

Progress Report

Preparing for Life



Metro Technology Centers



Who We Are

*M*etro Technology Centers is a career and technology center district with **six locations**, serving the Oklahoma City metropolitan area. We offer a variety of training and career programs to high school students, adults, and business and industry. The District currently offers 82 full-time programs, 500 short-term and online classes, as well as customized training for business and industry. Programs and classes are available days, evenings and weekends.

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

Metro Tech promotes economic development through small and large business development, new business start-up and certification/licensure preparation and testing.



Metro Tech's Newest Location

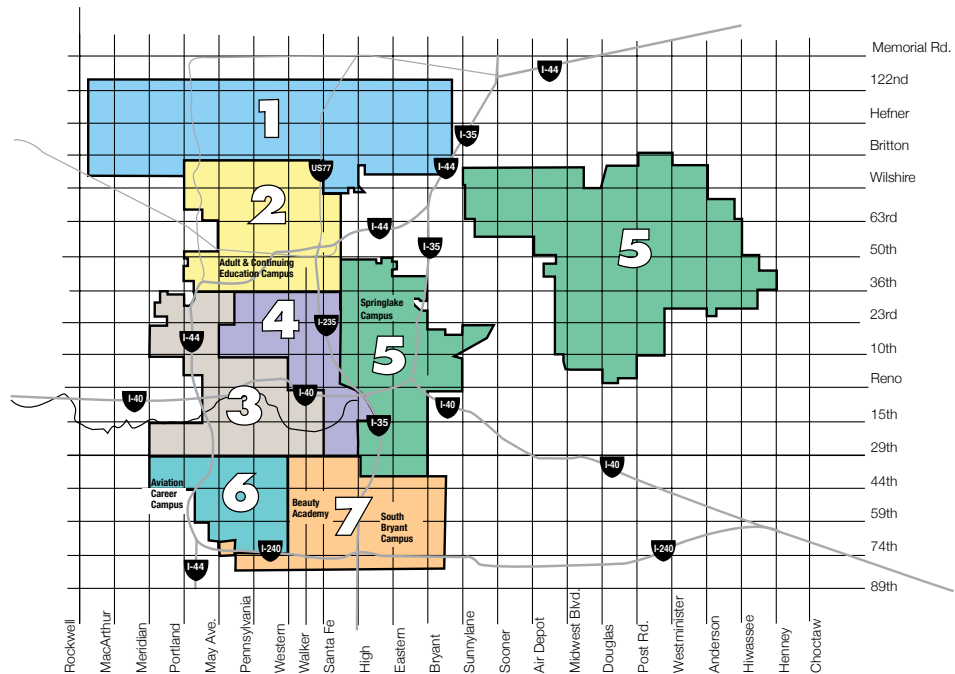
Metro Downtown at
the Montgomery

*Metro Downtown
at the Montgomery*

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Board Member Districts and Boundaries



Board of Education 2007-2008



District 1
Mr. Don Wright



District 2
Ms. Sarah McKinney



District 3
Ms. Elizabeth A. Richards
Clerk



District 4
Ms. E. Elaine Schuster
President



District 5
Dr. Donna Neal Thomas
Vice President



District 7
Mr. Jim Huff

This 2008 Progress Report is dedicated to former Board of Education member Tom Sturdivant. Mr. Sturdivant served on the board from 2001-2009, until he passed away at age 78. The former New York Yankees baseball pitcher played in three World Series before retiring. Mr. Sturdivant will be greatly missed at Metro Technology Centers.



District 6
Mr. Tom Sturdivant

Executive Team



James Branscum
Superintendent



Danene Vincent
Associate Superintendent,
Chief of Staff



Bob Parrish
Associate Superintendent,
Business and Operational
Service



Elaine Stith
Associate Superintendent,
Student & Instructional
Services



Ruth Giddens
Assistant to the
Superintendent, Curriculum
& Instructional Support



Bertha Robinson
Assistant to the
Superintendent,
Quality Services



Mark Vincent
Chief Officer,
Institutional Research



Sid Carter
Director,
Human Resources



Brian Ruttman
Chief Officer,
Communications

Superintendent's Message

Metro Technology Centers' mission is to prepare people for successful employment and life in a global society. Over the past eight years Metro Tech has made major strides in becoming a global leader in career and technology education.

