

2002

Progress

Report to Stakeholders



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board of education



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superintendent's message

Just over two and one-half years ago, Metro Technology Centers embarked upon a new journey toward performance excellence – a journey we call “MetroQuest.” The diversity of learning needs for students within the District created pristine awareness that a quest for learning excellence must address such diversity. The venture’s success would be determined by “return on investment” for our stakeholders. And this return would be reflected in a quality product; in this case, the success of our students. After careful thought and consideration, leaders of the District elected to follow the Malcolm Baldrige quality education criteria for performance excellence as the road map for this journey.



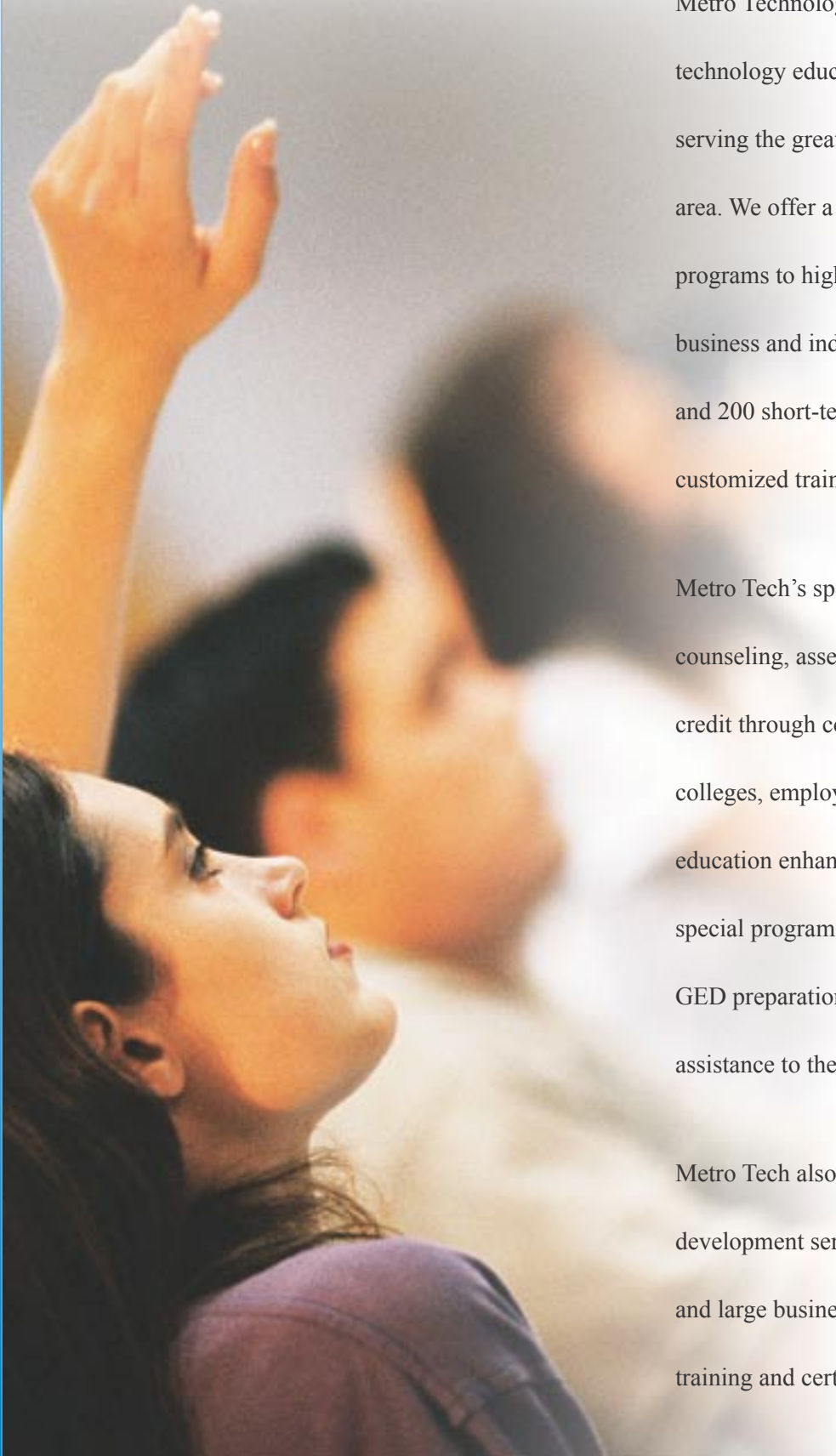
The challenge is one of monumental proportions, but we know it is achievable. Guided by our mission, vision, core values, and strategic aims, MetroQuest has taken flight. For the first time in the history of the institution, cross-functional teams of employees are working together to assess student and stakeholder needs, improve instructional and operational processes, improve institutional effectiveness, and achieve performance excellence districtwide.

