



Progress

VISION

# Report 07

*Preparing for Life*



# Who We Are

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 83 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 academic 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 small and large business development, new business start-up and certification/licensure preparation and testing.

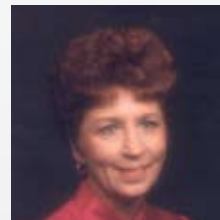
## Board of Education



Elaine Schuster, J.D.  
President



Donnal Neal Thomas, R.N., Ph.D.  
Vice President



Phyllis Hall  
Clerk



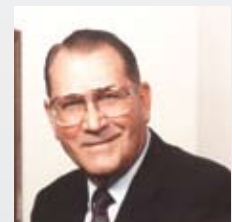
Elizabeth A. Richards, J.D.  
Member



Tom Sturdivant  
Member



Sarah McKinney  
Member

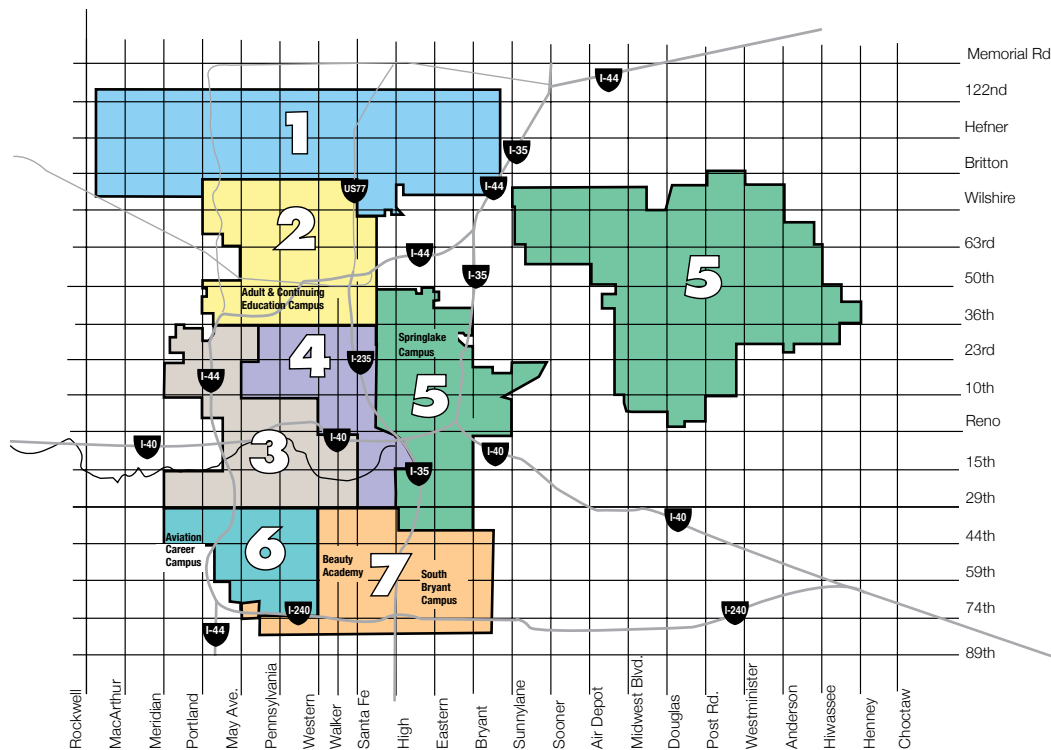


Don Wright  
Member

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## District Map



# Superintendent's Message

Metro Technology Centers is on a journey toward greatness, which we call MetroQuest. We are on this journey to continuously improve the value our training and programs offer to every student, employer, business and community partner that we serve.

We believe that primary indicators for our emphasis on quality in the classroom and in the workplace are the sixth Gold Star awarded by the Oklahoma Association of Career and Technology Education and the Achievement Level Award from the Oklahoma Quality Award Foundation. As you review our progress report, you will see other dramatic improvements in our performance measures over the last five to eight years.

In keeping with our MetroQuest journey toward continuous improvement, Senior Leaders have recently refined the six 2007 strategic aims shown in this progress report into five organizational strategies that will provide direction for the coming year. The new organizational strategies are:

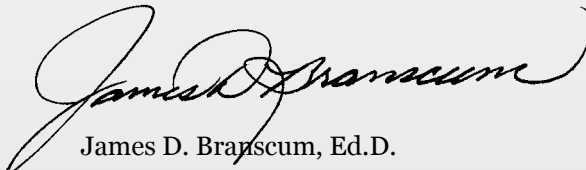
1. Achieve breakthrough improvements in preparing people for work and life
2. Improve student engagement and satisfaction
3. Strengthen stakeholder relationships
4. Strengthen financial position
5. Improve faculty and staff engagement and capabilities

These revised strategies provide a sharper focus for fulfilling our mission of preparing people for successful employment and life. All of our initiatives and processes are fully aligned with this mission, and our improvements are achieved through the effort and support of every member of our Metro Tech family.

We invite you to review our many successes in this document. Comments to the Superintendent's office are always welcome.



*Metro Technology Centers is on a journey toward greatness, which we call MetroQuest.*

  
James D. Branscum, Ed.D.  
Superintendent

## Mission

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

## Our Vision

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

## Our Future Picture

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.