The district's Grand Strategy, now in its second year, focuses on four major action initiatives:

1. Analyze and improve systematic processes for ensuring positive outcomes for Metro Technology Centers' customers.
2. Expand services to underserved students and communities by completing community and business development centers, including the implementation of a full service community school called the Metro College and Career Academy (MCCA).
3. Redesign curriculum delivery using the career cluster concept.
4. Develop district master plan.

Because these action initiatives are based on strengths already present, MTC could immediately align current efforts and future plans. Although multiple factors were involved, in the past year we have made significant strides in reaching our desired outcomes toward major action initiatives. These include increases in positive and related placement, the startup of two business incubators (north and south sides of district), and implementation of a course-based delivery system. Our progress towards excellence has not gone unnoticed and in 2008, MTC received the Oklahoma Quality Award for Achievement for progress in our journey towards continuous improvement and a seventh consecutive Gold Star Award. As you review our progress report, you will see other accomplishments, as well as improvements in our performance measures over the last five to eight years.

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



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

A handwritten signature in black ink that reads "James D. Branscum". The signature is fluid and cursive, with the first letters of the first and last names being capitalized and prominent.

James D. Branscum, Ed.D.
Superintendent

Mission

Mission

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

Our Vision

Metro Technology Centers enables students' success in the workplace and in life by providing high-quality instruction that is innovative in design, flexible in delivery, and adaptable to changing markets and requirements. We are recognized as a vital partner in creating individual, community, and economic development in Oklahoma City. We manage our financial resources to ensure growth and sustainability of the district. We positively impact our community through a systematic commitment to public service and social responsibility. Our people are engaged, growing professionally, and are valued for their ongoing contributions to student success, their own growth, and sustainability of the organization. We model ethical behavior and focus on continuous and breakthrough improvement of processes and work systems.

Our Commitment

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

Our Core Values

- Customer focused.
- Learning centered.
- Ethical in practice.
- Innovative in delivery.
- Dedicated to continuous quality improvement.
- Willing to do whatever it takes.

Our Core Competencies (what we do best)

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

Major Action Initiatives

- Analyze and improve systematic processes for ensuring positive outcomes for MTC's clients
- Expand services to underserved students and communities by completing community and business development centers, including the implementation of the Communities in Schools program concept.
- Redesign curriculum delivery using the career cluster concept.
- Develop district master plan.

Organizational Strategies (How we get there)

- Achieving breakthrough improvements in preparing people for work and life
- Improving student engagement and satisfaction
- Strengthening stakeholder relationships
- Strengthening financial position
- Improving faculty and staff engagement and capabilities

Learning Excellence

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

What is the Metro College and Career Academy?

The Metro College and Career Academy (MCCA) is an exciting new school carefully designed to foster student learning and academic success, stronger families and healthier communities. Through a partnership with Oklahoma City Public Schools, Crooked Oak Public Schools and local business and community agencies, Metro Technology Centers' ACE campus has been transformed into a full service community school linking students with critical, supportive services in a positive learning environment that allows students to learn, grow and succeed.

The MCCA will provide every student with a:

- one-on-one relationship with caring adults
- safe place to learn and grow
- healthy start and a healthy future
- marketable skill to use upon graduation
- chance to give back to peers and community

Families, youth, school administrators, teachers and neighborhood residents help design and implement activities that promote high educational achievement and use the community as a resource for learning.



Metro College and Career Academy
MCCA - Lynzi Wheeler

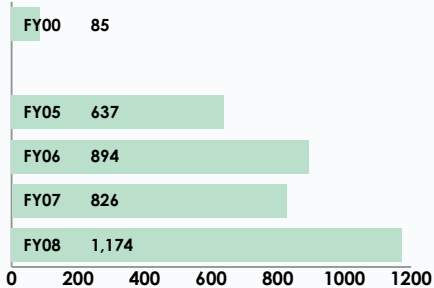
"When I thought I had run out of time and chances to finish my high school credits, Metro Technology Centers gave me the opportunity to prove my true potential to myself and others. I am so thankful for all of the people I have met on my life's journey at Metro Tech."
Lynzi Wheeler, Graduate

