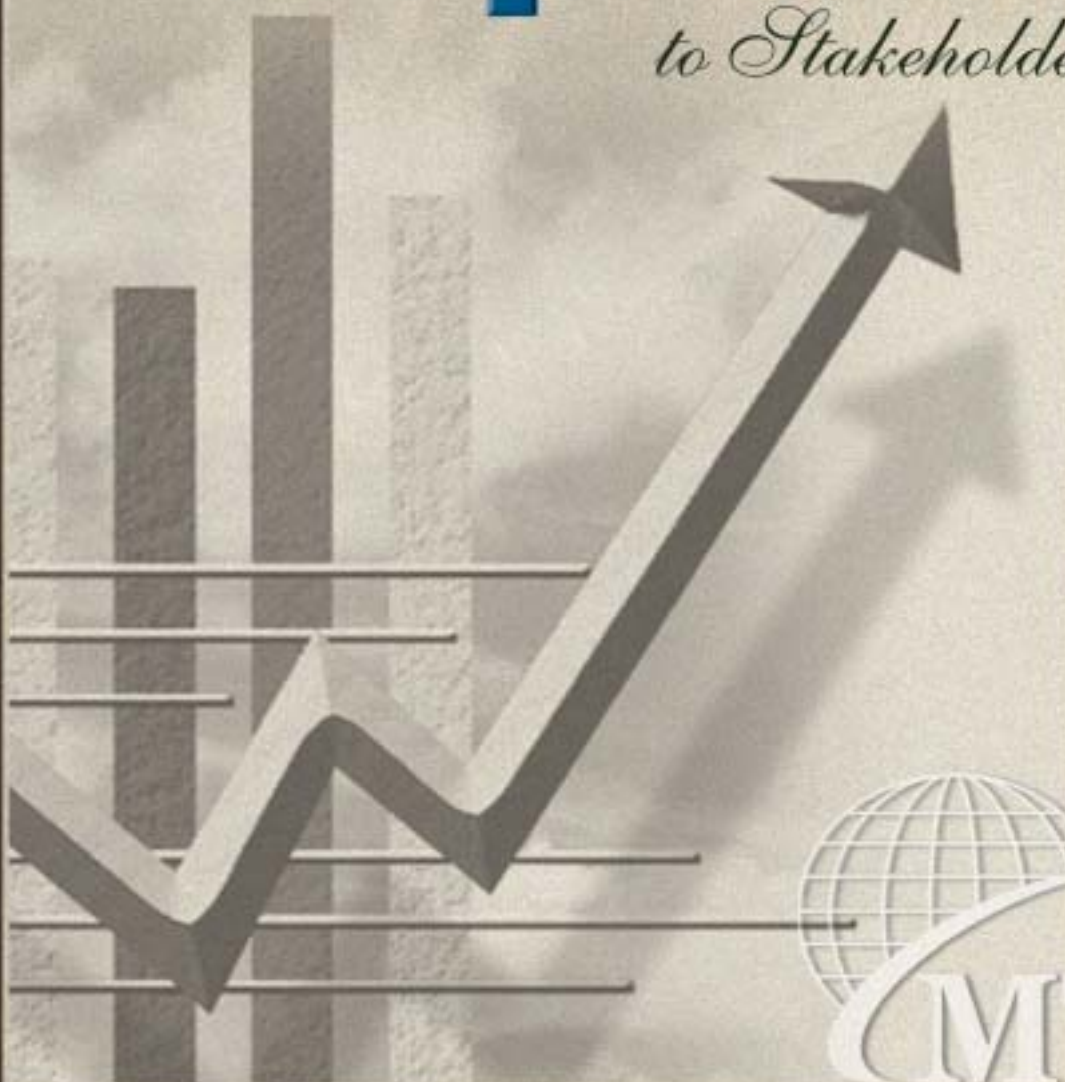


*Technology Centers Metro Technology Centers
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2003

Progress Report

to Stakeholders



*Metro Technology Centers Metro Technology Centers
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Superintendent's Message

James D. Branscum, Ed.D.

Metro Technology Centers has made significant progress since February 2000, when we began MetroQuest, our quality journey. This journey has not been one of pen and pencil or of bricks and mortar, but rather one of cultural transformation toward continuous improvement for performance excellence. Of course, the purpose of the journey is expressed quite succinctly in our mission statement: "We prepare individuals for successful employment in a global society."

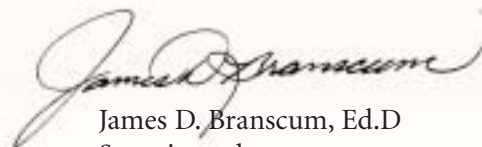


To achieve excellence, Metro Technology Centers continually searches and pilots meaningful ways to infuse quality in learning processes for the benefit of our students and stakeholders. We continually develop and reinforce, with both rigor and relevance, the academic and skills standards that are tested on state and national assessments by embedding and reinforcing needed skills in the job preparation curriculum. Together, staff and students are a part of a learning organization. We value listening posts, internally and externally, that afford us opportunities for improvement. We view ourselves as a system, where the parts interrelate in such a way that the whole is greater than the sum of the parts. We place daily focus on living our core values, conducting our business ethically, and putting "Character First" with our students.

MetroQuest, which includes our strategic plan that maps our course, 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, contributing to educational quality, 2) improve overall organizational effectiveness and capabilities, and 3) ensure organizational and personal learning. This plan guides our cultural transformation and will guide students as they take ownership of their learning. Ultimately, we desire to operate in an environment that ensures aligned acts of improvement rather than random acts of improvement.

Commitment to this pursuit of excellence has produced quite amazing results. We take pride in providing the results and progress made thus far. The annual progress report is provided to our stakeholders to present performance results of the organization. The information contained in this document examines this performance and improvement in key strategic aims: instructional and learning excellence, student and stakeholder focus, partnerships, economic development and public service, employee development and well-being, and operational effectiveness.

We are pleased to provide this report as a communication of performance excellence to our stakeholders.


James D. Branscum, Ed.D.
Superintendent

Metro Technology Centers

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Career & Technology Education

Metro Technology Centers is a career and technology center district with five campuses, 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 offers 69.5 full-time programs and 500 short-term and on-line classes as well as customized training for business and industry. Programs and classes are available days, evenings and weekends.

Metro Tech's student 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 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 such programs as assistance with bidding on government contracts, small and large business development, new business start-up and certification/licensure preparation and testing.



Mission

Metro Tech prepares individuals for successful employment in a global society.

Vision

Metro Tech serves our community as a world-class technology center that is learning-centered, customer-focused, innovative in delivery, ethical in practice and committed to continuous quality improvement.



Core Values

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, the 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:

Instructional & Learning Excellence

Metro Tech helps students achieve occupational success by delivering high quality instruction and enhancing the learning process.

Priorities for Implementation

1. Increase the percentage of students who will attain challenging academic and technical skill proficiencies.
2. Increase the percentage of students who will attain an appropriate credential, including a secondary diploma or its recognized equivalent, a proficiency credential, external certification or a postsecondary degree or credential.
3. Increase the percentage of students who will be placed and retained in postsecondary education or advanced training, will enter the military, or will enter employment.
4. Prepare students to be productive citizens, effective communicators, problem solvers, decision-makers, team members, lifelong learners, and ethical and skilled employees.
5. Ensure curriculum and instruction are relevant to the needs and expectations of business and industry.
6. Provide programs with technology and equipment comparable to that found in business and industry.
7. Develop and align successful and appropriate career paths to help students transition from middle school through postsecondary education to the workplace.
8. Ensure that learning processes meet the students' needs.

Highlights

Oklahoma Quality Award

On November 2, 2001, Metro Technology Centers received the Commitment Level Award from the Oklahoma Quality Award Foundation. The district continues pursuing excellence by training the majority of all faculty and staff in quality concepts and tools. Strategic planning and professional development are continuing through the work of cross-functional category teams, executive council planning retreats, walk-through teams, process improvement, and the pursuit of ISO 9001:2000 certification for quality systems management.

