

Progress Report 05



Preparing for Life



Metro Technology Centers

Metro Technology Centers is a career and technology center district with five locations, serving the Oklahoma City metropolitan area. We offer a variety of training and career programs to high school students, adults, and business and industry. The District currently offers 79 full-time programs, 500 short-term and online classes, as well as customized training for business and industry. Programs and classes are available days, evenings and weekends.

Metro Tech's special services include career counseling, assessment, financial aid, college credit through cooperative agreements with local colleges, employment services, computerized education enhancement centers including ESL (English as a Second Language), child care, disability services including accommodations, and bus transportation for high school students. We provide special programs for high school dropout recovery (Renew program), transition from government assistance to the workplace (BEST program) and GED preparation.

Metro Tech promotes economic development through assistance with bidding on government contracts, small and large business development, new business start-up and certification/licensure preparation and testing.

Board Members of 2005-06



Sarah McKinney
President



Elizabeth A. Richards, J.D.
Member



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Vice President



Tom Sturdivant
Member



Phyllis Hall
Clerk



Donna Neal Thomas, R.N., Ph.D.
Member



James Branscum, Ed.D.
Superintendent

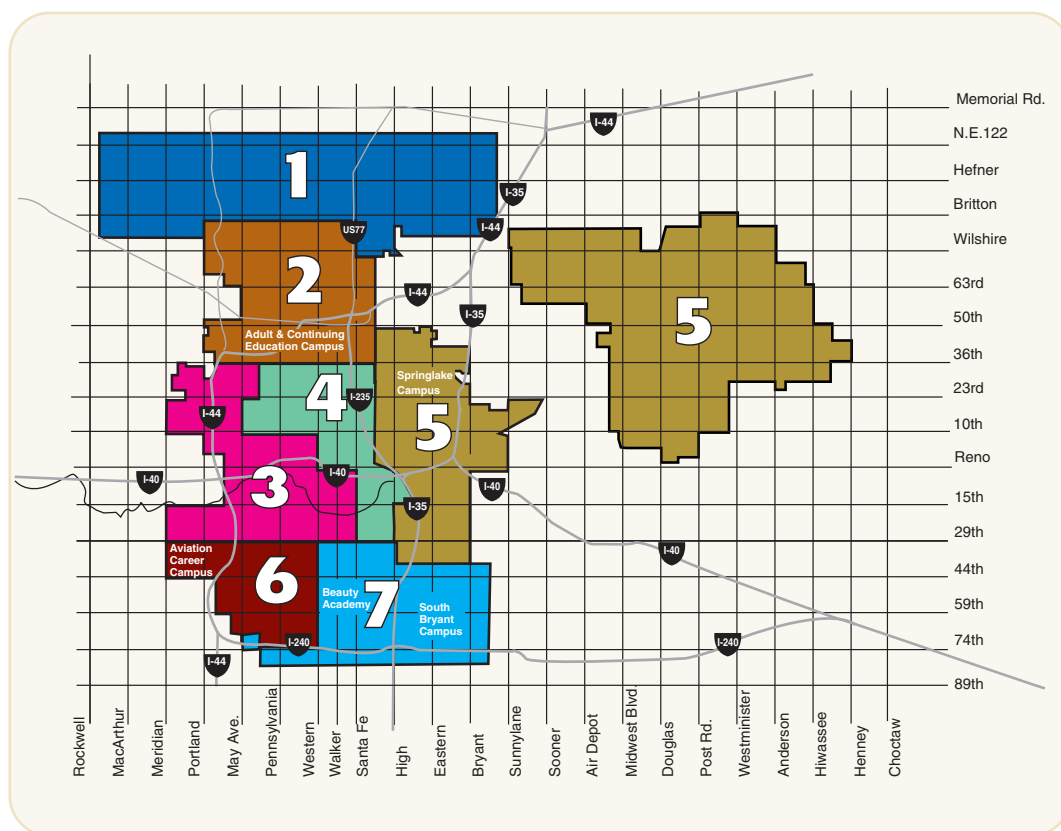


Don Wright
Member

Metro Tech does not discriminate on the basis of race, color, national origin, sex/gender, age, marital or veteran status, religion, pregnancy, or qualified disability.

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District Map



Superintendent's Message

Metro Technology Centers' commitment to continuous quality improvement through **MetroQuest** has caused us to recognize that we must think strategically, focus sharply, and act quickly. In response to this realization, we have implemented John Warden's Prometheus open planning process to update our Comprehensive Performance Excellence Plan 2005-2011. An update to the CPEP provides short-term strategies for 2006-08. The Prometheus open planning process was used to develop our Performance Excellence Plan, which gives us a method to focus our visioning, action plans, and resources in an aligned way to reach the future picture we defined for the next three years. The Prometheus process merges Metro Technology Centers' Performance Excellence Plan and the Baldrige Education Framework to provide a systematic process for planning and achieving goals quickly.

Since Prometheus is built upon the premise that everyone within the organization has knowledge and experience to further the organization's goals, we are using this systematic process to collect input from all faculty and staff. In addition, our grand strategy incorporates four open planning imperatives:

Where: Where do we want to be in the future? (Future Picture)

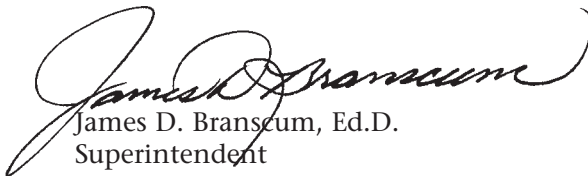
What: What are we going to apply our resources against? (Centers of Gravity)

How: How are we going to apply our resources? (Action Plans)

Exits: Exit plan for everything (Plans for Exiting at the Right Time in the Right Way)

These four imperatives provide the framework for developing action plans to address key centers of gravity or leverage points within our system that, when acted upon, can rapidly and efficiently accomplish goals. All Metro Technology Centers' faculty and staff are encouraged to participate on Strategic Action Teams that develop and execute plans to act upon these centers of gravity to accomplish our future picture and improve the learning opportunities for our students.

MetroQuest was adopted to 1) create an integrated approach to organizational performance management that results in the delivery of ever-improving value to students and stakeholders, 2) improve overall organizational effectiveness and capabilities, and 3) ensure organizational and personal learning. This update guides our cultural transformation and will guide students as they take ownership of their learning. Comments are welcome to the Superintendent's office.