Learning Excellence

Pass Rates for Licensures/Certification Competency Tests

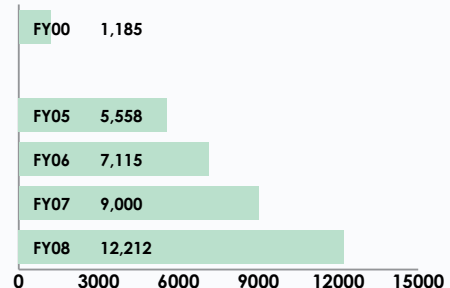
TEST AREAS	2003	2004	2005	2006	2007	2008
Licensed Practical Nurse (LPN)	88.9%	96.7%	93.2%	93.1%	96.0%	91.8%
Registered Radiologic Technologist (ARRT)	100.0%	100.0%	85.7%	95.7%	95.0%	100.0%
Aviation Maintenance Technician (AMT)	97.8%	97.8%	97.3%	100.0%	100.0%	97.6%
Microsoft Certified Professional (MCP), Microsoft Certified Systems Engineer (MCSE), or a Microsoft Certified Systems Associate (MCSA)	80.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Dental Assistant	100.0%	51.1%	89.5%	100.0%	73.7%	100.0%
HVAC/R	83.3%	NA	58.0%	91.7%	85.3%	98.5%
Computer Aided Drafting and Design (CADD)	NA	91.7%	87.5%	100.0%	100.0%	90.9%
Early Care & Education	100.0%	100.0%	88.9%	95.0%	87.2%	91.7%
Auto Body/Collision Repair	100.0%	95.8%	100.0%	97.6%	100.0%	100.0%
Graphic Communications	91.0%	94.3%	91.7%	92.4%	86.0%	97.6%
Culinary Arts	100.0%	90.1%	90.0%	94.8%	93.3%	97.3%
National Restaurant Association	NA	NA	NA	NA	100.0%	100.0%

Number of Students Participating in Cooperative Agreements



8-yr increase: 1,281%

College Hours Earned Through Cooperative Agreements

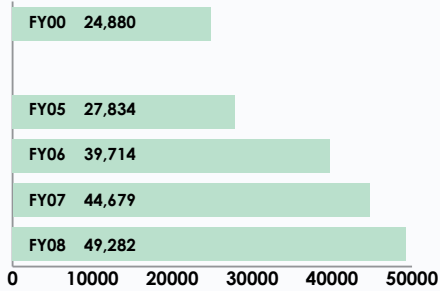


8-yr increase: 931%

Metro Tech students have saved **\$1,099,080.00** in tuition dollars through cooperative agreements.