The successes, thus far, are quite extraordinary. This progress report documents with data those achievements.

We thank our stakeholders for their continued support in our quest for excellence. We especially extend our appreciation to the members of the Metro Technology Centers Board of Education for their commitment to the students and stakeholders, including the faculty and staff. They stand first in support of performance excellence.

A handwritten signature in black ink that reads "James D. Branscum". The signature is fluid and cursive, with a large, sweeping flourish at the end.

James D. Branscum, Ed.D.
Superintendent



Metro Technology Centers is a career and technology education district with six campuses serving the greater Oklahoma City metropolitan area. We offer a variety of training and career programs to high school students, adults and business and industry. Over 35 full-time programs and 200 short-term classes are available, as well as customized training for business and industry.

Metro Tech's special services include career counseling, assessment, financial aid, college credit through cooperative agreements with local colleges, employment services and computerized education enhancement centers. We provide special programs for high school dropout recovery, GED preparation and transition from government assistance to the workplace.

Metro Tech also offers a variety of economic development services such as bid assistance, small and large business management, self-employment training and certification preparation and testing.

Mission

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

Vision

Metro Tech strives to serve our community as a first-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 a learning-centered education.

We are responsive to community needs.

We encourage organizational and personal learning.

We value faculty, staff, and partners.

We are agile and flexible.

We promote innovation.

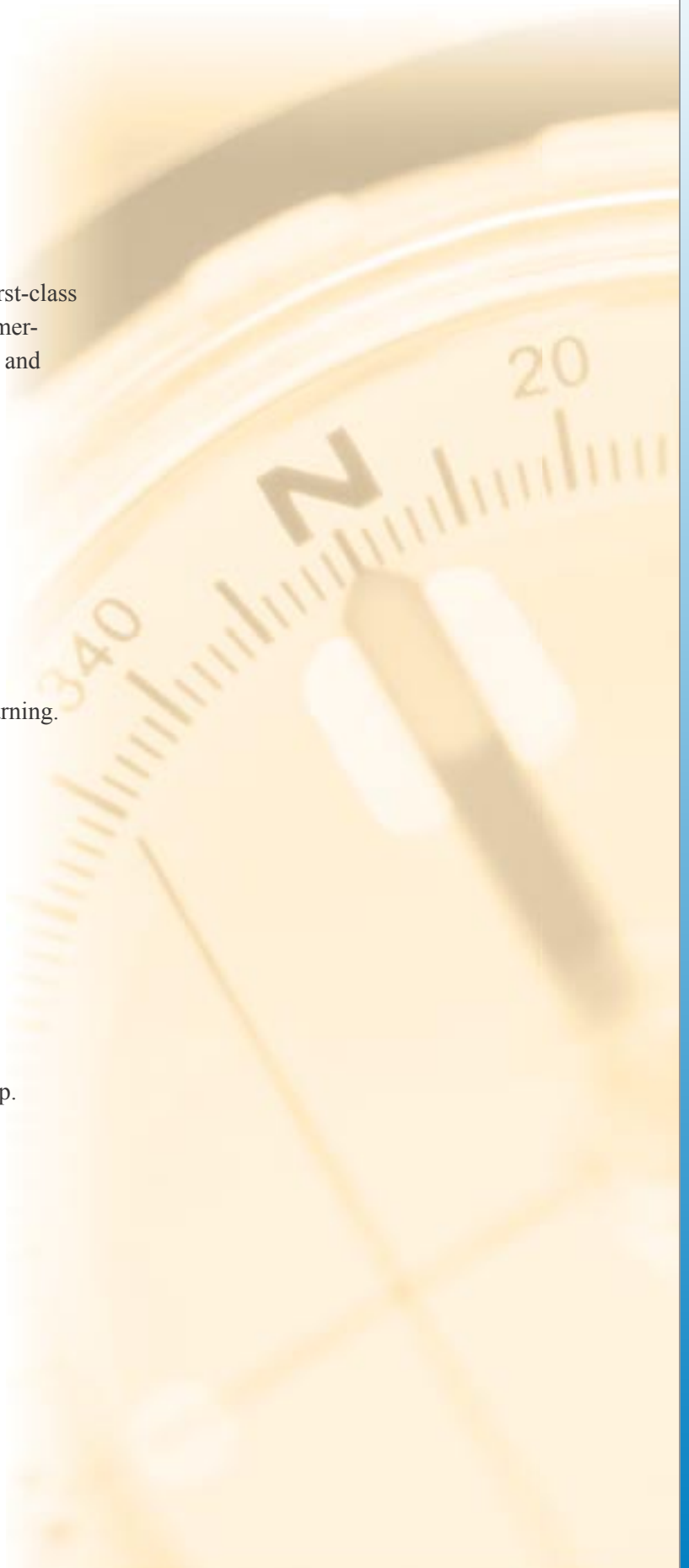
We focus on the future.