## MTC Business Strategy

We actively seek out and market to persons and businesses who want, need, and can benefit from our programs and services. We respond with customized education and training options that will make a value-added difference to the person or business, are delivered by the ablest faculty and staff in a seamless and constructive manner, and provide opportunities for continued growth and success. We focus 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 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 Strategic Aims

- Learning Excellence
- Student and Stakeholder Satisfaction
- Financial and Market Strength
- Social Responsibility
- People Growth and Satisfaction
- Organizational Effectiveness

# Strategic Aim 1: Learning Excellence

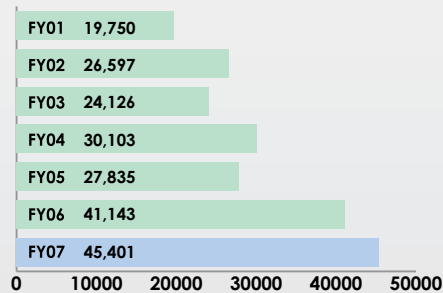
MTC is a professional learning community providing high-quality, customized instruction that is innovative in design, flexible in delivery, and adaptable to changing markets and requirements.



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. Since 2001, over 551 students have worked at the ALC earning a combined annual income of over \$36 million and a cumulative growth of \$108 million.

Business & Industry Services  
Enrollment by Clock Hours

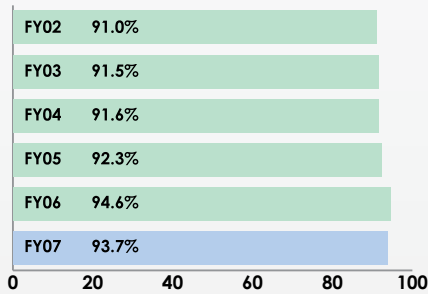


# Strategic Aim 1: Learning Excellence

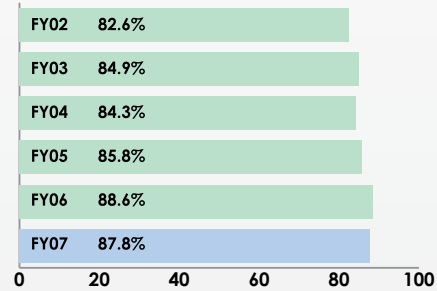
## Pass Rates for Licensures/Certification Competency Tests

Percent Passing	Licensure/Certification/Competency Test
100%	Aviation Maintenance Technician (AMT)
100%	Microsoft Certified Professional (MCP), Microsoft Certified Systems Engineer (MCSE), or a Microsoft Certified Systems Associate (MCSA)
100%	CompTIA Network+, A+ Hardware, and A+ Software exams
100%	Surgical Technologist
100%	Certified Nursing Assistant (CNA)
96%	Licensed Practical Nurse (LPN)
95%	Registered Radiological Technologist (ARRT)
86%	Paramedic

Positive Student Placement Rate

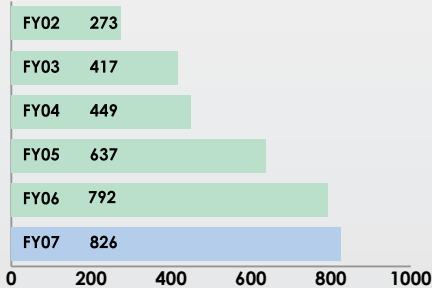


Related Student Placement Rate



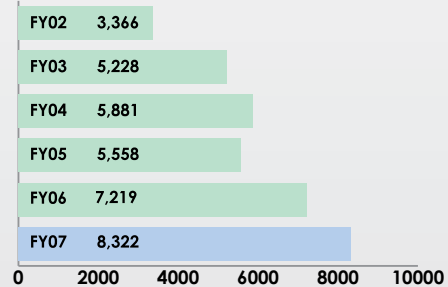
Head Count of Students Participating in Cooperative Agreements

5-year increase: +203%



College Hours Earned Through Cooperative Agreements

5-year increase: +147%



# Strategic Aim 1: Learning Excellence

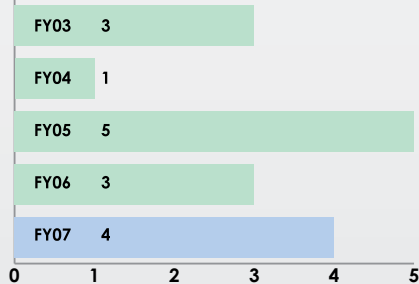
## Student Organizations



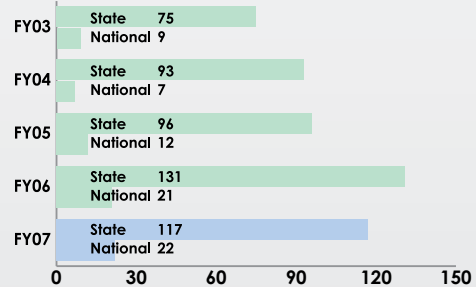
117 State, and 22 National  
Placing in Top Ten



Number of District/State/National Officers



Number of Students Placing Top 10 in State and National Competitions





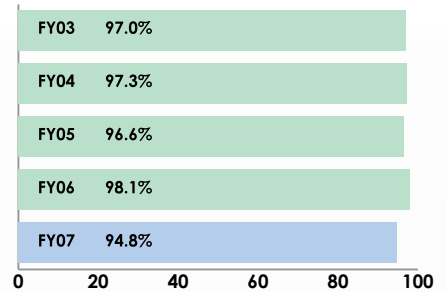
# Strategic Aim 2: Student and Stakeholder Satisfaction

MTC satisfies our students and stakeholders by helping them build successful careers, meet school- and work-related requirements, adapt to market changes, and participate in lifelong learning.

## Advisory Committee Surveys >

To determine the satisfaction of business and industry partners, Metro Technology Centers conducted 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.