2nd Gold Star Award

Metro Technology Centers was awarded a Gold Star for the second year in a row. The Oklahoma Association of Technology Centers awards the Gold Star Award to schools that demonstrate the highest level of excellence among technology centers recognized by the Oklahoma Association of Career and Technology Educators.



Accreditation

Metro Tech is accredited by the North Central Association-Commission on Accreditation and School Improvement (NCA-CASI), the Oklahoma Department of Career and Technology Education (ODCTE) and the Oklahoma State Department of Education. We also have 13 additional program accreditations recognized by occupationally specific state and national agencies.

Program Specific Accreditations and Licensing

Program	Accreditations or Licensing
Auto Body Collision and Repair	Automotive Service Excellence (ASE)
Auto Service Technology	Automotive Service Excellence (ASE)
Aviation Maintenance Technology	Federal Aviation Administration (FAA)
Construction Technology	Associated General Contractors (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 Commission on Accreditation in Radiologic Technology
Surgical Technology	Commission on Accreditation of Allied Health Education Programs (CAAHEP)

Metro Technology Centers is accredited by the Oklahoma Department of Environmental Quality (ODEQ) for training of lead-based paint inspectors, risk assessors, abatement supervisors and abatement workers. **Metro Tech is the only technology center in the state accredited by the ODEQ for this training program.**

Strategic Aim:

Instructional & Learning Excellence

Surgical Technology Program Named Top 20 in Nation

The Association of Surgical Technologists (AST) recognized Metro Technology Centers' Surgical Technology program among the top 20 programs nationally in Program Assessment Exam (PAE) test scores over the past two years. All CAAHEP (Commission on Accreditation of Allied Health Education) accredited surgical technology programs are required to administer the PAE to students. Surgical Technology Instructor Vicki Bushey said, "The test scores reflect that the students completed our program with the knowledge and skills they needed to succeed."

Food Services Students Win 1st in Culinary Cup

Metro Tech's Food Services students won the first annual ProStart Culinary Cup competition in the Gourmet Meal category. Each of these high school students received a gold medal, a \$3,000 scholarship from the Culinary Institute of America and a full scholarship to OSU-Okmulgee. The team also received a silver medal from the Made in Oklahoma Coalition for using Oklahoma grown/produced products. The team also competed in the national competition in Denver, CO. The event aired on the Food TV Network.



Program Additions

Metro Tech added programs and teachers in high interest areas to serve a greater number of students.

Additional programs or instructors:

- Aviation Maintenance Technology - 2 additional instructors
- Bilingual Customer Services
- Chef Services/Catering Services
- Clinical Laboratory Assisting
- Cosmetology - 1 additional teacher
- Customer Service/Administrative and Marketing Services
- Early Childhood Development - .5 additional teacher
- Health Science Technology - 1 additional teacher
- Heating, Ventilation & Air Conditioning - 1 evening instructor
- Legal Office Services
- Medical Administrative Services - 1 additional teacher
- Pre-Engineering/Manufacturing Technology - 1 additional teacher
- Print Design
- Radiography - 1 evening instructor
- Residential and Commercial Facilities Technology

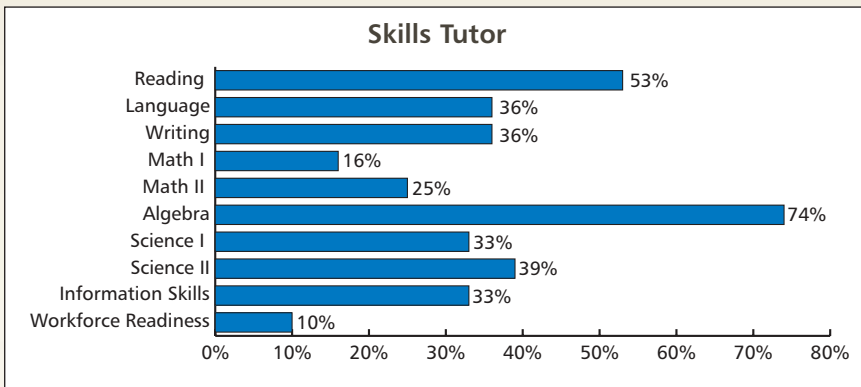
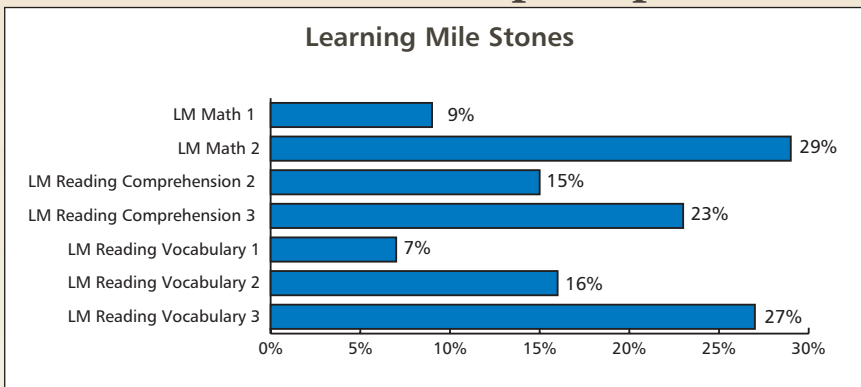
Key Performance Measures

Academic Gains

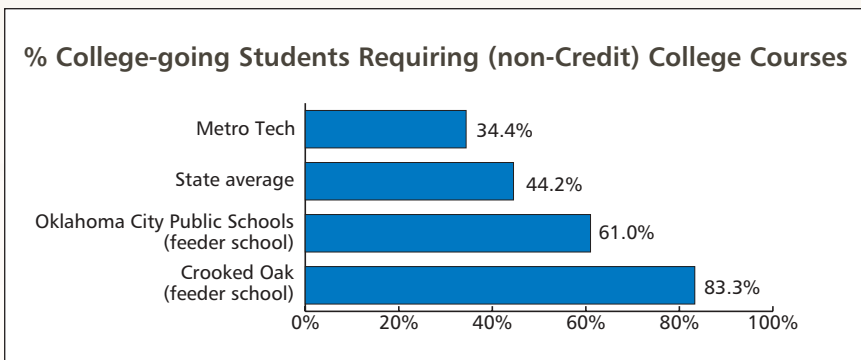
Measurements shown from July 2002 through June 2003 include students registered in educational enhancement classes:

- over 840 students registered
- over 55,000 activities delivered
- more than 7,800 hours of instruction

Gains: increases between pre & post test

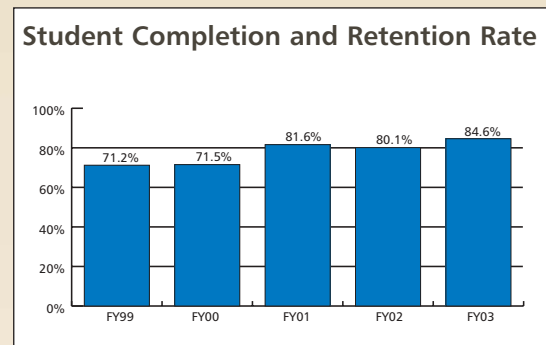
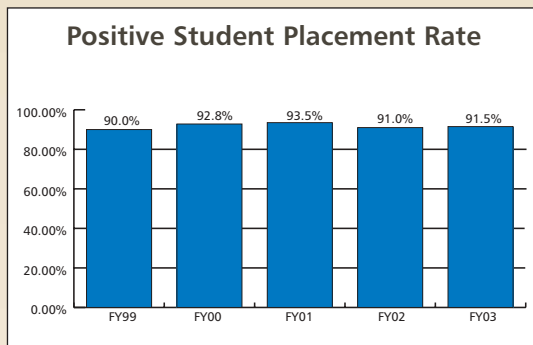


Academic Remediation %



Strategic Aim:

Instructional & Learning Excellence



Licensures/Certifications

Students who took a certification/licensure test for first time in school year 2002-2003:

- 86% passed state competency exams given through the Oklahoma Department of Career and Technology Education, Testing Division.
- 90% passed the licensure exam to become Licensed Practical Nurses (LPNs).
- 91% passed the national exam to become Registered Radiologic Technologists (ARRTs).
- 98% passed the FAA written exams to become Licensed Aviation Maintenance Technicians (AMTs).
- 96% passed the national Brainbench exams in Information Technology.
- 100% passed the national CompTIA exams to become a certified Microsoft Certified Professional (MCP), Microsoft Certified Systems Engineer (MCSE), or a Microsoft Certified Systems Associate (MCSA).
- 93% passed the Oklahoma State Board of Cosmetology exams to become licensed Basic Operators, Facial Operators, or Manicurists.