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 and learning excellence

Metro Tech will help 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, 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 its pursuit for excellence and has trained 95% 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.



Gold Star Award

Metro Technology Centers was named a Gold Star school in 2002 by the Oklahoma Association of Technology Centers. The **Gold Star School Award** demonstrates 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, the Oklahoma Department of Career and Technology Education and the Oklahoma State Department of Education. We also have 10 additional program accreditations recognized by occupationally specific state and national agencies.

Exemplary Program Award - Graphic Design

Metro Tech’s Graphic Design program was named **Exemplary Career & Technical Education Program** by the National Dissemination Center for Career and Technical Education located at Ohio State University. Evaluation components were based on the Office of Education Research and Improvement criteria for effectiveness and success, educational significance, program quality, and replicability/usefulness to others. Instructor Anita Parks developed a web site describing the Graphic Design program for access by any educator, <http://instructor.metrotech.org/~aparks>.

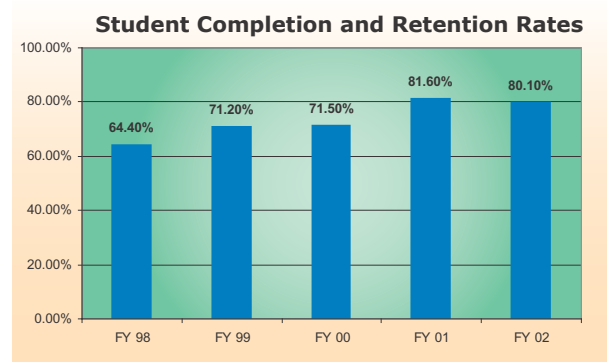
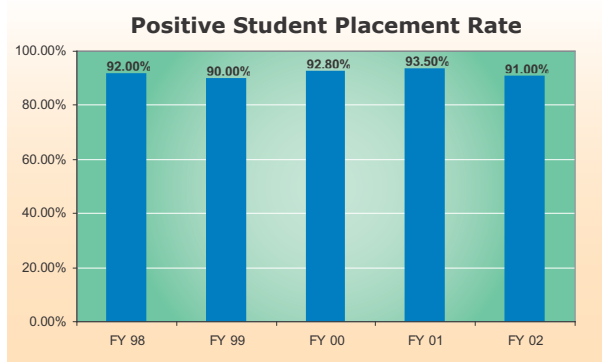


Program Additions

Metro Tech added teachers in the high interest areas of Aviation Maintenance Technology, Health Science Technology, and Radiography to serve a greater number of students. The Hospitality/Lodging program was changed to become the the Hospitality/Intergenerational Services program.

Metro Tech is the first technology center in Oklahoma to offer the **Pre-Engineering/Manufacturing Technology program** based on the national Project Lead the Way® pre-engineering program. Students learn principles of engineering, digital electronics, and computer integrated manufacturing to create engineering designs used in manufacturing. Plans are under way to expand the curriculum to include civil and architectural engineering concepts.

Performance Measures



Licensures/Certifications

Of students who took a written certification/licensing test in 2002:

- 87% passed state competency exams given through the Oklahoma Department of Career and Technology Education’s Testing Division
- 77% passed the licensure exam to become Licensed Practical Nurses
- 88% passed the national exam to become Registered Radiologic Technologists
- 100% passed the national exam to become Certified Surgical Technologists
- 100% passed the FAA exams to become Licensed Aviation Maintenance Technicians
- 93% passed the national Brainbench exams in Information Technology
- 100% passed the MOUS exam to become a Microsoft Office User Specialist
- 100% passed COMPTIA exams to become certified in MCP, MCSE or MCSA
- 100% passed CISCO exams to become certified in internetworking
- 89% passed the Oklahoma State Board of Cosmetology exams to become cosmetologists, facial technicians, or nail technicians

strategic aim: student and stakeholder focus

Metro Tech will focus 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 students.

Highlights

Tuskegee Airmen Award Won by Secundus Johnson

First year Commercial Art student Secundus K. Johnson was named winner of the citywide design competition for Tuskegee Airmen, Inc. - Oklahoma's Charles B. Hall Chapter. Johnson's design will be constructed in Tinker Air Force Base's Charles B. Hall Memorial Air Park.



2002 National Contest Results

1st Place Winners	1
2nd Place Winners	4
3rd Place Winners	3
5th Place Winners	1
Top 10	2
District Officers Elected	2

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

33 students attended national competitions of student organizations. In order to compete, they were required to win first place in state competitions. Competitions consisted of technical skills, leadership skills and job readiness. 11 students placed in the top ten.

One-Stop Student Service Centers (North and South)

On July 1, 2002, Metro Tech implemented two one-stop enrollment centers in order to provide better customer service to students. One center is offered on the north side at Metro Tech's Springlake Campus, and the south-side center is located at the South Bryant Campus. At these one-stop centers, students can now receive program information, assessment testing, career counseling, financial aid, and college credit information and employment services.