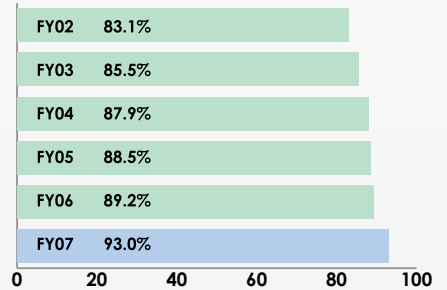
Advisory Committee Survey Results  
Overall Percent Agree or Strongly Agree



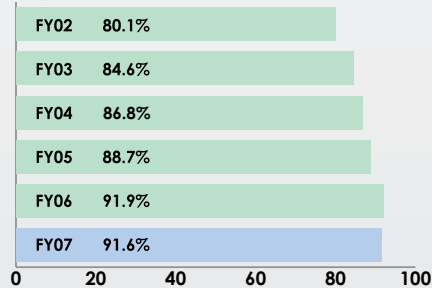
## Student Satisfaction >

Metro Technology Centers conducts a student survey each spring. On a 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 Tech, as well as the greatest opportunities for improvement.

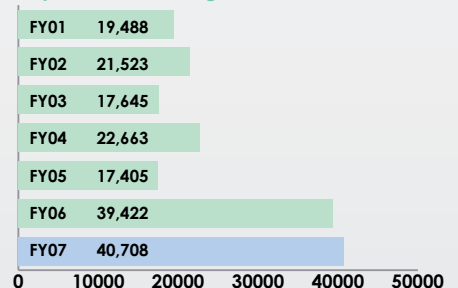
Student Opinion Survey Trends  
Overall Percent Agree or Strongly Agree  
*5-year increase: 9.9%*



Student Completion/Retention Rates  
*5-year increase: 11.5%*



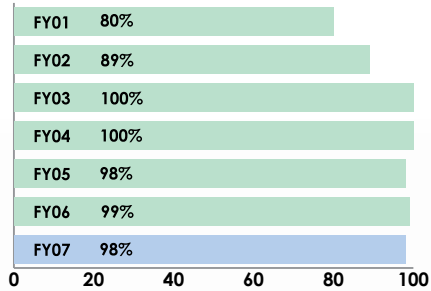
Total Enrollment  
*6-year enrollment growth: 109%*



# Strategic Aim 2: Student and Stakeholder Satisfaction

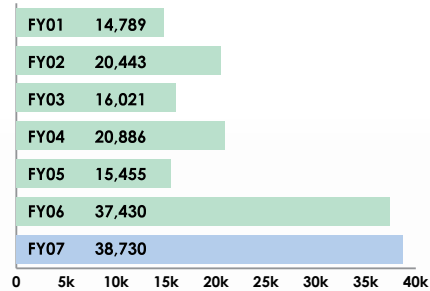
## Full-time Enrollment vs. Capacity Rate

6-year enrollment growth: 63%



## Short-term/Business & Industry Enrollment

6-year enrollment growth: 161%



HIGH SCHOOL ENROLLMENT PERCENTAGE

METRO TECH **24%** > STATE AVERAGE **18.3%**

### Secondary Service Rate

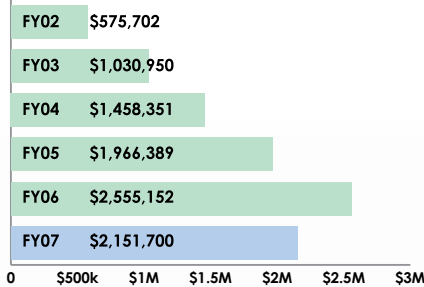
Secondary service rate measures the percentages of students attending a technology center compared to average high school district enrollments. Metro Technology Centers

serves the highest percentage of high school students enrolled per sending school when compared to other Oklahoma urban technology centers.

# Strategic Aim 2: Student and Stakeholder Satisfaction

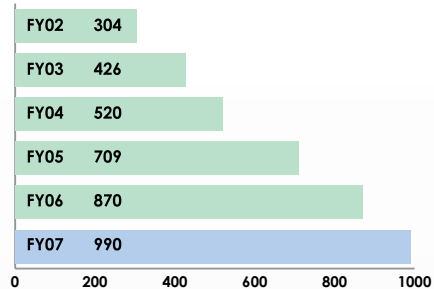
## Financial Aid Distributions

5-year increase: 274%



## Number of Students Receiving Financial Aid

5-year increase: 226%



### Partners for Progress: Integris Health Center and Metro Tech

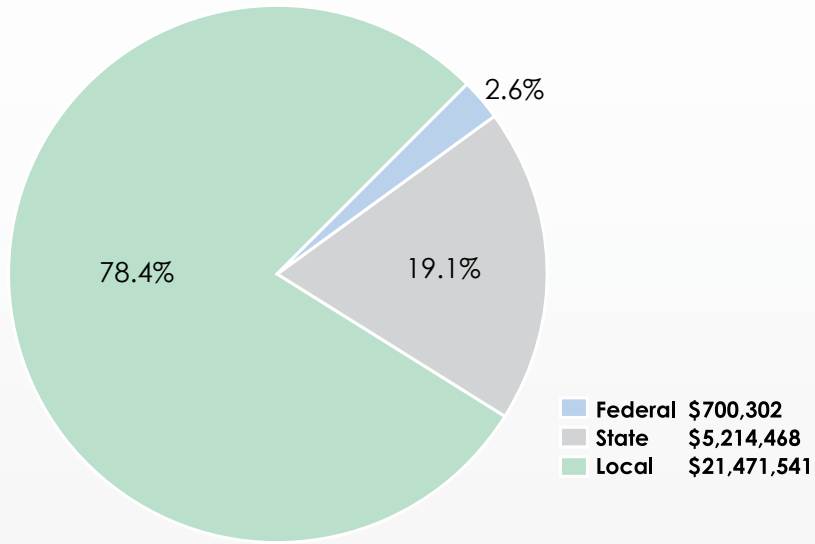
The shortage of registered nurses has impacted health care throughout the nation. Oklahoma, like the rest of the nation, struggled to increase the number of registered nurses in the state. Metro Technology Centers' response to this need resulted in a collaborative partnership with Integris Health and other concerned partners. This partnership paved the way for development of the 1 + 1 Nursing Education Partnership.