College Hours Earned

Students can earn college credit in Metro Tech programs through cooperative agreements with local colleges.

In fiscal year 2002-2003:

- 417 adults earned 5,228 hours of college credit
- 260 high school students signed letters of intent for college credit

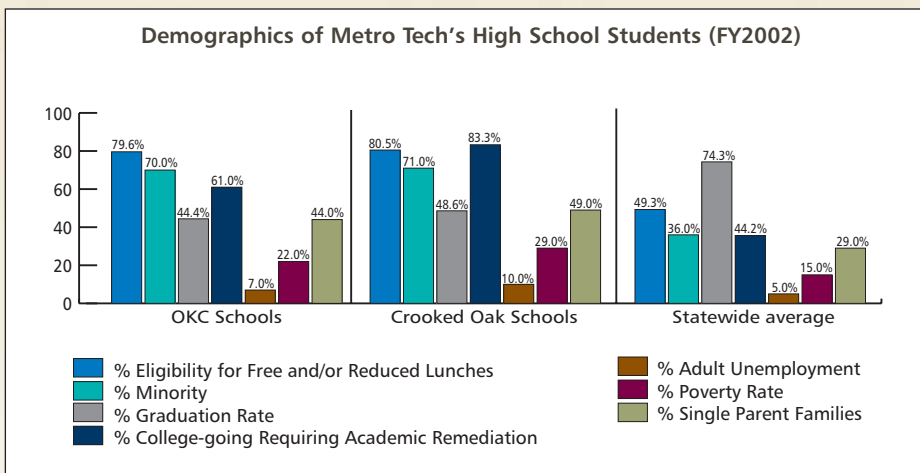
Strategic Aim:

Student and Stakeholder Focus

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

Priorities for Implementation

1. Conduct ongoing needs analysis and satisfaction levels of students, business/industry, and other stakeholders to make informed programmatic and curricular decisions.
2. Promote stakeholder awareness of program offerings.
3. Develop programs and learning strategies to meet needs of a widely diverse student population.
4. Enhance basic and communication (language) skills, including the needs of LEP (Limited English Proficiency) students.



Highlights

Aviation Maintenance Student Lands Dream Job

Michael Ray had always dreamed of becoming a helicopter pilot. In 2000, he began Metro Tech's Aviation Maintenance Technology (AMT) program. "Although the maintenance part wasn't my original dream, I knew that it would be a good opportunity to learn in-depth about the helicopters that I desired to fly," Ray said.



Ray was hired by the Air Logistics Center at Tinker Air Force Base at \$16.00 per hour working on KC135s. While vacationing in Hawaii, Michael talked to a mechanic at Hawaiian Island Helicopter Tours about a need for another mechanic. The mechanic was surprised that Michael was familiar with 337 Alterations, a very detailed documentation process.

Two weeks later the president of the helicopter tours company was in Oklahoma City for business. The president called Michael Ray and arranged an interview. Before the president left the interview, Ray had the job. Michael Ray now works on the beautiful island of Kauai as a helicopter mechanic. His salary is over \$60,000 a year. Ray said, "I owe it to the training I received at Metro Tech."

Strategic Aim:

Student and Stakeholder Focus

National and State Career and Technology Student Organization (CTSO) Contest Winners

16 students attended national competitions of student organizations. In order to compete, they were required by Metro Technology Centers to win first place in state competitions. Competitions consisted of technical skills, leadership skills and job readiness.

2003 National Contest Results:

1st Place Winners	3
2nd Place Winners	2
5th Place Winners	1
Top 10	3
State/District Officers Elected:	1

Bilingual Programs

Metro Tech offers two full-time bilingual programs – Auto Service Technology and Bilingual Customer Services – to serve the needs of our growing Hispanic population. Both programs have bilingual instructors who integrate English as a Second Language (ESL) instruction with technical skills training.

In addition, short-term bilingual courses have increased 27% over the last year from 24 to 33 courses. ESL training is also offered at Metro Tech's South Bryant Campus.

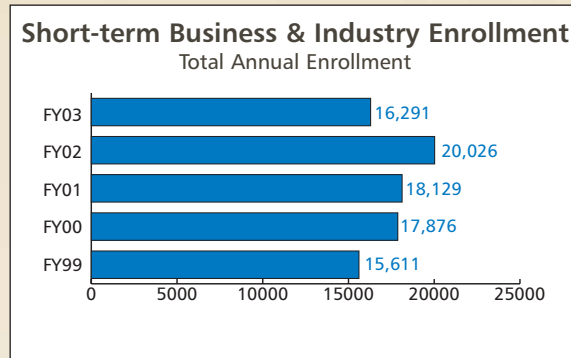
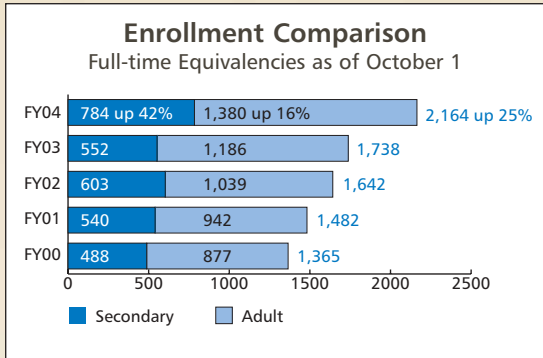
Focus on Stakeholders

Metro Tech focuses on student and stakeholder needs using a variety of methods. One method is the Advisory Committee program. All faculty conduct a minimum of two Program Advisory Committee meetings per year to receive input about their specific occupational programs.

The Superintendent and administrative staff have held or attended meetings to receive input from diverse groups of stakeholders. These include such meetings as:

- Employee group meetings
- Campus visits
- Superintendent's Business-Education Advisory Council
- Meetings with feeder-school superintendents and/or staff
- Metro Area CareerTech/College Administrators Consortium
- Oklahoma City Public Schools strategic planning meetings

Key Performance Measures



Student Satisfaction

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

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.

For 2001 – 2003, surveys showed 25 out of 30 questions received a mean response of 3.03 or higher. Questions with the highest response of “agree to strongly agree” included:

- 3.47 mean response: I see a connection between what I am learning in my program and how I will use it.
- 3.44 mean response: Metro Tech provides a safe school environment.
- 3.44 mean response: My teacher/instructor is knowledgeable about my program skill area.
- 3.44 mean response: My teacher/instructor treats me with respect.
- 3.41 mean response: I feel sexual harassment is NOT a problem at Metro Tech.

Stakeholder Training Survey

In February 2003, Marshall Marketing completed 800 phone surveys representing 816,000 metro adults ages 18 and over. Adults who said they plan to continue education in the next year are interested in the following subjects:

- 62% - improve computer skills
- 53% - improve business skills
- 37% - get certificate or license
- 31% - get an undergraduate degree
- 30% - learn a trade

Strategic Aim:

Partnerships

Metro Tech develops cooperative relationships with other schools, places of work, social service organizations, and parents, as appropriate, for purposes of ensuring program quality, access to community resources, and seamless student transitions.

Priorities for Implementation

1. Strengthen existing partnerships with public feeder-school districts, colleges and universities.
2. Establish new educational partnerships with additional post secondary institutions to provide students with opportunities for dual enrollment (high school and college credit).
3. Develop partnerships with businesses, industry, and community-based organizations.
4. Create student opportunities for work-based learning experiences, including, apprenticeships, internships, on-the-job-training, and real-time observations.
5. Provide students with seamless access to continuing higher education after successful completion of high school.