James D. Branscum, Ed.D.
Superintendent

Mission

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

Our Future Picture (Vision)

MTC is a customer-focused, continuously improving, and learning organization that empowers all employees to make data-driven decisions and take actions that result in students' success. As a national leader in career and technology education and a market driver in Oklahoma City, MTC is benchmarked by other organizations and leads the way with agile, flexible, and innovatively-delivered education, training, and services. MTC's highly-qualified faculty and staff share our vision of where we are going, are engaged in executing the mission and strategies through aligned plans and activities, and are valued in doing so. MTC conducts itself in an ethical, cost-efficient, and fiscally responsible manner. MTC systematically contributes to the community by meeting or exceeding student and stakeholder needs and promoting a thriving future.

Our Business Strategy

We proactively seek out and market to potential persons and businesses who want, need, and can benefit from our programs and services. We respond rapidly with customized education and training options that will make value-added difference to the person or business, are delivered by the most able faculty and staff in a seamless and constructive manner, and provide opportunities for continued growth and success. We concentrate on persons and businesses residing in the Oklahoma City geographic market area. Our intent is to be the recognized leader in providing customized education and training solutions that result in measurable outcomes for the customer.

Our Prime Directives (Core Values)

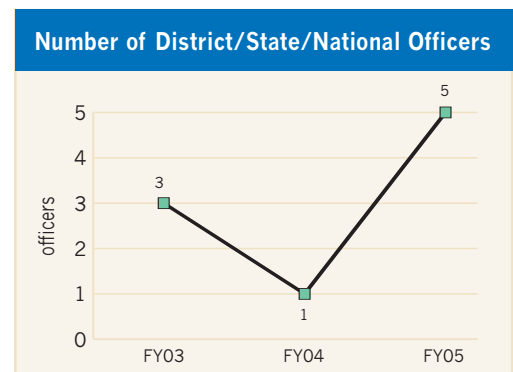
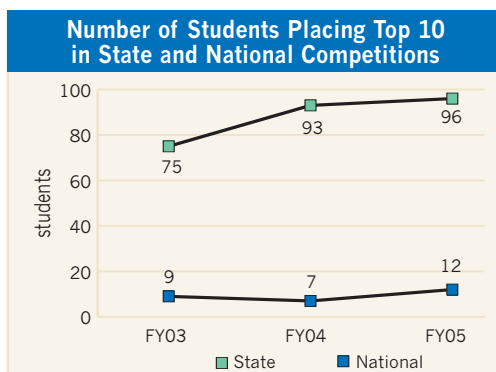
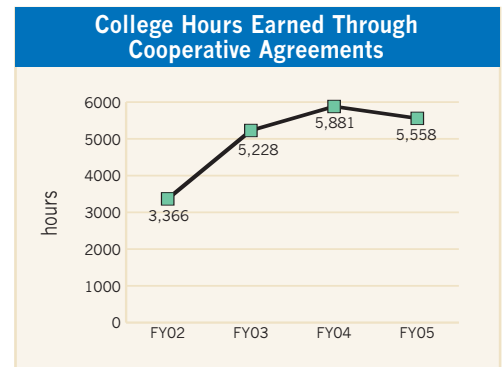
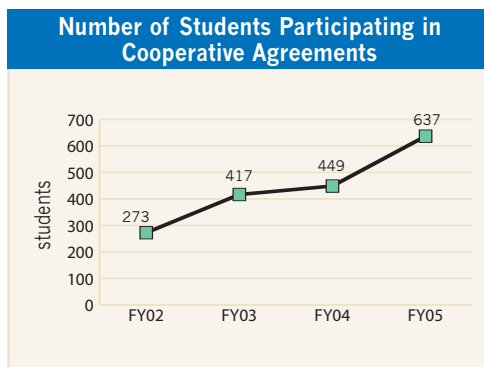
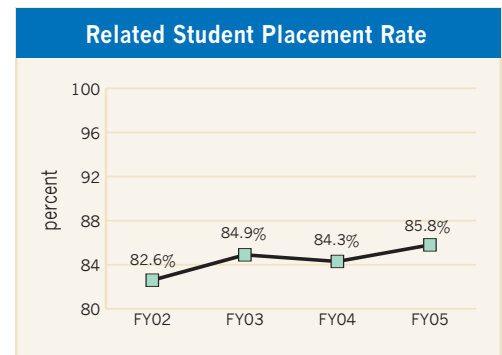
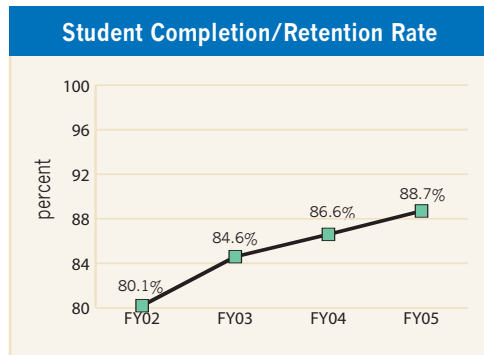
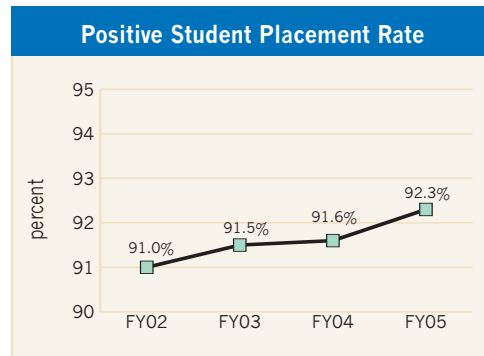
- We are customer focused.
- We are learning centered.
- We are ethical in practice.
- We are innovative in delivery.
- We are dedicated to continuous quality improvement.
- We do whatever it takes to forward our mission and Performance Excellence Plan.

Our Rules of Engagement (Guiding Beliefs)

- We are guided by visionary leadership.
- We provide learning-centered education.
- We are responsive to the needs of a diverse community.
- We encourage organizational and personal learning.
- We value students, faculty, staff, Board of Education, and other stakeholders.
- We are agile and flexible.
- We promote innovation.
- We focus on the future.
- We manage by fact.
- We model public responsibility and citizenship.
- We focus on results and creating value.
- We operate using a systems perspective.