The partnership provides for the potential of an additional 24 registered nurse graduates each year, consequently improving the quality and availability of health care to Oklahoma communities. Metro Technology Centers graduated 15 students from the 1 + 1 Nursing Education Partnership in June 2006 and 16 students in June 2007.

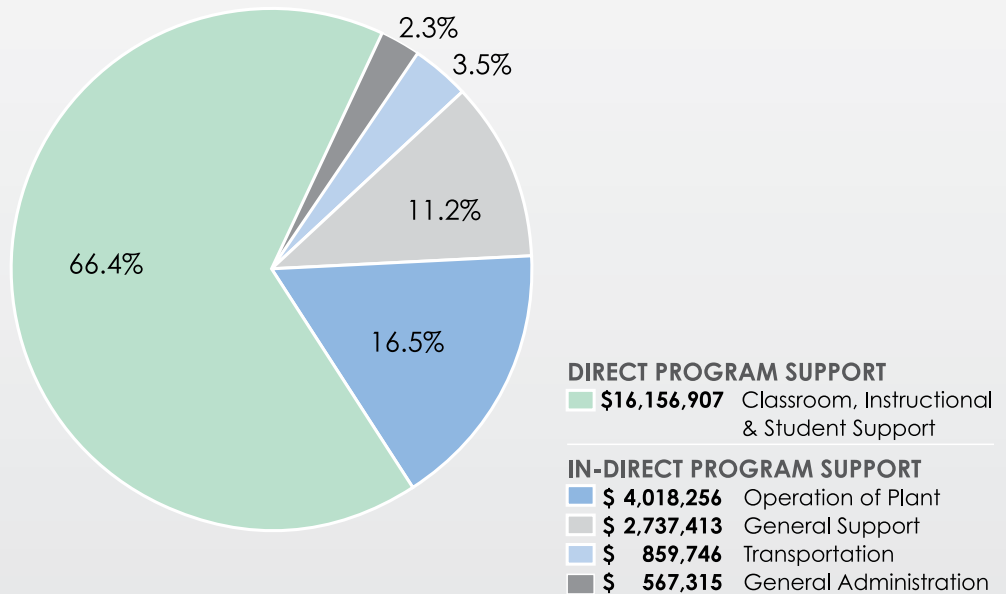
# Strategic Aim 3: Financial and Market Strength

MTC has increased growth capital through cost effective process improvements and alternative sources of income. These results are being benchmarked and have provided funding for additional or enhanced program offerings that are in response to changing market requirements.

2007 Sources of All Funds

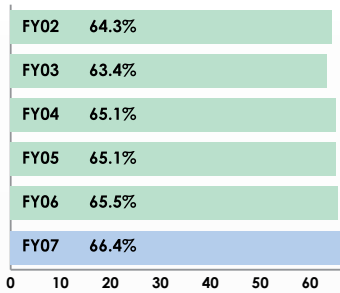


2007 Use of General Funds

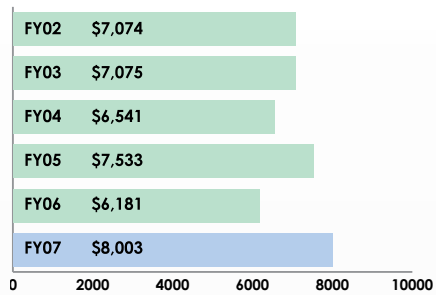


# Strategic Aim 3: Financial and Market Strength

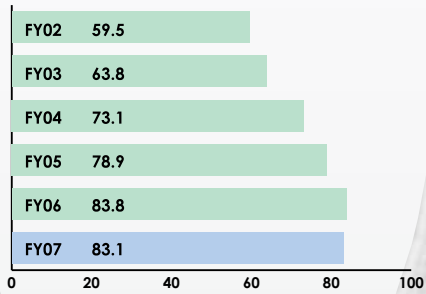
Percent of Expenditures Dedicated to Direct Instructional Costs



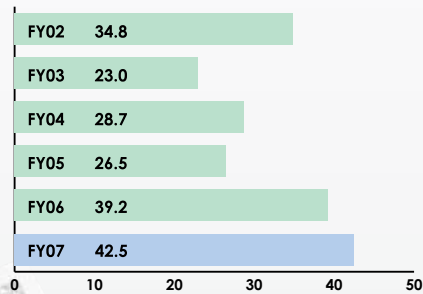
Average Expenditure per FTE Student (NET)