Highlights



Tinker Air Force Base Partnership

Since 2001, the Air Logistics Center (ALC) at Tinker Air Force Base (TAFB) has partnered with Metro Tech's Aviation Maintenance Technology (AMT) program to replace the large number of Tinker mechanics who are eligible for retirement with Airframe and Powerplant mechanics certified by the Federal Aviation Administration (FAA).

Metro Tech currently has over 260 students working full-time or part-time at the ALC earning a combined annual income of over \$10 million.

Project Lead the Way (Pre-Engineering)

Metro Tech was the first technology center in the state to implement a pre-engineering program in partnership with Project Lead the Way, a national program adhering to the standards of the National Academy of Sciences, the National Council of Teachers of Mathematics, and the International Technology Education Association. In its second year of operation, this program has grown to two teachers with 77 students enrolled. Students in this program are awarded college credit for successful program completion through articulated cooperative agreements with Oklahoma City Community College, Oklahoma State University-Oklahoma City, Rose State College and the Rochester Institute of Technology in Rochester, New York.

Head Start Program

Metro Tech values learning readiness for our children. Child care services, along with a Head Start program, are provided at Metro Tech's Child Care Training Center through a partnership with the Community Action Agency of Oklahoma City and Oklahoma/Canadian Counties. The Head Start program is designed to prepare pre-schoolers for entry into kindergarten and first grade.

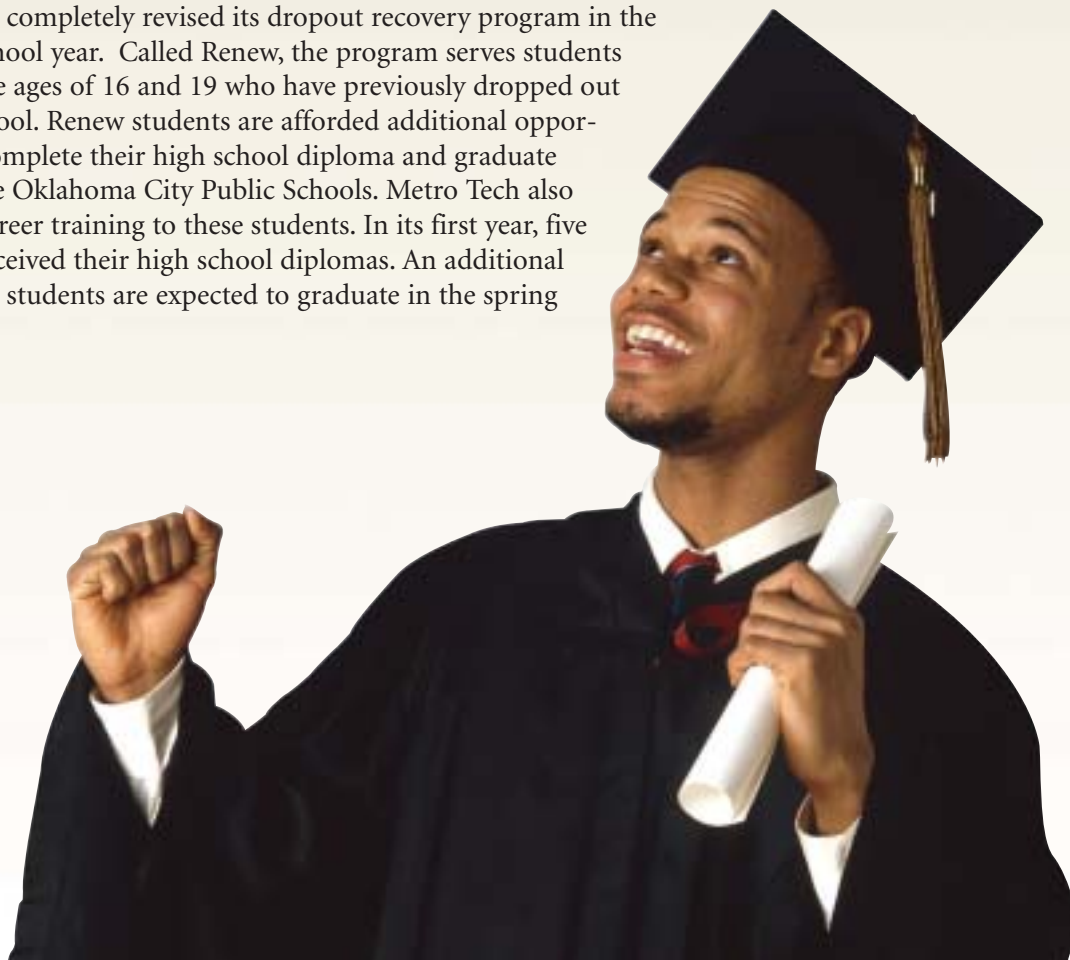
Cooperative Credit with Local Colleges

Students may earn college credit from Metro Tech programs through cooperative agreements with Oklahoma City Community College, Oklahoma State University-Oklahoma City and Rose State College.



Renew Dropout Recovery Partnership with the ODCTE and OKC Public Schools

Metro Tech completely revised its dropout recovery program in the 2002-03 school year. Called Renew, the program serves students between the ages of 16 and 19 who have previously dropped out of high school. Renew students are afforded additional opportunity to complete their high school diploma and graduate through the Oklahoma City Public Schools. Metro Tech also provides career training to these students. In its first year, five students received their high school diplomas. An additional eight to ten students are expected to graduate in the spring of 2004.



Strategic Aim:

Partnerships

Federal Program Partnerships

SOAR Tech Prep Program

The SOAR (Success Opportunities through Articulated Resources) Tech Prep consortium is a cooperative effort between education (K-12, career and technical, and higher education), business and industry, private foundations, community-based organizations, and other non-profit agencies in Oklahoma and Cleveland counties. This consortium has produced a high quality plan for designing training that incorporates applied academics, providing work-based learning opportunities, and developing school/business/community partnerships.

SOAR education partners include Crooked Oak and Oklahoma City Public Schools, Metro Technology Centers, Oklahoma City Community College, Oklahoma State University-Oklahoma City, and Rose State College.

SOAR activities include career options fairs, college days, parent/guardian and student information seminars, scholarship seminars, professional development and industry internships for teachers, counselors, and college enrollment/advisement support.

Gear Up Program

Gear Up is a federal grant-funded partnership between Metro Technology Centers, Oklahoma City Public Schools (OKCPS) and metropolitan college partners with the mission, "To increase the number of low-income students who are prepared to enter and succeed in post-secondary education." All Gear Up activities conducted through this partnership engage students in career exploration to prepare them for employment.

Metro Tech's goal is to provide services to students at risk of not completing their education by offering activities that will engage student interest and desire to complete high school. Activities during 2003 included:

Camp Tech – A summer career exploration camp designed to help sophomore students explore occupational opportunities and develop a foundation for realistic career choices. Students were able to experience hands-on technology training combined with math and reading instruction.

Reality 4-1-1/Career Options – A life skills training program for OKCPS students enabling them to understand the realities of daily living and expenses incurred. Additionally, a Career Options Fair was held to prepare students to work on life skills, career choices and develop a plan to help students achieve their long-range goal.

Roadmap to Success – Metro Technology Centers provided four, two-day career institutes for 10th and 11th grade students to explore the educational/training career path for various occupational clusters.

BEST Program

Metro Technology Centers offers a program for recipients of TANF (Temporary Assistance to Needy Families) through the Department of Human Services (DHS). It is called the BEST program, which stands for Basic Education and Skills Training. In fiscal year 2002-2003, 125 BEST students received career technology training, as well as preparation for the General Education Development (GED) exam. The BEST program also helps students with financial assistance, employment readiness and job placement.