Strategic Aim 1: Instructional and Learning Excellence

Metro Tech prepares students for occupational success by delivering high quality instruction in a technology-rich, real-world environment.

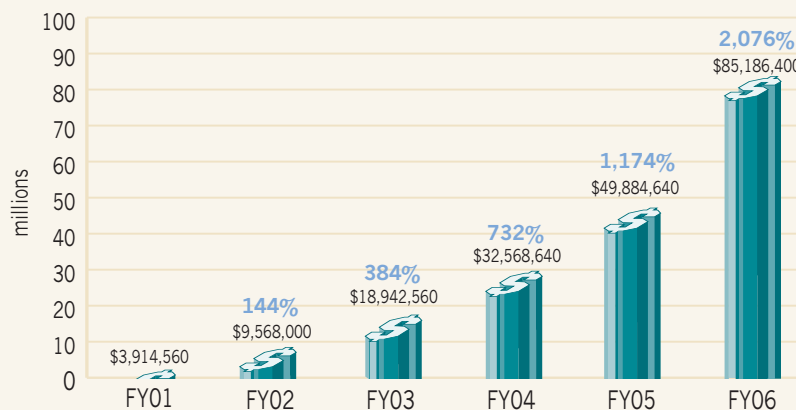


Tinker Air Force Base and Metro Technology Centers Help Strengthen Oklahoma's Economy

The Air Logistics Center (ALC) at Tinker Air Force Base (TAFB) partners with the Aviation Career Campus to employ students as Airframe and Powerplant mechanics. Over 500 students have worked at the ALC earning a combined annual income of over \$85 million.

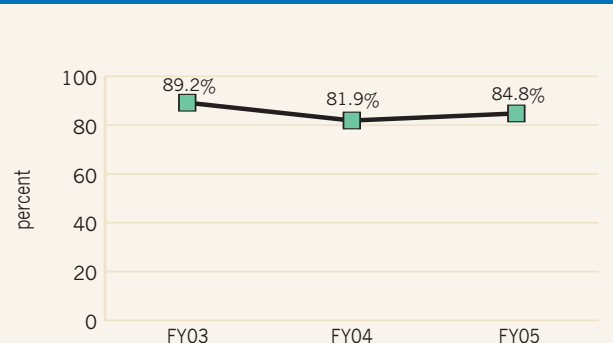


**MTC Graduates Employed at TAFB Air Logistics Center (ALC)
Combined Salaries (\$) and Cumulative Growth (%)**



*Total
students
hired from
2001-06:
434*

Pass Rates for Licensures/Competency Tests



*100% pass rate
for CompTIA
Network and
A+ Hardware/
Software Exams*

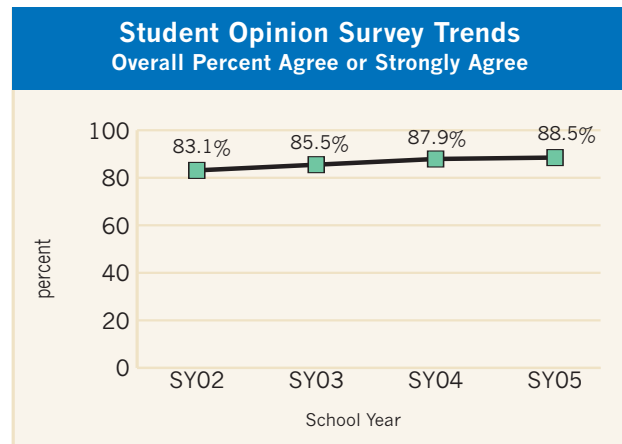
Strategic Aim 2: Student and Stakeholder Focus

Metro Tech focuses on determining and meeting the requirements, expectations, and preferences of its students and stakeholders.

Student Satisfaction

Metro Technology Centers has conducted a student survey each spring since school year 1998. The survey was updated with a formulized methodology for gathering information in 2000.

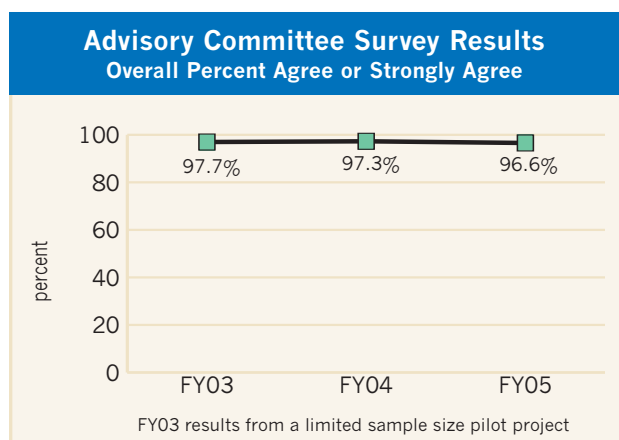
On the 30-question survey, students are asked to rate items on a scale of 1 to 4 (strongly disagree to strongly agree) covering such topics as instruction, instructional support, availability of resources, counselor and site director support, student activities, student-related policies, and safety/security of the school environment. Students are also allowed to write comments on the greatest strengths in their programs at Metro Technology Centers, as well as the greatest opportunities for improvement.

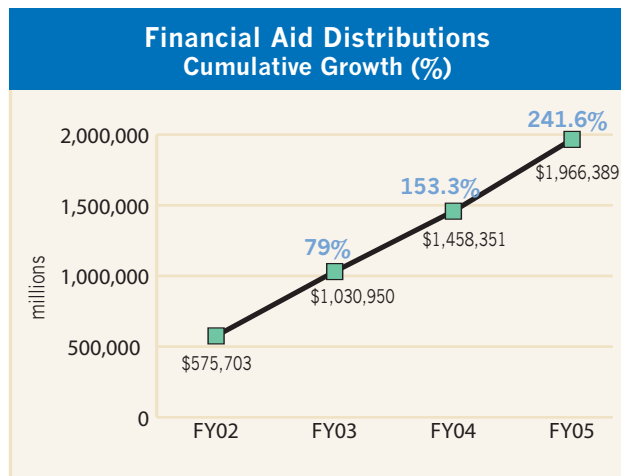


Advisory Committee Surveys

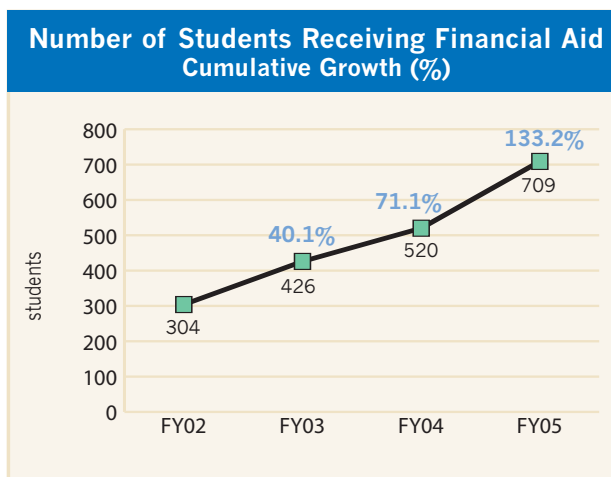
To determine the satisfaction of business and industry partners, Metro Technology Centers piloted a survey of full-time program advisory committee members.