Meetings with Stakeholders

In order to assess student and stakeholder needs, Metro Tech faculty and staff have participated in numerous meetings designed to serve as stakeholder listening posts. On November 29, 2000, the District held a community stakeholder meeting to receive needs and requirements input from about 90 students and stakeholders, including faculty and staff. These were used to develop strategic planning goals for the District.

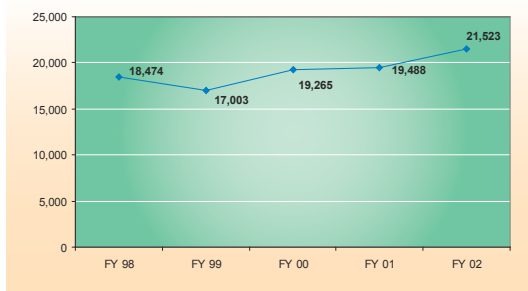
All faculty have conducted a minimum of two Program Advisory Committee meetings per year to receive input about their specific occupational programs.

The Superintendent held meetings to receive input from diverse groups of stakeholders. These include such meetings as:

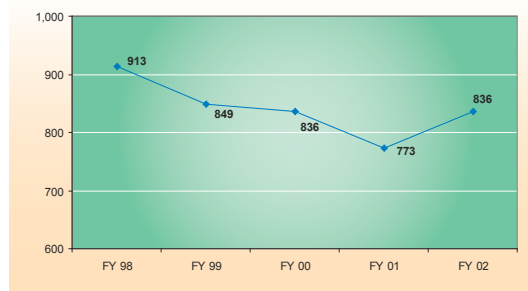
- “Breakfast/Lunch with the Superintendent”
- Employee Group Meetings
- Campus visits
- Superintendent’s Business-Education Advisory Council
- Superintendent’s Faculty Advisory Committee
- Meetings with feeder school superintendents
- Metro Area CareerTech/College Administrators Consortium

Performance Measures

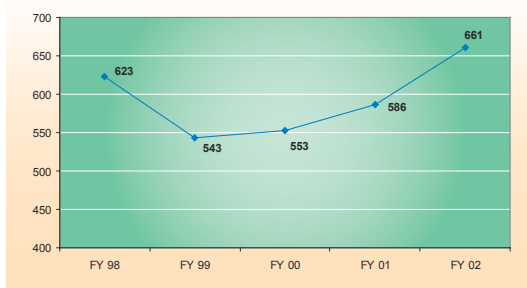
Total Enrollment



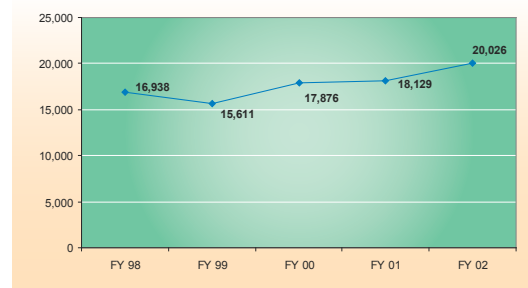
Full-time Adult Enrollment



High School Enrollment



Short-term Enrollment



strategic aim: partnerships

Metro Tech will develop 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

Metro Tech's Aviation Maintenance Technology program has partnered with **Tinker Air Force Base** to provide well-trained students for employment. In the last year, 29 Metro Tech students have worked on internships with Tinker AFB earning an average wage of \$15-\$17 an hour. Currently, 36 students have been interviewed for an apprenticeship program at Tinker AFB.

Ford Maintenance and Light Repair Program

Metro Tech has partnered with the **Ford Motor Company** to become the first technology center in Oklahoma approved as a training center for the Ford Maintenance and Light Repair program. Students may receive certification as a Ford MLR technician.

Cooperative Credit with Local Colleges

Students can earn **college credit** in Metro Tech programs through cooperative agreements with Oklahoma City Community College, Oklahoma State University-Oklahoma City and Rose State College. In fiscal year 2001-2002, 475 adults earned 4,064 hours of college credit, and 353 high school students signed letters of intent for college credit.



STAR Center Technology Training Partnership with OKC Public Schools

Metro Tech has partnered with the Oklahoma City Public Schools by offering technology training for educators in Metro Tech's **STAR Center** (Springlake Technology & Academic Resource Center). Training is free and offered to all instructional staff to learn and practice new technology skills to enhance the classroom.

RENEW Dropout Recovery Partnership with the ODCTE and OKC Public Schools

Metro Tech enhanced its dropout recovery program, **RENEW**, which is offered to high school students. Students age 16-19 have a second chance to complete high school training and graduate through the Oklahoma City Public School's Emerson High School. Metro Tech also provides career training to these students.