Key Performance Measures

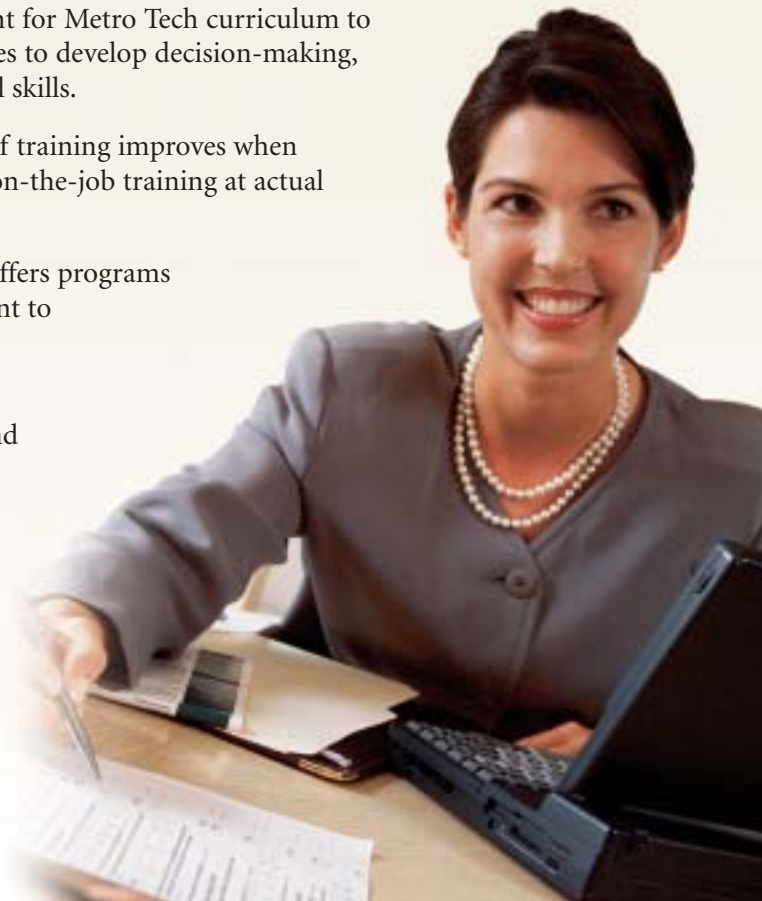
Advisory Committee Surveys

To determine the satisfaction of business and industry partners, Metro Technology Centers piloted a survey of full-time program advisory committee members at the Information Technology Center during school years 2002 and 2003.

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.

17 out of 18 questions received a mean response of 3.37 or higher. Questions with the highest response of “agree to strongly agree” included:

- 3.8 mean response: Metro Tech’s facilities have a safe, clean and inviting appearance.
- 3.73 mean response: It is important for Metro Tech curriculum to provide students opportunities to develop decision-making, problem resolution and social skills.
- 3.68 mean response: The quality of training improves when Metro Tech students receive on-the-job training at actual work sites.
- 3.63 mean response: Metro Tech offers programs and services that are important to economic development.
- 3.59 mean response: Metro Tech’s partnerships with business and industry are valuable to the economic development of Oklahoma County and the surrounding area.
- 3.55 mean response: Metro Tech students benefit from participating in student organizations.



Strategic Aim:

Economic Development & Public Service

Metro Technology Centers provides full-time and short-term educational programs that support the career needs of students and economic development of the metropolitan area and the state through ongoing environmental scanning and cooperation with other metropolitan institutions to meet the needs of our service area.

Priorities for Implementation

1. Provide educational and support services that lead to or enhance employment.
2. Promote public awareness of programs and services provided by Metro Tech.
3. Develop and align career pathways and curricula that meet the needs of business and industry.
4. Collaborate with public and private institutions to inform individuals of job training opportunities in the community.
5. Expand the number of new and existing businesses and industries served in the community.

Highlights

TIP and Existing Industry Training Programs

Metro Tech has trained 131 employees for Advanced Financial Solutions (AFS) through funding for Existing Industry and TIP (Training for Industry Program) agreements. The Oklahoma City Chamber of Commerce reported AFS to be one of the fastest growing companies in Oklahoma City with financial clients worldwide. Metro Tech training for this financial software development company has included computer software applications, leadership and customer service.

Since January 2000, Metro Tech has trained over 1,900 employees for Farmers Insurance. This large number represents new jobs created in Oklahoma through the partnership with Metro Tech and the "Quality Jobs" incentive funded by the Oklahoma Department of Career and Technology Education.

Business Development Center

The Business Development Center provides training, services, resources, counseling, and networking to small businesses.

Program for Gaining Government Contracts

Metro Tech's Procurement Technical Assistance program served 1,123 clients in fiscal year 2003.

Small Business Management and New Business Start-Up

The Small Business Management (SBM) program is offered through Metro Tech's Business and Industry Services (BIS) division. A total of 84 clients is registered as Business Resource Group members at Metro Tech. Approximately 450 clients received assistance in 2002-2003 to start or improve their business. Since Metro Tech's SBM program became so successful, another program, called the New Business Start-Up program, was developed in 2002. Individuals with a desire to start their own business can learn business development ranging from financial planning to marketing and Internet research to funding.

Small Oklahoma Company Wins Big

Long Wave, a client of Metro Tech's Business Development Center, analyzes military communication networks, designs and installs radio equipment, and develops software. They were awarded the first and only Government-wide Information Technology Contract (GWAC) set aside by the General Services Administration (GSA) for



Historically Underutilized Business Zones (HUBZones). Long Wave was the only Oklahoma-based company to win one of the prestigious contracts.

Long Wave has grown from 34 employees in 2002 to over 80 employees today, with 50 of those living in Oklahoma. The company was recently selected by *Inc. 500* magazine as one of the fastest growing, privately held, small businesses in the country. President and CEO Phil Miller said, "There are hundreds of opportunities out there for growth. Long Wave is constantly being re-invented to survive the slow-moving economy. Metro Tech has been a key partner in our success."

Annual African-American Networking Forum

In 2001, Metro Tech established an African-American Networking Forum to foster better community relations and to introduce business owners and communities to many available resources. Over 50 vendors from Oklahoma City's metropolitan area participated in Metro Tech's third forum in 2003.

Community Outreach

Metro Technology Centers staff values community. Their involvement in civic organizations, churches, and humanitarian and philanthropic efforts attest to this.

Many employees have volunteered, on their own time, to help raise funds and support for the local community. These include, but are not limited to, the United Way, Race for the Cure, American Heart Association, Meals on Wheels and the Oklahoma City Memorial Marathon.

Success by Six

In 2003, Metro Technology Centers administration made the decision to help prepare young children with reading skills. Superintendent Dr. James Branscum and Associate Superintendent Dr. Danene Vincent met with the First Lady of Oklahoma, Kim Henry, to discuss efforts for the Success By Six program.

Individuals from United Way and the Metropolitan Library System began training Metro Tech faculty, staff, and students to read to young children. Students, faculty, and staff have since volunteered as readers to help prepare Oklahoma City pre-school children for entry into school.

Strategic Aim:

Economic Development & Public Service



Book Donations

Metro Tech's Information Technology Center (ITC) faculty, staff, and students conducted a book drive and collected over 1,100 books, which were given to Longfellow Elementary School. Each child in the school was given a new or "gently-used" book as their very own.

The ITC group followed up by serving as volunteer readers to children in grades Pre-K – 3rd. The volunteer activities help Metro Tech faculty, staff, and students understand the merits of giving to others and serving their community.

Education Quality Outreach

Metro Technology Centers, as a part of its commitment to performance excellence, has provided outreach to other agencies and interested educational institutions in Oklahoma. In January 2001, the district held a "Why Quality?" conference to introduce educators from K-12, career and technology, and higher education institutions to the Malcolm Baldrige quality education criteria.

In November 2002, Metro Tech partnered with the Oklahoma Quality Award Foundation (OQAF) in bringing Richard DeLorenzo to Oklahoma. Mr. DeLorenzo, superintendent of Chugach Public Schools in Alaska and recipient of the 2001 national Malcolm Baldrige Quality Award, gave presentations to stimulate interest across the state. Metro Technology Centers is currently providing assistance to Northeast Technology Center and Tulsa, Crutchko, and Catoosa Public Schools in their pursuit of excellence.