Business and industry representatives were asked to rate items on a scale of 1 to 4 (strongly disagree to strongly agree). Topics covered included rigor of skills training, communication about available programs, flexibility of program offerings, academic and college preparation, student activities, district contributions to the economic development of its community, and safety/security of the school environment.

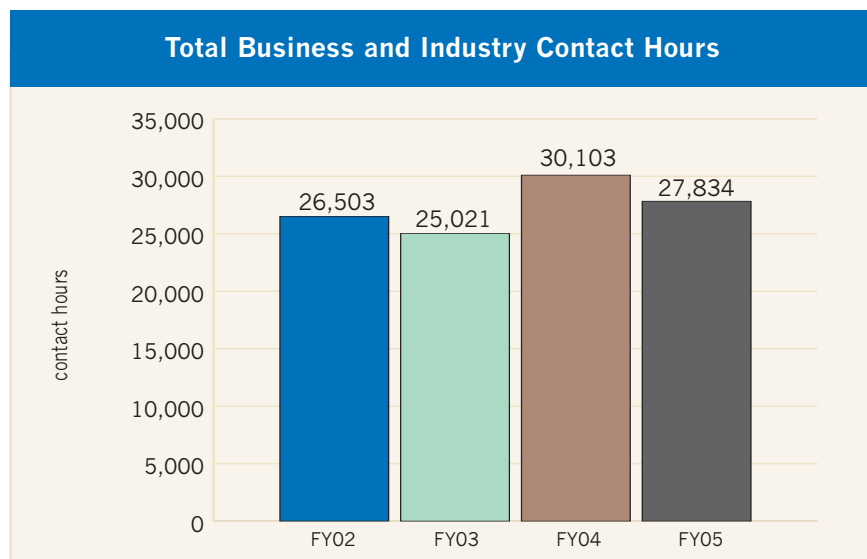




*3-Year
Increase of
\$1,390,686*

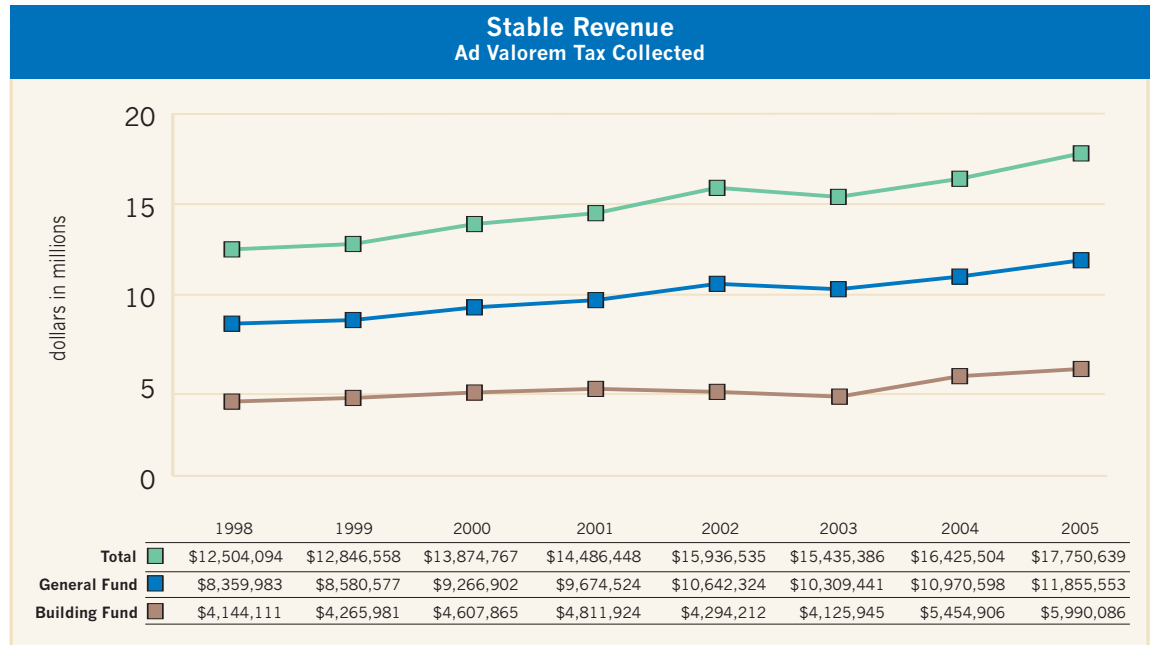


*3-Year
Increase of
405 Students*



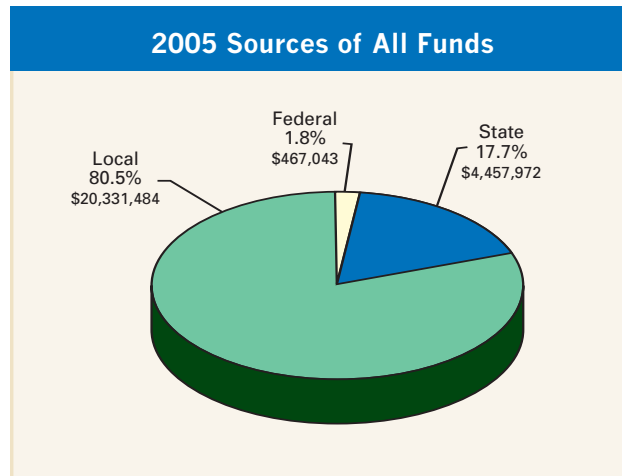
Strategic Aim 3: Budgetary, Finance, and Market Focus

Metro Tech focuses on achieving the district's mission by managing resources in an efficient, ethical, and fiscally responsible manner.