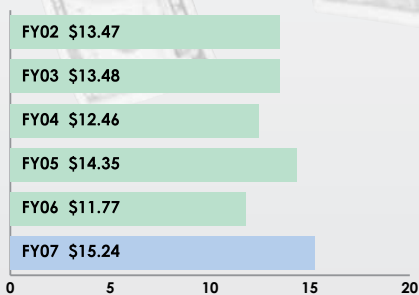
Number of Full-Time (FTE) Programs



Number of Short-term (FTE) Programs

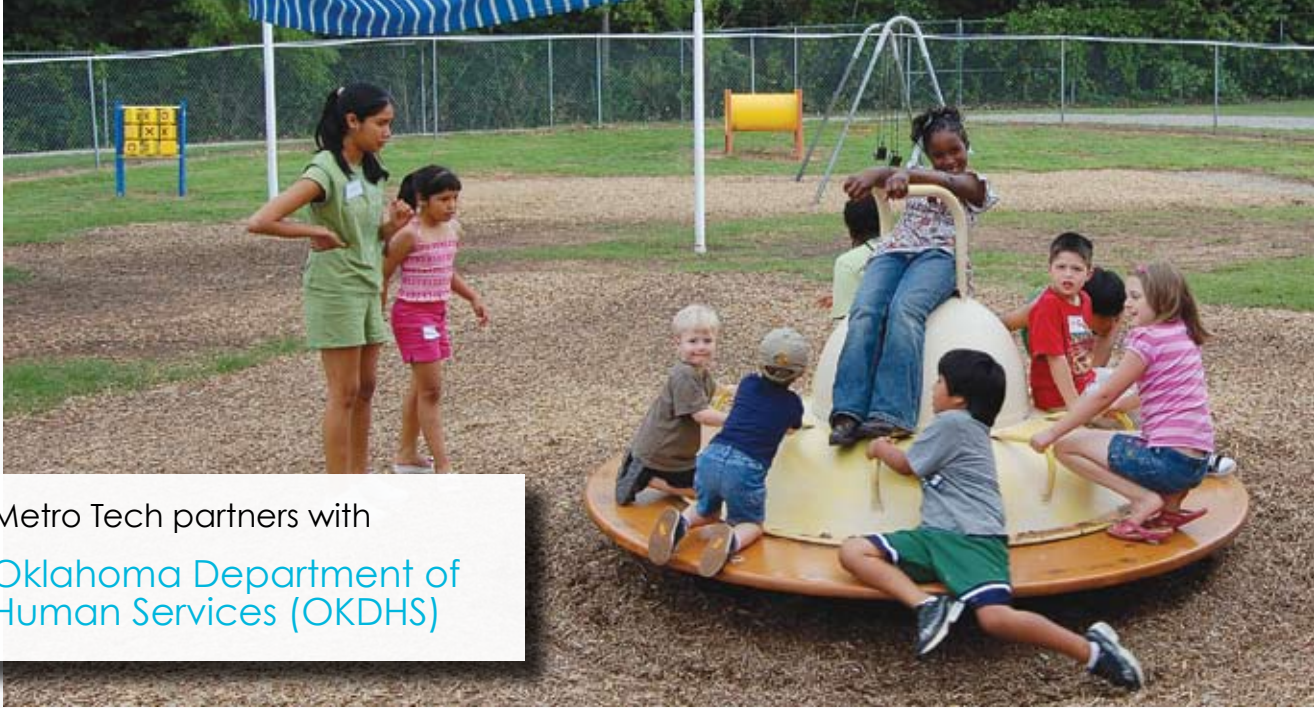


Average Expenditure per Contact Hour



# Strategic Aim 4: Social Responsibility

MTC partners with business, industry, and other local agencies to build and sustain economic development and to add value through character development and community involvement.



Metro Tech partners with Oklahoma Department of Human Services (OKDHS)

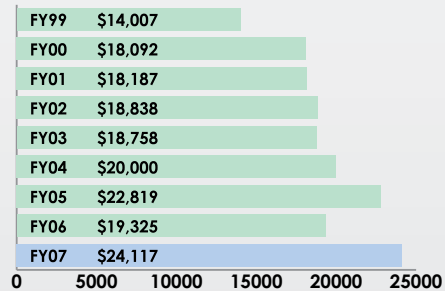
## Mayfair Foster Care Program

Metro Tech created the Mayfair Foster Care program as requested by the Oklahoma Department of Human Services (OKDHS). The program allows foster parents to participate in required in-service training without having to find alternative supervision for children in their care. Students in Metro Tech's Early Childhood

Development program volunteer their time monthly to coordinate activities for the foster children. Activities include coloring, crafting, music and games. All activities are designed to be fun, educational and age appropriate.



United Way Donations



# Strategic Aim 4: Social Responsibility

## Character First! >

Since 2002, Metro Technology Centers' students and staff have been involved with character education through the Character First! program. The program teaches 49 specific qualities that make up an individual's character. This program helps students understand the importance of ethical decisions, behaviors and choices.

In August of 2005, eight Metro Tech sites were recognized by the Character Council of Central Oklahoma as a "Campus of Character." Each site selected three to four staff members to attend the Character Training Institute. Each staff member agreed to serve on a Character Coordinating Council. These site councils oversee integration of character education with staff and students.

Each campus focuses on one main character quality every month. The monthly character traits are included in the Student Handbook, designed by students of the Print Design program.

Business and industry representatives serving on advisory boards for Metro Tech affirm Metro Tech's efforts to help build character in the students. These are the qualities requested by most employers when hiring students.

## Character Traits:

Alertness	Hospitality
Attentiveness	Humility
Availability	Initiative
Benevolence	Joyfulness
Boldness	Justice
Cautiousness	Loyalty
Compassion	Meekness
Contentment	Obedience
Creativity	Orderliness
Decisiveness	Patience
Deference	Persuasiveness
Dependability	Punctuality
Determination	Resourcefulness
Diligence	Responsibility
Discernment	Security
Discretion	Self-control
Endurance	Sensitivity
Enthusiasm	Sincerity
Faith	Thoroughness
Flexibility	Thriftiness
Forgiveness	Tolerance
Generosity	Truthfulness
Gentleness	Virtue
Gratefulness	Wisdom
Honor	

## 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 22, 2006, for the year ended June 30, 2006, had no findings of material weaknesses, no instances of noncompliance, nor any findings of questioned costs.