Dr. James Branscum, superintendent, and Dr. Danene Vincent, associate superintendent, serve on the Superintendent's Leadership Team for Oklahoma City Public Schools to develop strategies for quality and high performance in education.

Contributions to OQAF

Since 2000, 12 staff members have served on the Board of Examiners for the Oklahoma Quality Award Foundation (OQAF). In 2003, Metro Tech provided six OQAF examiners, two of whom served as team leaders, one OQAF judge, and two Malcolm Baldrige examiners participating in the national quality award program. Additionally, Metro Tech has also assisted OQAF in revising and preparing its training materials.

Oklahoma Quality Institute (OQI)

January 26, 2004, Metro Tech's Board of Education approved implementing the Oklahoma Quality Institute (OQI). In partnership with the Oklahoma Quality Award Foundation, OQI was developed to provide training and outreach to all sectors of the Oklahoma economy in business, education, health, government, nonprofit organizations and more. The OQI plans to use the Malcolm Baldrige quality evaluation process. Some topics will include systems thinking, quality tools, process development, customer service and leadership. The institute should be operational in fall of 2004.

Metro Technology Centers Metro Technology Centers Metro Technology Centers Metro Technology Centers Metro Technology Centers

Key Performance Measures

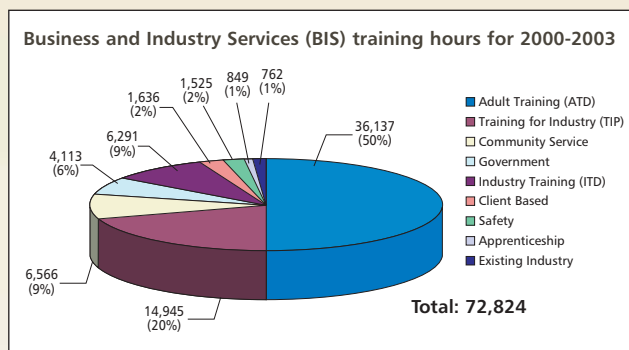
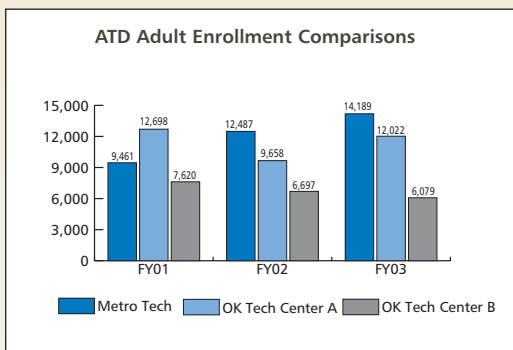
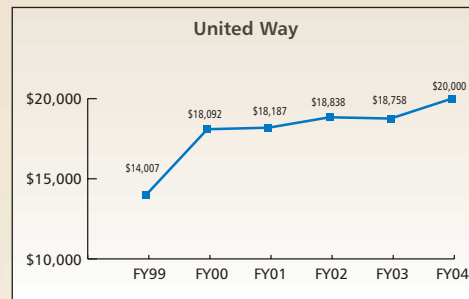
Market Awareness

In February 2003, Marshall Marketing completed 800 phone surveys representing 816,000 metro adults ages 18 and over. Adults who plan to continue education:

- 260,100, or 31.9 %, plan to receive a certificate/license or improve business/computer skills.
- 16,386, or 6.3%, plan to attend Metro Technology Centers in the next year.

United Way Donation Comparisons

Metro Tech's employees are the largest per capita educational contributors to United Way in the Oklahoma County SMSA, with contributions increasing by 42 percent FY99 to FY04.



Partial BIS Client List

- | | | |
|------------------------------------|---|--|
| Advanced Financial Solutions (AFS) | Federal Aviation Administration (FAA) | OG&E |
| Advancia | Ford Audio Video | OK Asphalt & Paving Assn. |
| Allsteel Construction, Inc. | General Motors | OK City-County Health Department |
| American Fidelity Group | Globe Life & Accident | OK City Public Schools |
| American Heritage Bank | Goodyear | OK Department of Corrections |
| Archer Office Products | Grace Brookwood | OK Department of Human Services (DHS) |
| Bank of Oklahoma | Grace Living Center | OK Department of Libraries |
| Bellevue Nursing Center | Heritage Press | OK Department of Transportation |
| BMI | Integris Health | OK Farm Bureau Mutual |
| Carpet World | Jordan Associates | OK Teachers Retirement System |
| Cheyenne Arapaho Tribes | <i>The Journal Record</i> | OK Tourism & Recreation |
| Chisholm Trail Mental Health | Kerr McGee | Pioneer Telephone Company |
| City of Oklahoma City | Lamson & Sessions | Pratt & Whitney, A United Technologies Co. |
| Coorstek | Lockheed Martin | Reddy Ice |
| Cox Communications | Long Wave | Ronald McDonald House |
| <i>The Daily Oklahoman</i> | Lucas Color Card | SBC Communications |
| Deaconess Hospital | Mail Boxes Etc. | Sonic Industries |
| Defense Ammunition Center | Manor Care | SouthPark Healthcare Center |
| Diffie Ford Lincoln Mercury | McDonald's | Tinker Air Force Base |
| Digital Mapping Associates | Media Soft | TransTel, Inc. |
| Duncan Equipment | Metropolitan Library System | US Army |
| Enriched Life Foods | Morrison Distribution | US Cellular |
| Epworth Villa | National Cowboy & Western Heritage Museum | World Trade |
| Express Services | Nestle Purina Pet Care Co. | |
| Farmers Insurance | | |

Strategic Aim:

Employee Development & Well-being

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

Priorities for Implementation

1. Implement strategies to recruit, compensate, and retain high performing and innovative personnel.
2. Improve employee well-being and job satisfaction.
3. Implement work systems that encourage teamwork, cross-training, and shared decision-making.
4. Improve the quality and accuracy of communication throughout the district.
5. Improve professional development opportunities for all employees.
6. Improve internal customer service.

Highlights

New Employee Orientation

In addition to the new employee orientation offered by the Human Resources department, the district provides the MetroPlus program to give new employees an overview of district programs, services, procedures and the MetroQuest initiative.

Professional Development

MetroShare is an annual leadership program that offers employees an opportunity to learn in-depth information about career and technology education, the legislative process and Metro Tech's programs and services.

The new teacher Mentoring Program establishes a committee of three education professionals to assist and guide new teachers at Metro Tech. The committee consists of an experienced teacher, instructional administrator and an educator from the University of Central Oklahoma.

Metro Tech encourages life-long learning for all employees to be successful. Employees are able to update knowledge and technology skills through several training programs offered at Metro Tech.

Educator's Quality Improvement Program (eEquip)

June 2003, the Educator's Quality Improvement Program (eEquip) was introduced to Metro Tech. It is a leadership program designed to enable leaders to perform their job responsibilities at a world-class level. The eleven-month program consists of monthly sessions that address Metro Tech's strategic aims and planning aligned with Baldrige criteria.

"As Metro Tech continues the quest for excellence, we looked to incorporate measures in eEquip to help leaders think outside the box," said Dr. Danene Vincent. "This program encourages resourcefulness (seeking out experts), and embraces teamwork among Metro Tech leaders as improvement processes are developed and implemented."

The eEquip program will continue to grow and include training for all staff after this pilot year.

