 1 Increase Workforce Retention
- 2 Increase Employee Satisfaction & Engagement
- 3 Improve Workforce Capacity & Capability



### STRENGTHEN LEADERSHIP AND GOVERNANCE ACCOUNTABILITY

4



- 1 Systemize Use of Data for Organizational Improvements and Learning
- 2 Increase Employee Satisfaction with Leadership Effectiveness



### STRENGTHEN FINANCIAL AND MARKET POSITION

5



- 1 Increase Market Share in FT/ST Programs and Companies Served
- 2 Increase % of Expenditures Directed Towards Instructional Costs
- 3 Increase Annual Per Capita Giving to MTCs Key Communities
- 4 Increase Fund Balance
- 5 Identify Additional Resources for Infrastructure Revitalization and Capital Projects