# Strategic Aim 4: Social Responsibility

## 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 training facility in the state accredited by the ODEQ for this training program)



The only ODEQ state accredited facility for  
**Lead Based Paint Training**

## Program Specific Accreditations and Licensing

Auto Collision Technology	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
Legal Office Services	NALS (the association for legal professionals)
Medical Assisting	Commission on Accreditation of Allied Health Education Programs (CAAHEP)
	Curriculum Review Board of the American Association of Medical Assistants Endowment
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)



## Strategic Aim 4: Social Responsibility

Community Service Student Projects FY07

Total Number of Participants: 1,722



### Community Service

American Heart Walk  
Assisted in adult day care  
Baby items donated to Saint Anthony's Hospital's Joyful Beginnings  
Blood pressure screening at Metropolitan Better Living Center, Easter Seals, Big Lots and OK Christian Apts.  
Canned food drive  
Children's Hospital book drive  
Christmas Cards for four nursing homes  
City-wide disaster drill at area hospitals  
Coats for Salvation Army  
Collected clothing for Warmth for Winter  
Community Car Care Clinic  
Decorating trees for hospice  
Delivery of items from children's wish list  
Donated candy to children  
Donated items to Christmas Connection  
Donated items to the Children Center in Bethany  
El Camino restoration  
EMS Day at the Capitol  
Fashion show for Capitol Hill High School  
Flu Shots at College of Dentistry, Presbyterian Hospital, Children's Hospital and OU Physicians' Center  
Flood victim support for Caddo-Kiowa and Fort Cobb  
Food drive

Gathered donations for nursing home residents  
Halloween Safety Fair at Wal-Mart and Home Depot  
Immunizations  
Internet safety teaching to Peppers Ranch boys home  
Madison Elementary School  
Miracle League of Edmond  
OK Blood Institute blood drive  
Oral health educational presentation  
Presentation of education on health for Parkview Elementary students  
Provided assistance to the elderly, Grace Living Center  
Raised money for an ill child and needy family "Do It for Zach"  
Read Across America project  
Salvation Army Angel Tree  
Service to children for Halloween  
Sold Christmas cards for the Children's Center  
Staffed the Cox Shelter (Ice Storm)  
Students provided Foster Parent training  
Susan G. Komen Race for the Cure Walk  
Thanksgiving food baskets  
Toys for Tots  
United Way campaign  
VA Hospital (helped to make Christmas Special)  
Volunteer Income Tax Assistance (VITA)

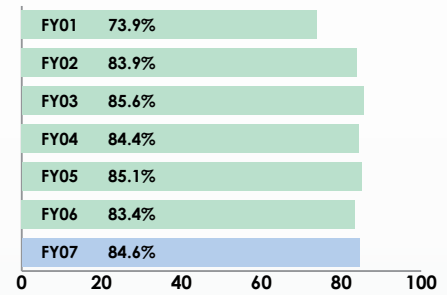
# Strategic Aim 5: People Growth and Satisfaction

MTC provides a culture that motivates and empowers employees to use their full potential to achieve the mission of Metro Technology Centers, supports employee satisfaction and wellness, and provides opportunities to promote personal and organizational growth.

## Employee Satisfaction >

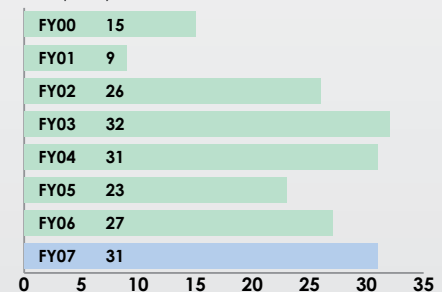
Metro Technology Centers conducts a survey to determine employee satisfaction. Employees rated 31 questions on a scale of 1 to 4 (strongly disagree to strongly agree). Topics included the district's quest for excellence, efficiency and effectiveness of work units, availability of resources, and employee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

Employee Opinion Survey  
Overall Percent  
Agree or Strongly Agree



31 Employee Promotions  
for FY07!

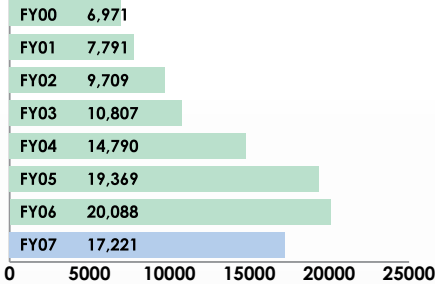
Employee Promotions



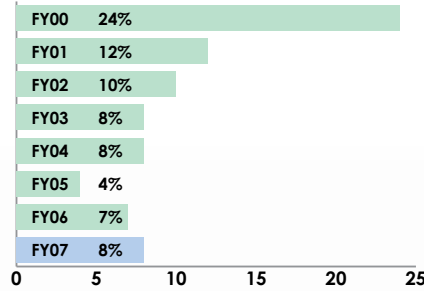
# Strategic Aim 5: People Growth and Satisfaction

## Professional Development Hours Reported

7-year increase: 147%



## Employee Turnover Rate



## Diversity and Multicultural Awareness Campaign >

Metro Technology Centers embraces the concepts of diversity and multiculturalism in education, the workplace and in life. MTC believes greater diversity among faculty, staff and students is associated with improved access to education for our diverse community, greater student and stakeholder satisfaction, better communication, and better educational experiences for all students. Members of the Culture and Climate Team created the multicultural campaign that features a culture once a month. Posters are designed, unique menu items are served in the Metro Tech Café, and in-service activities are held that include special guest speakers, hands-on activities and audio/video presentations. The Culture and Climate Team continually looks for new and innovative ways to prepare Metro Tech's students and stakeholders for the workplace and life.



Metro Tech celebrates

Culture and Diversity Awareness  
Once a Month

# Strategic Aim 5: People Growth and Satisfaction

## Denison Survey >

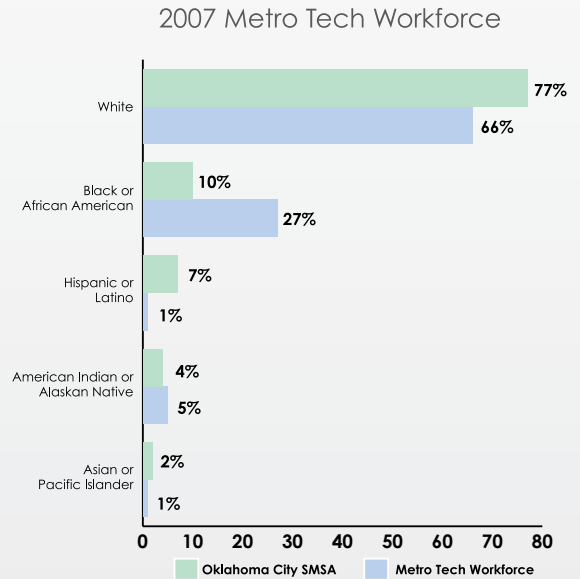
The Denison Organizational Culture Survey is used to understand work system performance and effectiveness. This survey measures adaptability, mission, involvement and consistency. The survey also considers the organizational stability and flexibility to react to need. An organization's goal is to have no white areas on the circle chart.