Environmental Health and Safety

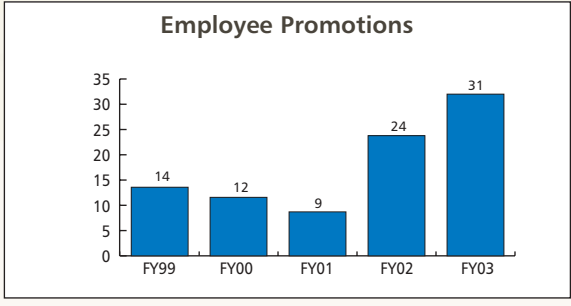
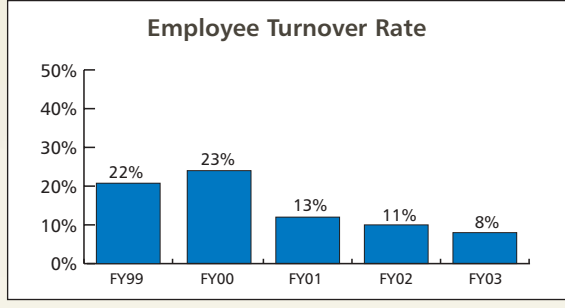
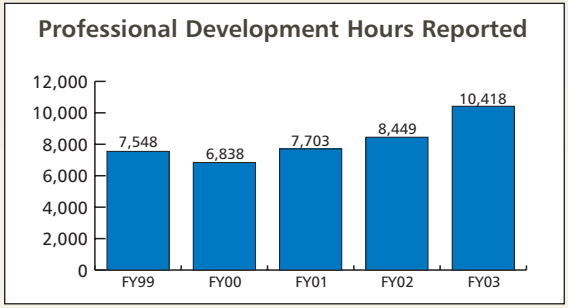
Metro Tech has improved the protection of student and stakeholder safety through significant source and volume reduction of hazardous wastes and materials. The volume of hazardous wastes generated across the district was reduced from approximately 500 pounds per month to less than 220 pounds per month. Hazardous materials included spent organic solvents, waste paint-related materials, used oils/lubricants and mercury containing products including diagnostic thermometers.

In order to protect the water resources of our community, Metro Tech began the development of a Storm Water Pollution Prevention Plan (SWP3) for industrial activities at the Aviation Career Campus.

Internal Communications

MetroNet, the district's Intranet, provides electronic access to Board policies, district forms, internal newsletters, and other important internal information. Volunteer team members from across the district came together to plan and implement this valuable tool.

Key Performance Measures



Team Participation in MetroQuest

Metro Tech's quest for excellence, the MetroQuest program, moves ahead as teams are formed to review and improve district processes. Each team creates repeatable and systematic documentation for these processes to be available to all employees on the MetroNet.

Strategic Aim:

Employee Development & Well-being

Team Participation Rates in MetroQuest

Job Classification	# of Employees	# of Team Members	Participation Rate
Administrators	22	21	95%
Classified	110	12	11%
Confidential	5	2	40%
Instructors	32	5	16%
Professional	34	15	44%
Technical	36	15	42%
Teachers	53	14	26%

Workers' Compensation Claims:

Fiscal Year	# of Employees	# of Claims	Rate of Claims
00	250	15	6%
01	262	15	6%
02	278	20	7%
03	286	20	7%

Employee Opinion Surveys

Over the last three years, Metro Technology Centers has conducted 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.

27 out of the 31 questions received a mean response of 3.0 or higher. Questions with the highest mean responses of "agree to strongly agree" were:

- 3.4: Our mission and goals are aimed at balancing the needs of students and stakeholders.
- 3.4: I have electronic access to the information needed to do my job.
- 3.3: Senior leaders communicate our organization's mission, vision, values, and performance expectations in a variety of ways.
- 3.3: Our organization promotes ethical values and good citizenship.
- 3.3: Teams are used to accomplish organizational goals, when appropriate.
- 3.3: My work unit is aware of and is effective at achieving the mission and goals of Metro Tech.
- 3.3: Metro Tech values student and stakeholder satisfaction and relationships.
- 3.3: Metro Tech has made noticeable strides in its quality initiative this past year.

One area of improvement for the Employee Opinion surveys is in the increase of participation by employees.

Employee Participation:

Fiscal Year	# of Employees	# Participated in Survey	Response Rate
01	250	133	53%
02	262	109	42%
03	278	140	50%
04	286	235	82%

Strategic Aim:

Operational Effectiveness

Metro Tech uses integrated management systems to coordinate and align resources and activities of the District to support student achievement.

Priorities for Implementation

1. Implement an integrated management system that will coordinate and align activities and promote continuous improvement.
2. Maximize the use of financial resources to accomplish district aims.
3. Provide state-of-the-art equipment, technology and facilities throughout the district.
4. Assure district-wide online connectivity to improve internal and external communication.
5. Develop and implement a District (Campus) Master Plan designed to meet the needs of students and stakeholders.
6. Provide facilities that are safe, orderly, and secure for all users of the buildings and grounds.

Highlights

Campus Improvements

Automotive Technology Center at South Bryant Campus

Metro Tech completed a newly constructed 34,713 square foot Automotive Technology Center at the South Bryant Campus. The grand opening and building dedication was held in December of 2003 with guest speaker Steve Phillips, Vice-President of Quality at the Harley Davidson Motor Company.



Students from Bilingual Auto Service Technology program with Steve Phillips, Harley Davidson, and Dr. Danene Vincent, Associate Superintendent.

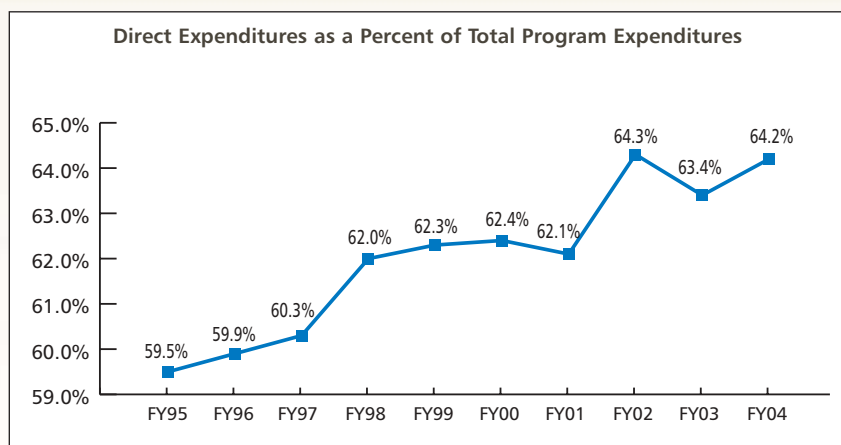
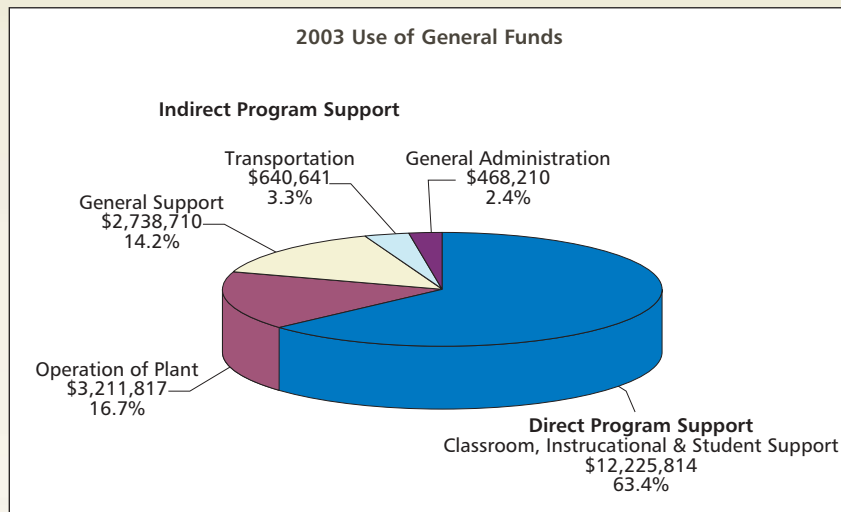
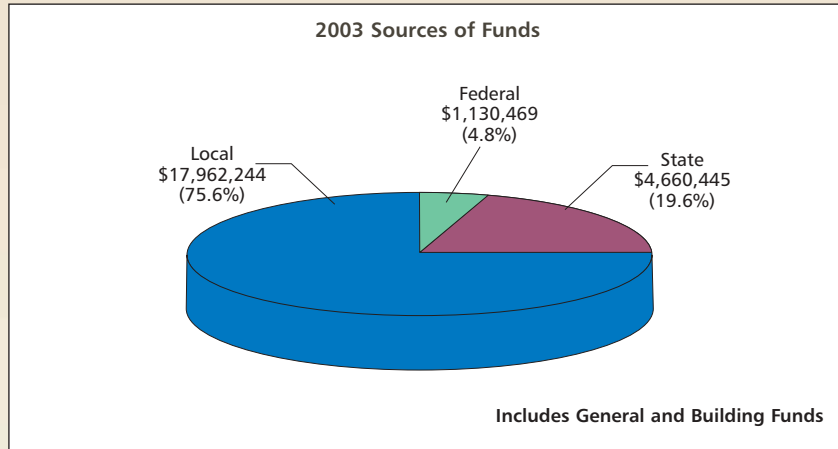
Quality Process Management System and Continuous Process Improvement