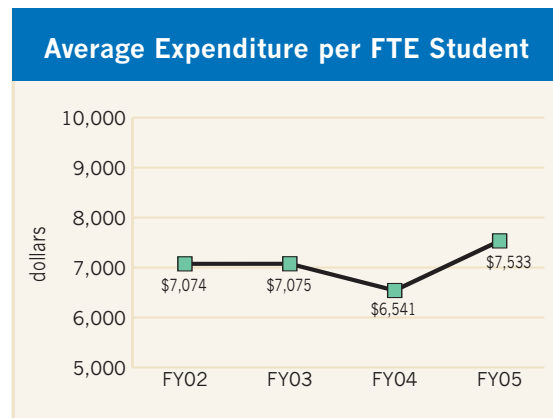
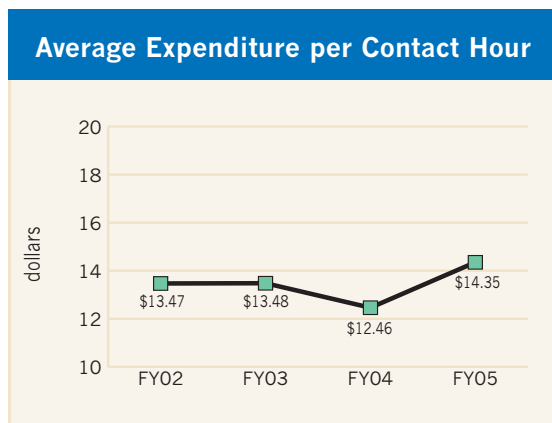
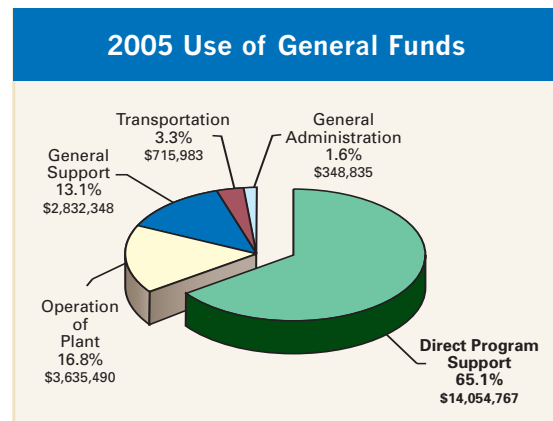
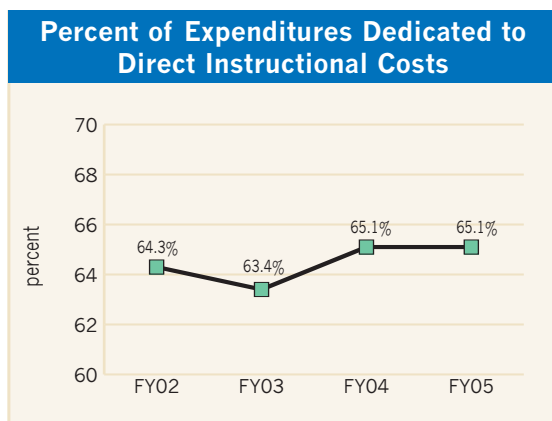


Tuition and Other Revenue

Full-time Tuition	Short-term Tuition	Conference Center Rentals	Total Revenue
FY 01: \$472,023	FY 01: \$719,152	FY 01: \$130,755	FY 01: \$1,321,930
FY 02: \$590,041	FY 02: \$752,201	FY 02: \$143,679	FY 02: \$1,485,921
FY 03: \$810,933	FY 03: \$501,987	FY 03: \$151,384	FY 03: \$1,464,304
FY 04: \$740,203	FY 04: \$588,320	FY 04: \$127,638	FY 04: \$1,456,161
FY 05: \$979,816	FY 05: \$591,861	FY 05: \$131,873	FY 05: \$1,703,550



*Includes
General
and
Building
Funds*

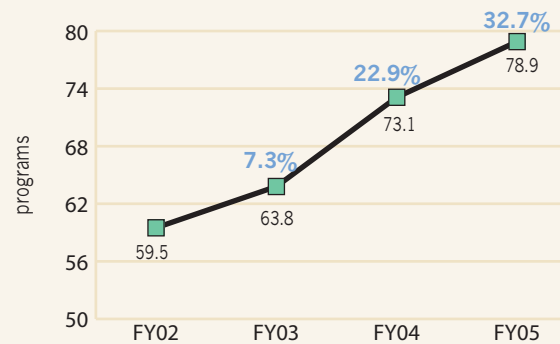


Secondary Service Rate

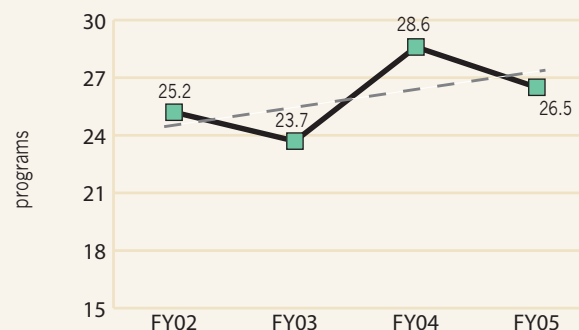
Secondary service rate measures the percentage of students attending a technology center compared to average high school district enrollments. Metro Technology Centers serves the highest percentage of high school students enrolled per sending school when compared to other Oklahoma urban technology centers.