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 campus; 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 and 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 (OCPS) 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. These activities include the following:

Roadmap to Success – A two-day program for ninth grade students focusing on career clusters which may be articulated from Metro Tech training to a two-year college.

Camp Tech – A summer career exploration camp for ninth and tenth grade students that provides hands-on technology training combined with math and reading instruction.

Reality 4-1-1 – A life skills training program for all OCPS eighth grade students that enables them to understand the realities of daily living and expenses incurred.

BEST Program

Metro Tech 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 2001-2002, 165 BEST students received career technology training, as well as academic preparation for the General Education Development (GED) exam. The BEST program also helps students with financial assistance, employment readiness and job placement.

Partners in Health Care

Metro Tech's Health Careers Center has developed an extensive number of partnerships with medical businesses and facilities to provide clinical training for health care students.

- AMR Oklahoma Inc., EMSA
- Baptist Medical Plaza Surgery Center
- Bellevue Nursing Center
- Bob's Pharmacy
- Bone and Joint Hospital
- Brooks' Clinic
- Canyon Park Physicians
- The Children's Center
- Children's Eyecare
- Cole's Nursing Home
- Dunn Cumby, DDS
- Deaconess Hospital
- Dept. of Veterans' Affairs Medical Center
- Edmond Medical Center
- Family Dentistry
- The Fountains of Canterbury
- Grace Living Center
- Great Plains Family Practice
- Donna Galier, DDS
- Health Care Innovations
- Health South Rehabilitation Hospital
- Heartland Health Care
- Edwin Henslee, DDS
- Conrad Hornbuckle, DDS
- Integris Baptist Medical Centers
- Jim's Pharmacy
- James Kimball, MD
- Kim King, MD
- Tim Kinnard, DDS
- Raymond Krob, DDS
- Jay Lee, DDS
- Lindsey EMS
- Gary Livingston, DDS
- Mary Mahoney Memorial Health Center
- Derick Mask, DDS
- Michael McLeod, DDS
- Mercy Health Center
- Midwest Regional Hospital
- Norman Regional Hospital
- Northwest Surgical Hospital
- Obstetrics and Gynecology, Inc.
- Oklahoma Christian Retirement Community
- Oklahoma City Clinics
- Oklahoma City County Health Department
- Oklahoma City Public Schools
- Oklahoma Surgery and Urology Center
- Oklahoma Surgicare
- OU College of Dentistry
- OU Medical Center
- Planned Parenthood
- Purcell Municipal Hospital
- Waldemar Ruiz, DDS
- Saints Pediatric Clinic
- South Park Health Care Center
- Southside Dog, Cat and Bird Hospital
- Southwest Area Health Center
- Special Care
- St. Anthony Hospital
- St. Michael's Hospital
- Tolliver Alternative Center
- Unity Health Center North



strategic aim: economic development and public service

Metro Tech will provide 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 educational 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 almost 200 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 1,300 employees for **Farmers Insurance**. This large number represents new jobs created in Oklahoma through the partnership with Metro Tech and “Quality Jobs” incentive funded by the Oklahoma Department of Career and Technology Education.

Bid Assistance Program for Government Contracts

Metro Tech’s Oklahoma **Bid Assistance program** generated 9.1 billion dollars in government contracts for local subcontractors during the fiscal year ending September 30, 2002. Most contracts are measured as five-year contracts (1.82 billion per year).

Small Business Management and Self-Employment Training

The **Small Business Management (SBM)** program is offered through Metro Tech’s Business and Industry Services (BIS). Over 92 clients received assistance in 2001-2002 to start or improve their business. Since Metro Tech’s SBM program became so successful, another program, called the **Self-Employment Training (SET)** program, will be available in 2003. Individuals with a desire to start their own business can learn business development ranging from financial planning to marketing, Internet research to funding and much more.

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 the many resources available. Over 40 vendors from Oklahoma City’s metropolitan area participated in Metro Tech’s second forum in 2002.

Career Options

A series of workshops for students and parents to focus on life skills, career choices and planning goals.

Riverside Center

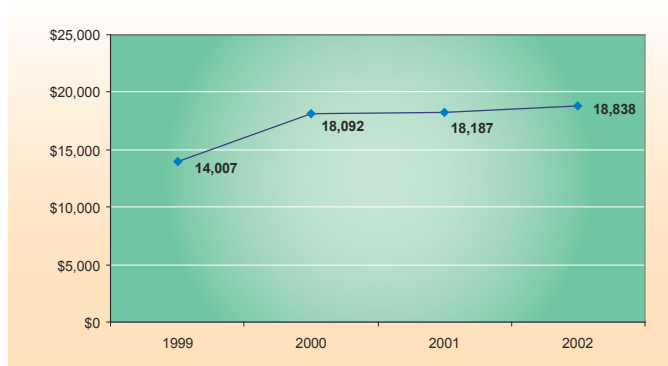
With the growing Hispanic population in Oklahoma City, Metro Tech’s Riverside Community Center has been offering **ESL (English as a Second Language)** classes for seven years. Enrollment continues to grow days and evenings to help the Hispanic community transition to successful careers. The center is located at the Latino Community Development Center.