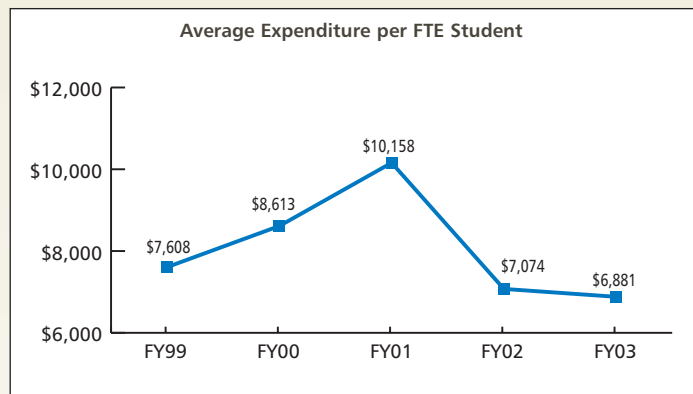
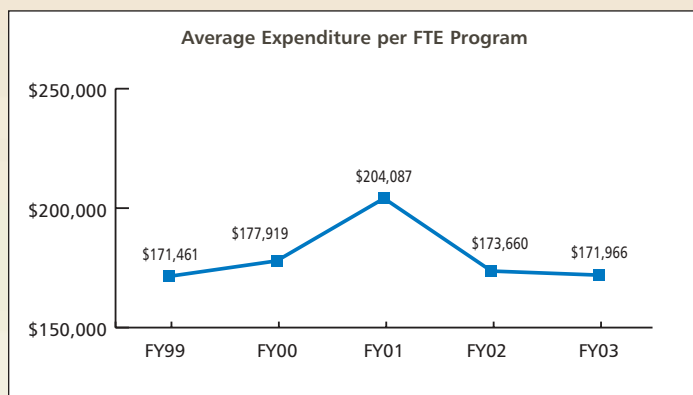
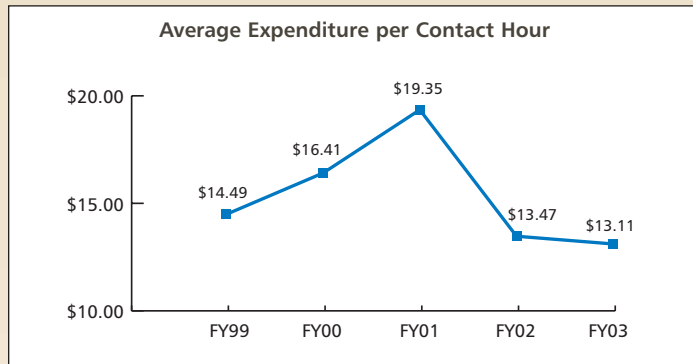
The district is currently developing its Quality Process Management System manual, which will include processes and procedures. This is being done to ensure systematic processes across the multi-campus district. ISO 9001:2000 standards form the foundation for the quality process management system. Teams of faculty and staff members, guided by trained leaders, are developing district processes that will be used district-wide. All processes are built using a Plan-Do-Study-Act (PDSA) cycle to ensure continuous improvement.

Strategic Aim:

Operational Effectiveness

Key Performance Measures





Organizational Effectiveness Results

Key Practice	Results
REGULATORY	
OSHA	0 complaints
IDEA	100% compliance
Health/Safety	0 Alerts
LEGAL	
Sexual/protected class discrimination or harassment	0 unresolved complaints
Policy enforcement	0 complaints
Negotiated agreements	0 complaints
Fire/Safety complaints	0 complaints
NLRB (National Labor Relations Board)	0 complaints
State Labor Department	0 complaints

Five Year Vision Elements

Five Year Vision Elements

Metro Tech systematic processes lead to operational effectiveness.

- Metro Tech has well-developed and fully-deployed processes.
- All decision-making is data driven.
- Category and process teams are actively involved in continuous quality improvement.
- Metro Tech received its ISO 9001:2000 certification in 2005.

Metro Tech designs and delivers flexible and effective instruction focusing on active learning.

- All programs have enduring value to the student.
- Instructional delivery is flexible.
- Metro Tech instructors develop and use new and innovative instructional models that promote active learning.
- Learning trends as indicated by competency tests, certification licensure pass rates, portfolios, and other assessments are positive and sustained over time.
- Faculty and students use quality tools in programs.
- All teachers are degreed.

Metro Tech successfully addresses student and stakeholder expectations.

- Students and stakeholders use multiple methods for communicating needs and suggestions for improvement.
- All programs are full to capacity.
- Student services are continuously improved and revised based on needs of customers.
- All employees consider themselves to be Customer Service Representatives.
- All campuses are fully committed to quality and customer satisfaction.
- Costs are in line with stakeholder expectations.
- Metro Tech has new facilities due to new programs and increased enrollment.

Metro Tech employees work together to sustain performance excellence.

- Employee recognition and involvement is high.
- All employees go the extra mile.
- Staff development participation rises each year.
- Employee morale is consistently high.
- Employees are cross-trained to perform multiple tasks.
- Team-oriented approaches enhance employee relations and organizational effectiveness.
- Employees are delighted to work at Metro Tech.

Metro Tech students acquire knowledge and skills leading to career advancement and lifelong learning.

- All Metro Tech students successfully transition to gainful employment or continued education.
- Long-term follow-up shows greater career advancement and lifelong learning participation among Metro Tech graduates.
- Course offerings are responsive to business and industry needs.
- Through enhanced cooperative agreements, Metro Tech graduates are highest in the state for the number of college credits earned.
- All students are positively placed.

Metro Tech actively participates as a primary partner in economic development.

- Positive return on investment is demonstrated.
- Metropolitan chambers of commerce recognize Metro Tech for its contribution to economic development.
- The community supports and applauds Metro Tech.

Metro Tech sets the benchmark for career and technology education.

- Metro Tech is recognized within the state for revitalization of secondary technology programs.
- Metro Tech is the technology center of choice.
- Metro Tech is the diversity model for urban schools.
- Metro Tech is an active partner with the Oklahoma Quality Award Foundation in promoting quality in education, health, and business.
- Metro Tech earns the Gold Star award annually.

Metro Tech means public responsibility and citizenship.

- Metro Tech employees support their community.
- Metro Tech manages its fiscal resources in a fiscally and legally responsible manner.
- All equipment and capital assets are accountable.
- Metro Tech's funding is strong and has a stable base.
- Metro Tech employees model ethical behavior.
- Faculty, staff, and students promote citizenship.

Campuses

5 Locations

SPRINGLAKE CAMPUS



Springlake Campus

- Business Conference Center (BCC)
1900 Springlake Drive
- Child Care Training Center (CCTC)
3901 Martin Luther King Ave
- 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
- Student Services Center (SSC)
1600 Springlake Drive

ADULT & CONTINUING EDUCATION CAMPUS



201 NE 48th St (ACE)

AVIATION CAREER CAMPUS



Will Rogers World Airport
5600 S MacArthur Blvd (ACC)

SOUTH BRYANT CAMPUS



4901 S Bryant Ave (SBC)

BEAUTY ACADEMY



309 SW 59th St (BA)



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