Technology Center	FY 00	FY 01	FY 02	FY 03	FY 04	FY 05
Metro Tech	14.5%	16.7%	17.4%	15.8%	19.3%	19.6%
Urban Tech Center A	10.5%	9.7%	11.8%	12.0%	14.3%	14.8%
Urban Tech Center B	15.4%	13.7%	12.7%	13.6%	13.0%	18.5%
Urban Tech Center C	9.9%	10.4%	11.3%	13.0%	12.9%	13.5%

Number of Full-time (FTE) Programs
Cumulative Growth (%)

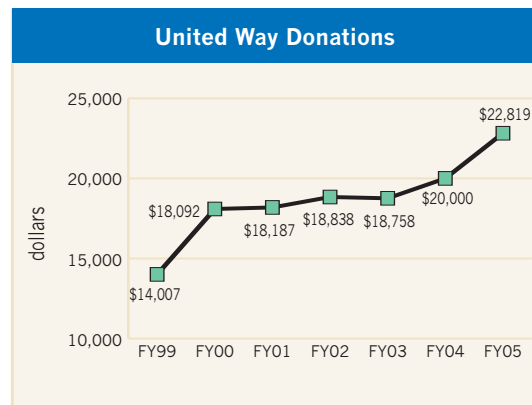


Number of Short-term (FTE) Programs



Strategic Aim 4: Economic Development, Public Service and Social Responsibility

Metro Tech partners with business, industry, and the community to build and sustain economic and community development.



*Increase of
62% from
FY99 to FY05*

Compliance with Audit, Ethics, and Other Regulatory Standards

KEY PRACTICES RESULTS

REGULATORY

PEOSH	0 Eminent Hazards
IDEA	100% complaints resolved
ADA	100% complaints resolved
Section 504	100% requests accommodated
ODEQ	0 Complaints

LEGAL

Sexual/protected class discrimination or harassment	1 pending
Policy enforcement	0 complaints
Negotiated agreements	0 complaints
Fire/Safety complaints	0 complaints
NLRB	0 complaints
State Labor Department	0 complaints

Accreditation

Metro Tech is fully accredited by:

- The North Central Association-Commission on Accreditation and School Improvement (NCA-CASI)
- The Oklahoma Board of Career and Technology Education (OBCTE)
- The Oklahoma State Board of Education
- Oklahoma Department of Environmental Quality (ODEQ) for training in lead-based paint (the only technology center in the state accredited by the ODEQ for this training program)

Program Specific Accreditations and Licensing

Auto Body Collision and Repair	National Institute for Automotive Service Excellence (ASE)
Auto Service Technology	National Institute for Automotive Service Excellence (ASE)
Aviation Maintenance Technology	Federal Aviation Administration (FAA)
Construction Technology	Associated General Contractors of Oklahoma (AGC)
Cosmetology	Oklahoma State Board of Cosmetology
Dental Assisting	American Dental Association Commission on Dental Accreditation
Emergency Medical Services Technology	Oklahoma Department of Health, EMS Division
Facial Technology	Oklahoma State Board of Cosmetology
Medical Assisting	Commission on Accreditation of Allied Health Education Programs (CAAHEP)
Nail Technology	Oklahoma State Board of Cosmetology
Practical Nursing	National League for Nursing Accrediting Commission and Oklahoma Board of Nursing
Radiography	Joint Review Committee on Education in Radiological Technology
Surgical Technology	Commission on Accreditation of Allied Health Education Programs (CAAHEP)

External Financial Audits

Metro Technology Centers contracts annually with an independent certified public accountant firm to conduct audits of compliance with all requirements contained in the U.S. Office of Management and Budget (OMB) Circular A-133 Compliance Supplement; Government Auditing Standards; and OMB Circular A-133 Audits of States, Local Governments, and Non-Profit Organizations. The most recent audit report, dated March 28, 2005, for the year ended June 30, 2004, had no findings of material weaknesses, no instances of noncompliance, nor any findings of questioned costs.

Number of Incidents Leading to Worker's Compensation Claims

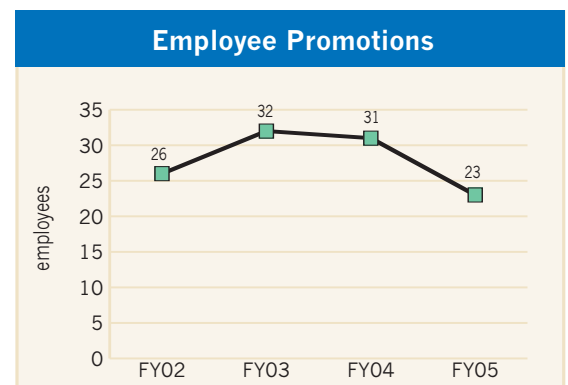
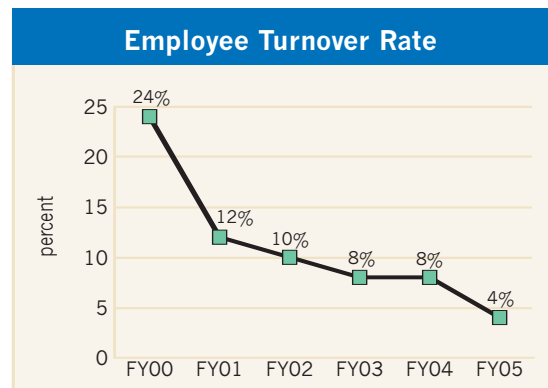
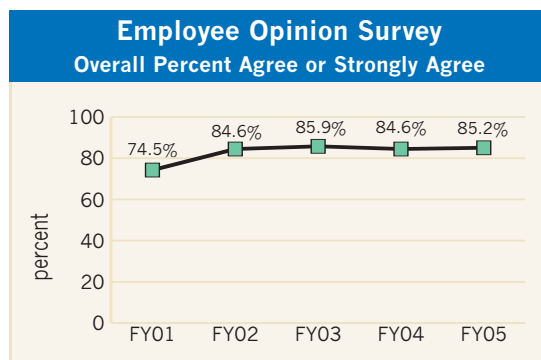
Fiscal Year	# of Employees	# of Claims	Rate of Claims
FY 03	286	23	8%
FY 04	291	21	7%
FY 05	299	24	8%
FY 06 (8 months)	309	8	3%

Strategic Aim 5: Faculty and Staff Development and Well-Being

Metro Tech assists employees in providing the highest level of customer service, supporting student achievement, and continuously improving skills to promote personal and organizational growth.

Employee Satisfaction

Metro Technology Centers conducts a survey to determine employee satisfaction. Employees rated 31 questions on a scale of 1 to 4 (strongly disagree to strongly agree). Topics included the district's quest for excellence, efficiency and effectiveness of work units, availability of resources, and employee benefits.