Community Outreach

Many Metro Tech employees participate in **civic organizations**, such as the Chambers of Commerce of the State of Oklahoma, Oklahoma City, South Oklahoma City, Capitol and Native American. Many are also involved with the local Rotary and Lions clubs.

Many employees have volunteered, on their own time, to help raise funds and support for the local community. These include the United Way, Race for the Cure, American Heart Association, Meals on Wheels and the Oklahoma City Memorial Marathon.

United Way Donation Comparisons

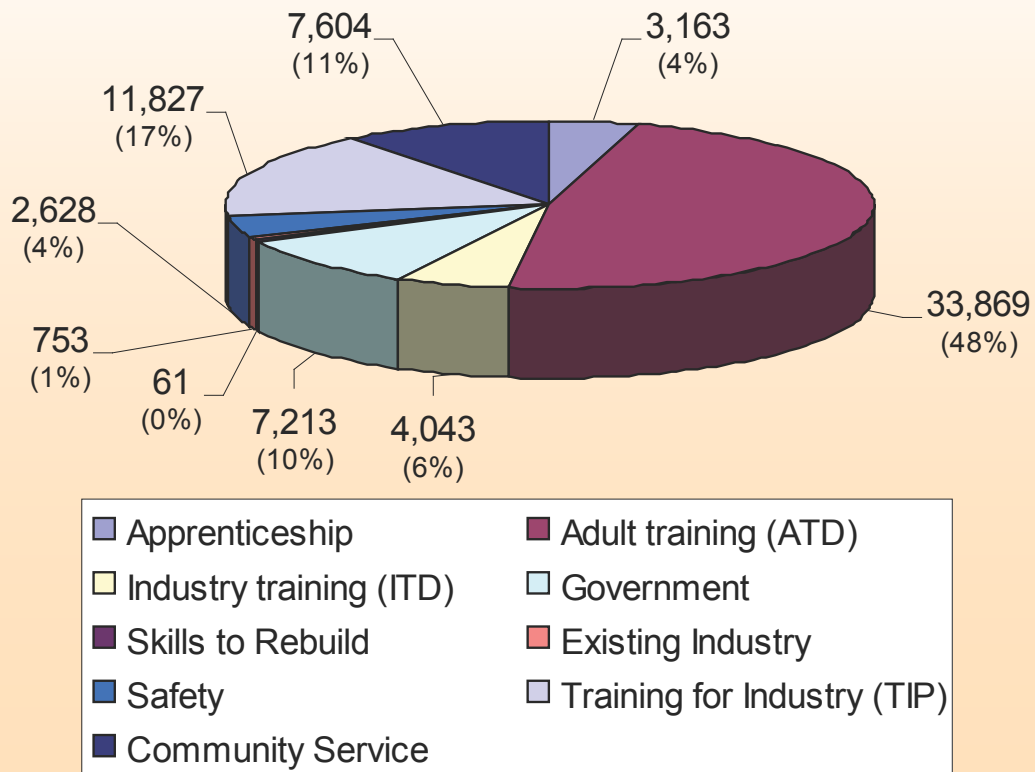


Education Quality Outreach

Metro Technology Centers, as a part of its commitment to performance excellence, has provided outreach to other agencies and interested educational institutions in Oklahoma. Since FY 2000, eight staff members have served on the Board of Examiners for the Oklahoma Quality Award Foundation (OQAF). Metro Tech has also assisted OQAF in revising and preparing its training materials. 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, the District assisted the OQAF in bringing Richard DeLorenzo to the state of Oklahoma. Mr. DeLorenzo, superintendent of Alaska’s Chugach Public Schools 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 three other technology centers in their pursuit of excellence.