Metro Technology Centers scored at the 75th percentile or above in all categories except customer focus which was at the 70th percentile. Metro Tech focused upon providing exceptional customer service, beginning a program of training for all employees. The customer service program began by establishing customer service expectations for all employees. Training has since been conducted on a regular basis with all employees. The initial training was intended to provide a baseline understanding of customer service and has been expanded to include higher level customer service training.



## 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 showed 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 has grown from 2% to 7%. Identifying this need produced the development of a systematic process for recruitment of prospective employees.



# Strategic Aim 6: Organizational Effectiveness

MTC maximizes the effectiveness and efficiency of its learning-centered and support processes through rigorous pursuit of strategic alignment, active responsiveness to student and stakeholder needs, and disciplined attention to continuous improvement.

## Number of Incidents Leading to Worker’s Compensation Claims

Fiscal Year	# of Employees*	# of Claims	Rate of Claims	<i>In FY07, Metro Tech achieved the milestone of zero lost work days due to work related injuries. This is the first time in MTC history for this accomplishment.</i>
FY04	536	21	3.9%	
FY05	545	24	4.4%	
FY06	577	13	2.2%	
FY07	534	12	2.2%	

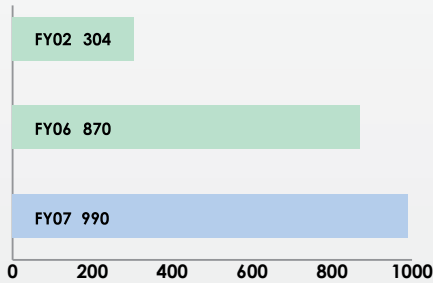
\* Includes both full- and part-time employees

## Cycle Time Improvements

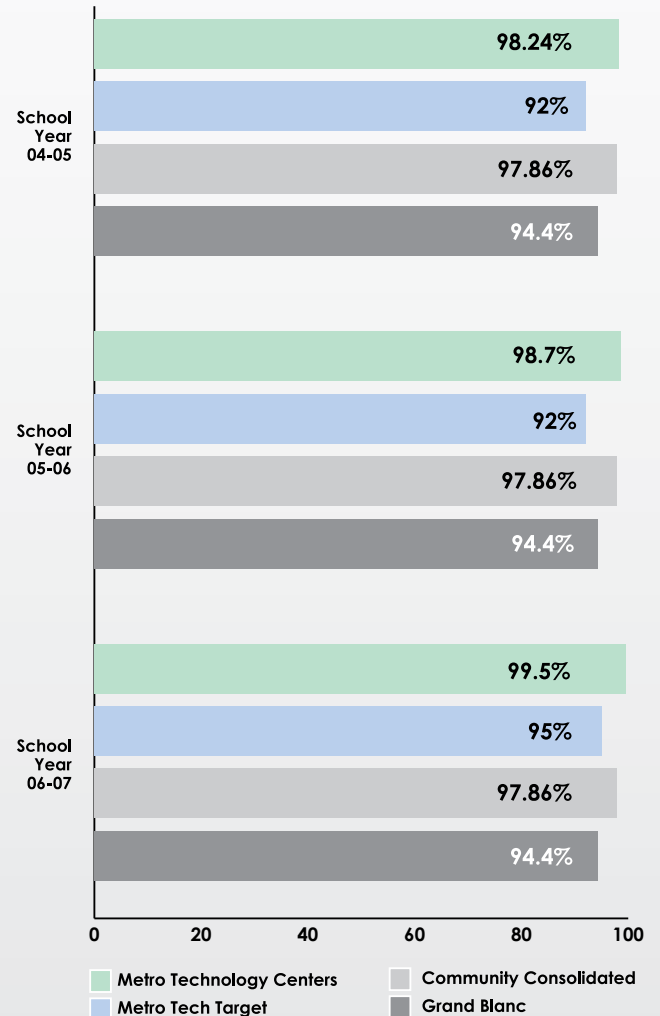
### Financial Aid Services Improves Cycle Time for Assisting Students