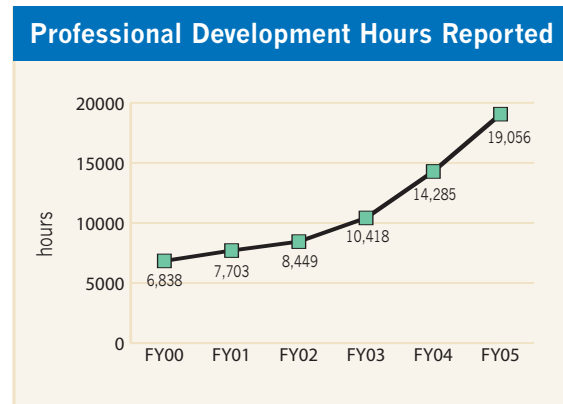


Employee Participation in Survey

	# of Employees	# Participated in Survey	Response Rate
FY 01	250	133	53%
FY 02	262	109	42%
FY 03	278	140	50%
FY 04	286	235	82%
FY 05	307	255	83%

KALMS Online

Metro Technology Centers' intranet has become a valuable resource for its employees. The centerpiece of Metro Tech's Knowledge and Learning Management System, KALMS Online, provides a hub where employees can share success stories, employee recognition, best practices, and valuable resources. KALMS Online provides digital access to internal forms, which has greatly reduced the expense of internal printed materials. KALMS Online also features a monthly letter from the Superintendent to employees, information on Character First!, and an area dedicated to employee wellness.



*Employee
professional
development
hours increase
178.7%*

Minority Employment Rate

Metro Tech formed an Affirmative Action committee, using the Oklahoma Employment Security Commission Labor Force Information, to identify areas of underutilization. Census numbers indicated Metro Tech had increased the employment of minority populations represented by the Standard Metropolitan Statistical Area (SMSA) except in the Hispanic category. The SMSA Hispanic population had grown from 2% to 5%. Identifying this need produced the development of a systematic process for recruitment of prospective employees.

2005 Metro Tech Workforce

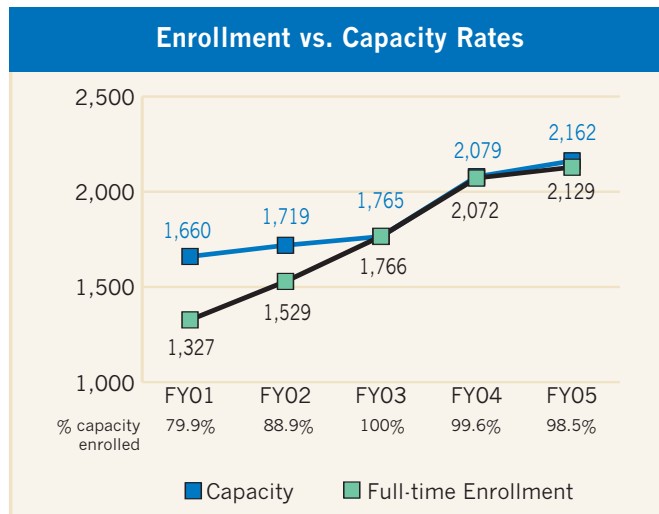
Race	Oklahoma City SMSA	Metro Tech Workforce
White	79%	65%
Black	9%	27%
Hispanic	5%	2%
American Indian	4%	5%
Asian	2%	1%

Employee Complaints and Suggestions

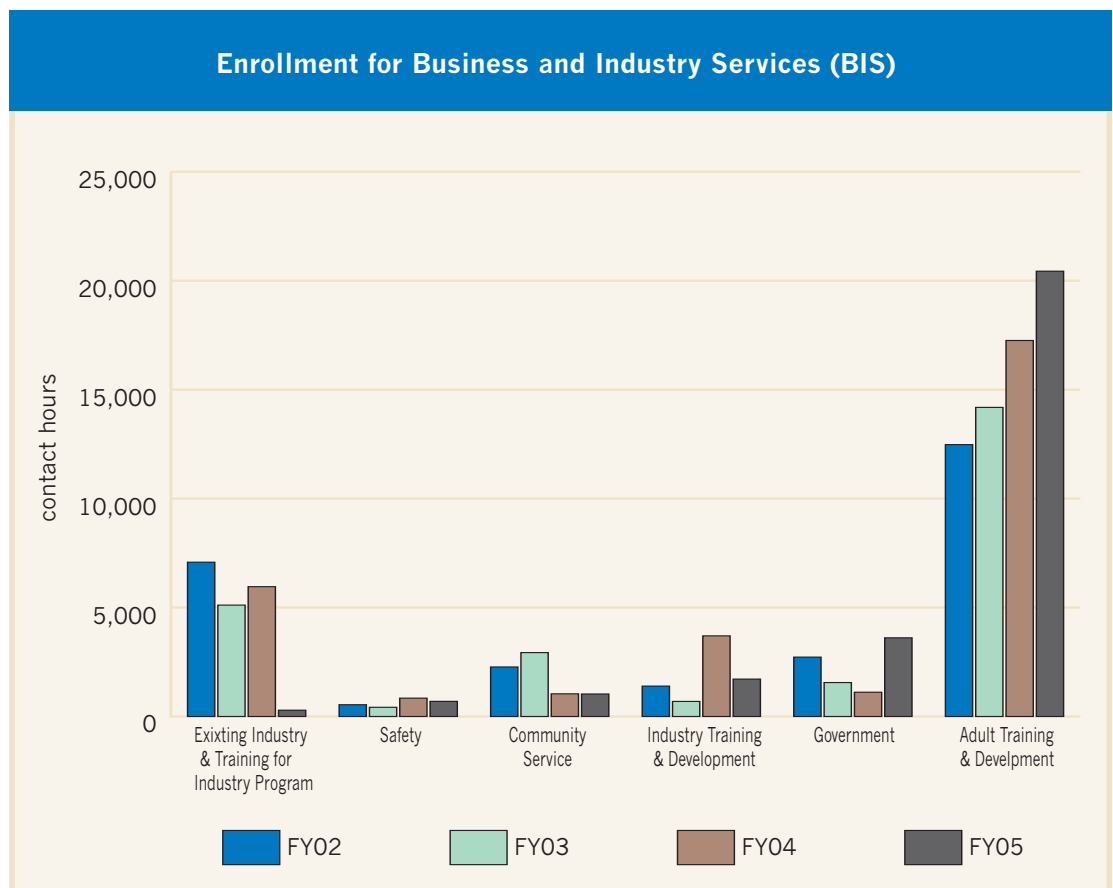
Employees are now able to submit any complaints or suggestions to KALMS Online. The orchestrator of KALMS receives the employees' information through e-mail. The orchestrator forwards the information to the appropriate person to address the issue then communicates with each employee submitting a complaint or suggestion. All complaints and suggestions are addressed quickly to foster more input directly from employees.