Performance Measures

Business and Industry Services (BIS) Training Hours for 1999-2002



Partial Client List of Business and Industry

Advanced Financial Solutions (AFS)
 Allsteel Construction, Inc.
 American Fidelity Group
 American Heritage Bank
 Archer Office Products
 Architectural Sign/Graphics
 Bank of Oklahoma
 Carpet World
 CD Warehouse
 Cheyenne Arapaho Tribes
 Chisholm Trail Mental Health
 City of Oklahoma City
 Cox Communications
The Daily Oklahoman
 Defense Ammunition Center
 Diffie Ford Lincoln Mercury
 Digital Mapping Associates
 Edmond Public Schools
 Express Services
 Farmers Insurance
 Federal Aviation Administration (FAA)
 Ford Audio Video
 Gary Dale's BarBQue
 Globe Life & Accident
 Goodyear
 Heritage Press
 Integris Health
 Jordan Associates
The Journal Record
 Kerr-McGee
 Longwave
 Lucent Technologies
 Mailbox's Etc.
 McDonald's
 Media Soft
 National Cowboy & Western Heritage Museum
 Nestle Purina Pet Care Co.
 OG&E
 Oklahoma City Public Schools
 Oklahoma Department of Libraries
 Oklahoma Dept. of Human Services (DHS)
 Oklahoma Farm Bureau Mutual
 Oklahoma Horse Council
 Oklahoma Public Schools
 Oklahoma Teachers Retirement System
 Oklahoma Tourism & Recreation
 Payless Cashways
 Reddy Ice
 Ronald McDonald House
 SBC Communications
 Tinker Air Force Materiel Command
 US Army
 WeatherBank, Inc.
 World Trade
 Yukon Chamber of Commerce

strategic aim: employee development and well-being

Metro Tech will assist 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 and procedures.

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 a seasoned teacher, instructional administrator and teacher educator.

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. In fiscal year 2001-2002, 8,449 professional development hours were reported.

Staff Involvement in MetroQuest

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

As an evaluation instrument for MetroQuest, **employee opinion surveys** have been conducted for the past three years to determine employee satisfaction with the District and to identify areas for improvement.

Employee Benefits and Incentives

Employees were offered, in lieu of a raise in salary, benefits that included an increase in life insurance from \$20,000 to \$50,000 and 4% stipend or annuity.

Metro Tech provided **notebook computers** for all instructors to develop curriculum and lesson plans, update grade books, participate in workshops for professional development and more.

Support staff, teachers and instructors were able to earn bonus pay through Metro Tech's **Incentive program**. Support staff were rewarded for taking classes in technology or administrative training. Teachers and instructors were rewarded for increased student success in the classroom.

Metro Tech had a 136% increase in **internal promotions** from the previous fiscal year with 26 employees receiving advances in their job positions.

Employee Wellness

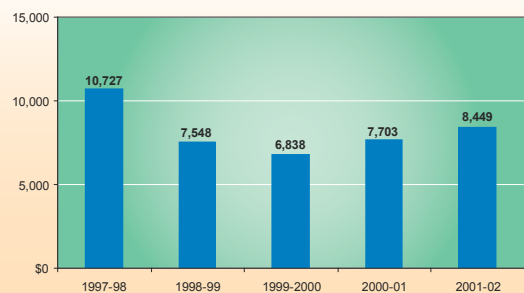
Metro Tech is developing an **employee wellness program** that focuses on healthy lifestyles for employees. As part of this program, Weight Watchers will hold monthly meetings at Metro Tech beginning in February 2003.

Internal Communications

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

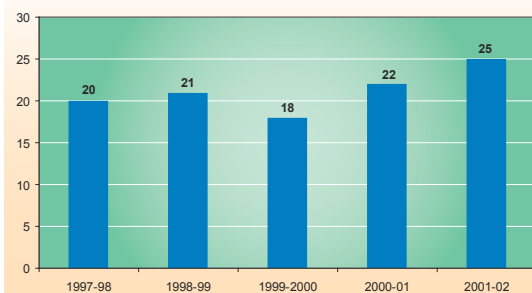
Performance Measures

Professional Development Hours Reported



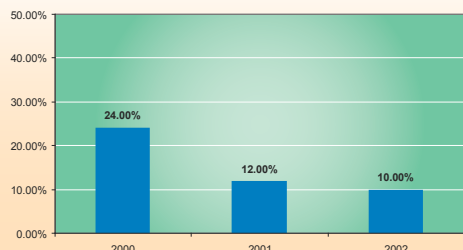
The total number of professional development hours reported for 2001-02 averages 30 hours per employee, twice the amount required by Board policy.

MetroShare Graduates

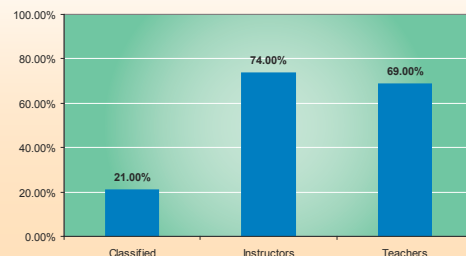


A total of 168 employees have graduated from MetroShare since its inception in fiscal year 1994-95. Employees in all job categories from administrators to bus drivers are eligible to participate in MetroShare.

Employee Turnover Rate



Employees Participating in Incentive Plan



strategic aim: operational effectiveness

Metro Tech will use 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 resources and 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



Auto Service Technology Building at South Bryant Campus

Metro Tech's South Bryant Campus is eagerly awaiting the completion of a newly constructed **Auto Service Technology building**. The 34,713 square foot facility is expected to be completed by April 2003.