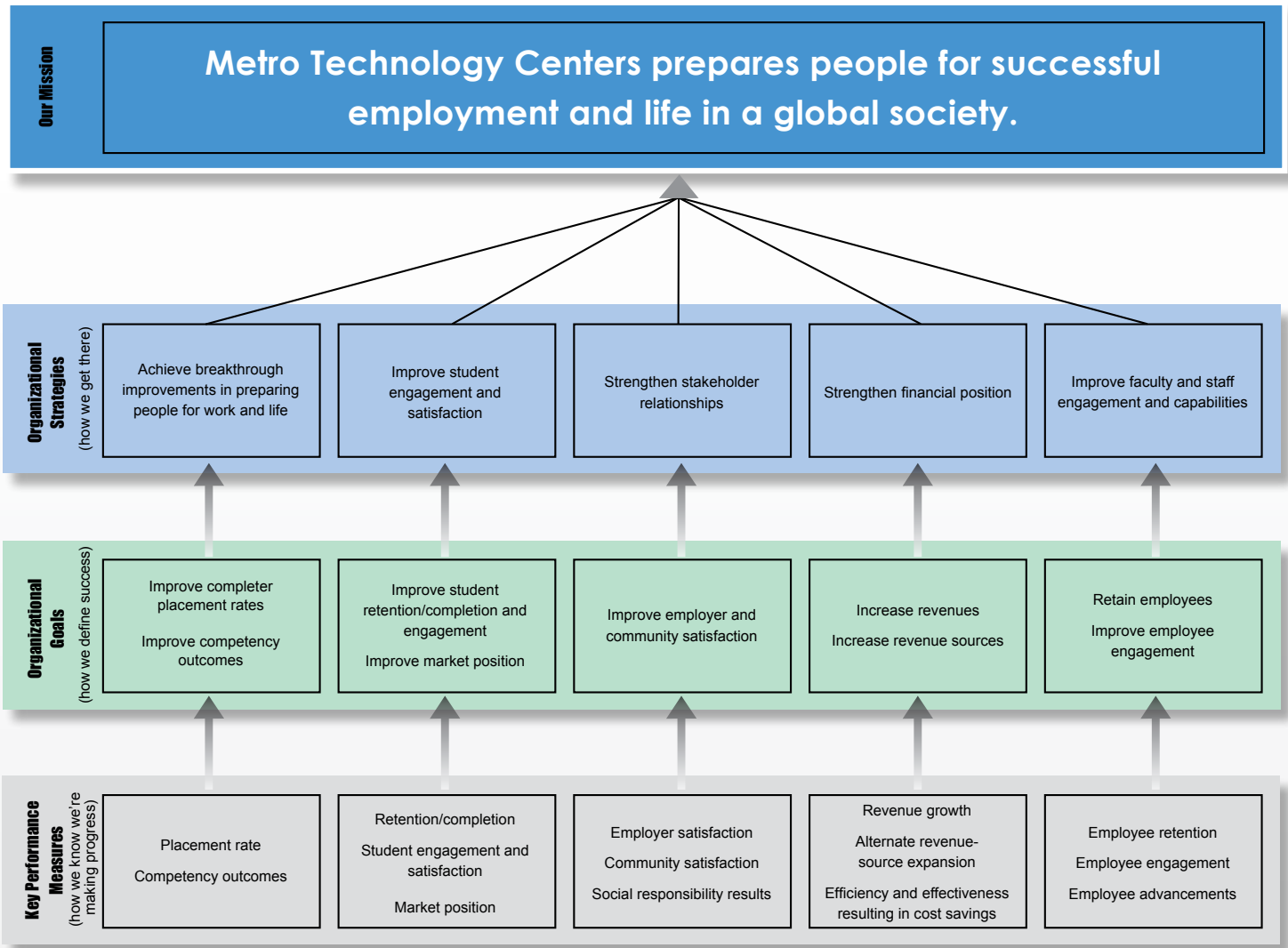
Financial Aid services have greatly increased the number of students served through the availability of online applications. This has cut down the time it takes for students to receive financial assistance by several days or even weeks.

Financial Aid Clients Served  
Increase of 225%



Cycle Time Improvements  
On-Time Delivery of Student Bus Transportation





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



## Our Vision

Metro Technology Centers enables students' success in the workplace and in life by providing high-quality instruction that is innovative in design, flexible in delivery, and adaptable to changing markets and requirements.

We are recognized as a vital partner in creating individual, community, and economic development in Oklahoma City. We manage our financial resources to ensure growth and sustainability of the District. We positively impact our community through a systematic commitment to public service and social responsibility. Our people are engaged, growing professionally, and are valued for their ongoing contributions to student success, their own growth, and sustainability of the organization. We model ethical behavior and focus on continuous and breakthrough improvement of processes and work systems.

## 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
- Ethical in practice
- Innovative in delivery
- Dedicated to continuous quality improvement
- Willing to do "whatever it takes"

## Our Core Competencies (what we do best)

- Technical training
- Agility and flexibility
- Commitment to continuous quality improvement, including cascading quality to the classroom level

## Major Action Initiatives

1. Analyze and improve systematic processes for ensuring positive outcomes for Metro Technology Centers' customers.

### Desired outcomes:

- Increased positive and related placement rates
- Increased retention and completion rates
- Increased satisfaction and engagement
- Implement employee incentive programs for all employee groups

2. Expand services to underserved students and communities by completing community and business development centers, including the implementation of the Communities in Schools (CIS) program concept.

### Desired outcomes:

- Provide new facility
- Increase number of at-risk students served
- Start-up of a CIS
- Start-up of two business development centers with incubators (north and south side of district)

3. Redesign curriculum delivery using the career cluster concept.

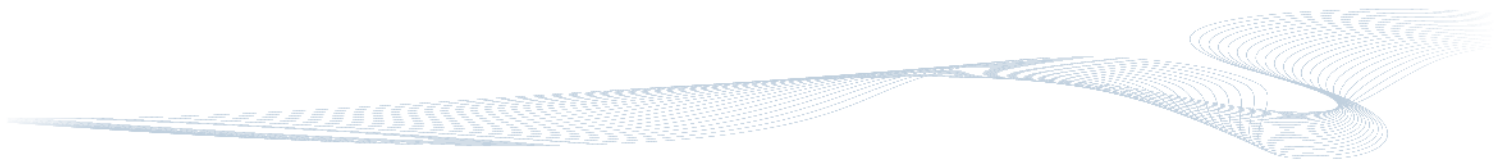
### Desired outcomes:

- Full implementation of course-based delivery system emphasizing career majors with associated technical and academic competencies supported by related guidance, counseling, and transition services

4. Develop district master plan.

### Desired outcomes:

- 10-15 year master plan, including planned construction, maintenance and replacement schedules, major equipment purchases and replacements with associated budget projections



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  
Financial Services (FS) • 1600 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