Strategic Aim 6: Organizational Effectiveness

Metro Tech uses an aligned and integrated management system to support student achievement and manage resources and activities of the district.



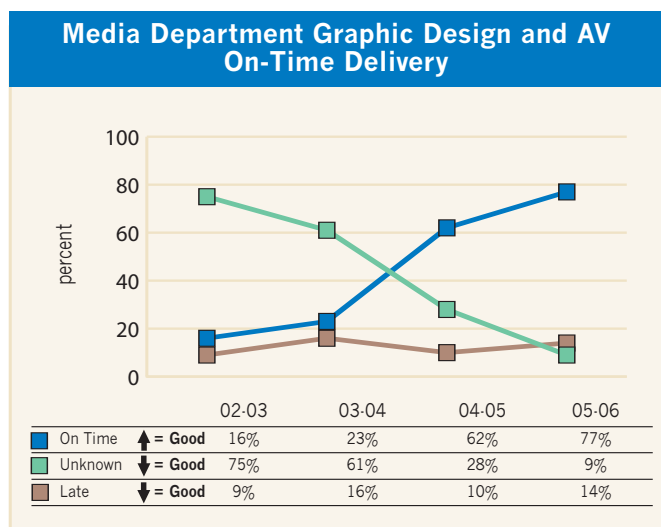
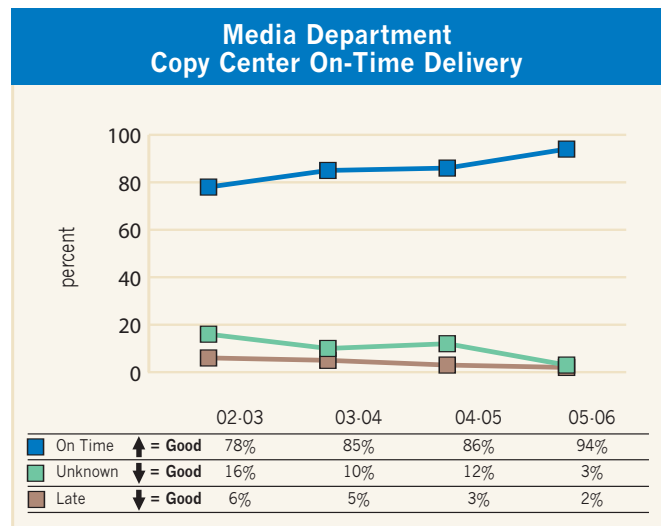
*5-year
Enrollment
Growth
of 60.5%*



ITS Help Desk Improves Service for Employees

Metro Tech's Information Technology Services (ITS) department installed new software to help manage employee requests. The ITS Help Desk is a work order and inventory management system customized for the Metro Tech district. Employees are able to submit work orders online, check the status of open work orders, view closed work orders, and view information about the workstations assigned to the person requesting service. The system enables ITS to improve efficiency by automating work order requests and tracking computers and software. The new system has also improved communication between employees located throughout the district and the staff of ITS.

Media Improves On-Time Delivery

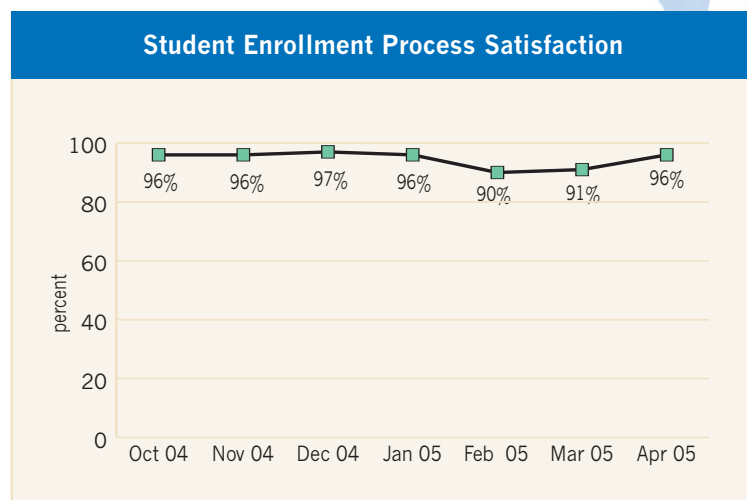


Bus Drivers Deliver Students Safely and On-Time

Metro Tech bus drivers now track whether they deliver students to and from campuses in a timely and safe manner. The Transportation Department set goals of 92% for on-time delivery and 100% for safe delivery. In the 2004-2005 school year, Metro Tech bus drivers delivered students on-time 97% of the time and safely 100% of the time. This was tracked over a 27-week period during the 2004-2005 school year beginning November 8, 2004, and ending June 3, 2005.

Enrollment Process Satisfaction

To determine the quality of customer service for clients, students were asked to rate services on a scale of 1 to 5. Services measured were customer service/receptionist, assessment testing, enrollment, financial aid, college credit, employment and overall student services.



2005 Progress Report: Metro Technology Centers



Springlake Campus • Oklahoma City, OK 73111

Business Conference Center (BCC) • 1900 Springlake Drive
Child Care Training Center (CCTC) • 3901 Martin Luther King Avenue
Economic Development Center (EDC) • 1700 Springlake Drive
EMS Technology Center (ETC) • 1700 Staton Drive
Health Careers Center (HCC) • 1720 Springlake Drive
Information Technology Center (ITC) • 1800 Springlake Drive



South Bryant Campus (SBC)

4901 S. Bryant Avenue • Oklahoma City, OK 73129



Adult & Continuing Education Campus (ACE)

201 N.E. 48th Street • Oklahoma City, OK 73105



Aviation Career Campus (ACC)

Will Rogers World Airport • 5600 S. MacArthur Boulevard
Oklahoma City, OK 73179



Metro Tech Beauty Academy (BA)

309 S.W. 59th Street • Oklahoma City, OK 73109



Metro Technology Centers • 1900 Springlake Drive • Oklahoma City, OK 73111-5240

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