Renovation of the Adult and Continuing Education (ACE) Facility

Students from the Construction Trades program did a beautiful job remodeling the interior and exterior of Metro Tech's **Adult and Continuing Education Campus building**. Students completed the project as part of their competency preparation while saving the District a large amount of money.

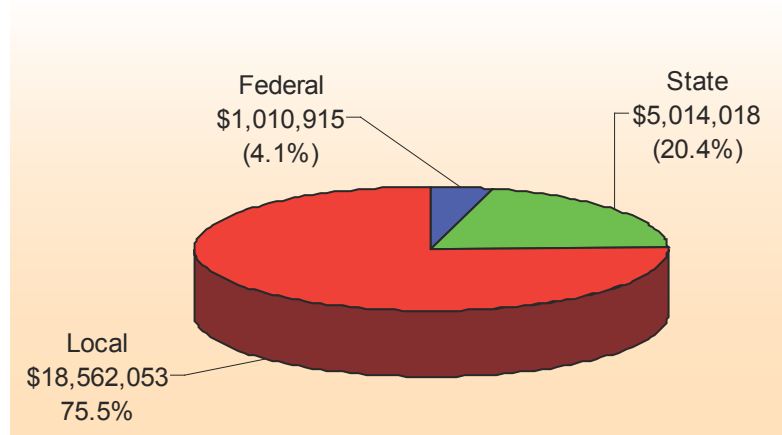


Quality Process Management System and Continuous Process Improvement

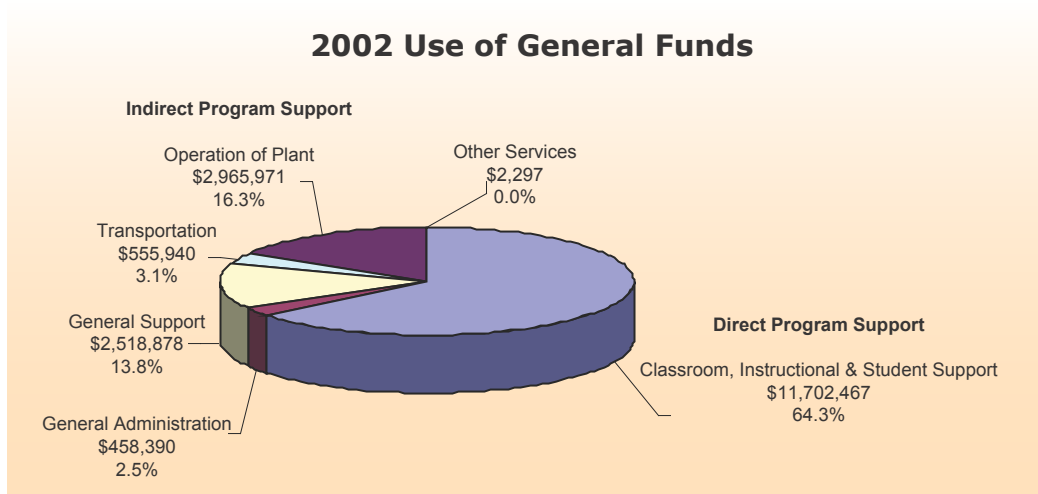
The District is currently developing its **Quality Process Management System**, which will include processes and procedures. This is being done to ensure systematic processes across the multi-campus District. ISO 9001:2000 standards form the foundation for the quality process management system. Teams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

Performance Measures

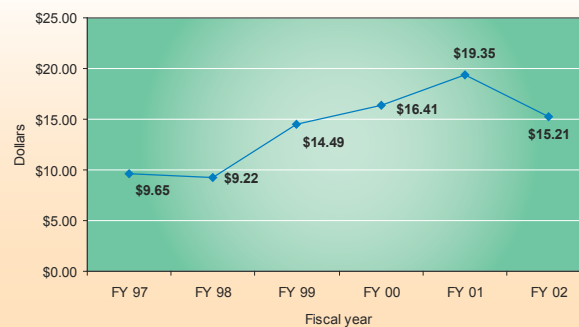
2002 Sources of Funds



2002 Use of General Funds



Average Expenditure per Contact Hour



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 2004.

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 accounted for.
- Metro Tech's funding is strong and has a stable base.
- Metro Tech employees model ethical behavior.
- Faculty, staff, and students promote citizenship.



Metro Technology Centers

1900 Springlake Drive

Oklahoma City, OK 73111-5240

405/424-TECH • www.metrotech.org



Adult & Continuing Education Campus (ACE)

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



Springlake Campus Oklahoma City, OK 73111

Business Conference Center (BCC)
1900 Springlake Drive
Child Care Training Center (CCT)
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



Aviation Career Campus (ACC)

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



South Bryant Campus (SBC)

4901 S. Bryant
Oklahoma City, OK 73129



Metro Tech Beauty Academy (BA)

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



Riverside Community Center (RCC)

420 S.W. 10th
Oklahoma City, OK 73109