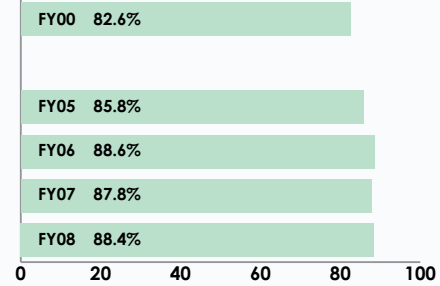
Learning Excellence

Business & Industry Services Enrollment by Clock Hours

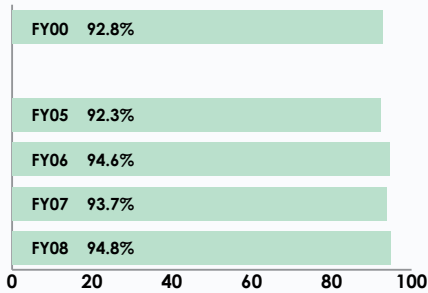


8-yr increase: 98%

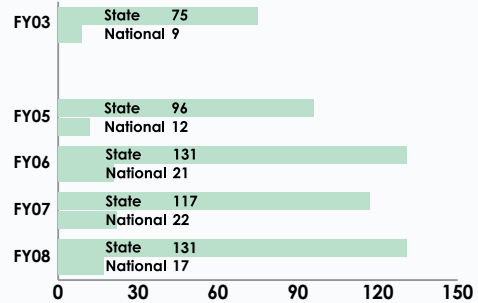
Related Student Placement Rate



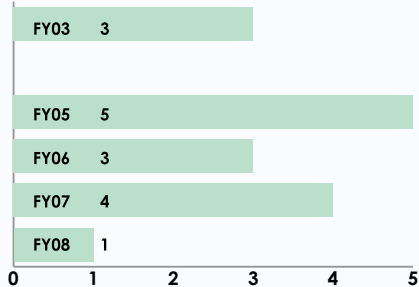
Positive Student Placement Rate



Number of Students Placing Top 10 in State and National Competitions



Number of District/State/National Officers



Student and Stakeholder Satisfaction

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



Business Development Center-South (BDS)
Business Incubator

In 2007, Metro Technology Centers and the Hispanic Chamber of Commerce partnered to establish the Business Development Center-South (BDS). The BDS is a business incubator located at SW 59th and Walker. The incubator makes it easier for entrepreneurs to acquire the necessary tools and resources they need to be successful in business. Businesses are provided with almost everything they need to grow from the development of a business plan to workforce development. The partnership between the Hispanic Chamber and

Metro Tech should help to be a driving force in the economic development of South Oklahoma City.

The five-year partnership of the Hispanic Chamber and Metro Technology Centers has focused on providing more services to the Hispanic community. Every day the Hispanic community is growing, and as a result, the needs are greater. The Chamber and Metro Tech believe it is their responsibility to support Hispanic businesses

Student and Stakeholder Satisfaction

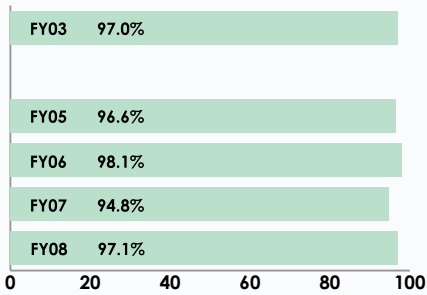
Advisory Committee Surveys

To determine the satisfaction of business and industry partners, Metro Technology Centers conducts a survey of full-time program advisory committee members. Business and industry representatives are asked to rate items on a scale of 1 to 4 (strongly disagree to strongly agree). Topics covered include 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.

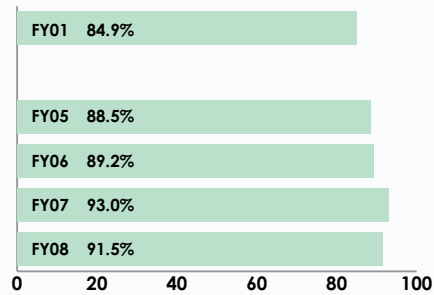
Student Satisfaction

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

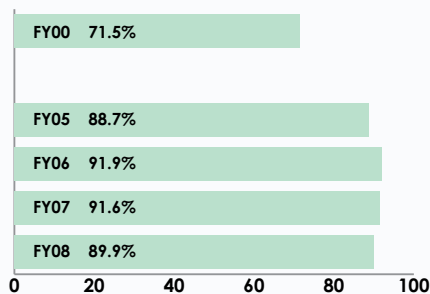
Advisory Committee Survey Results
Overall Percent Agree or Strongly Agree



Student Opinion Survey Trends
Overall Percent Agree or Strongly Agree

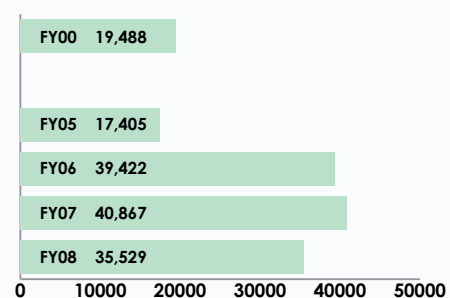


Student Completion/Retention Rates



8-yr increase: 18.4%

Total Enrollment



8-yr increase: 82%

Student and Stakeholder Satisfaction

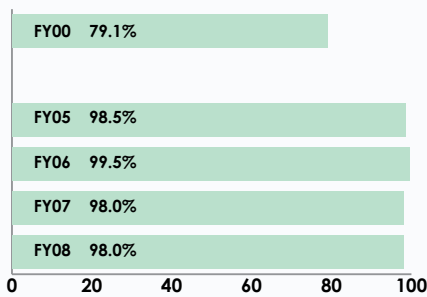
New Ways to Improve Retention Rates

In an effort to improve retention rates, Metro Tech no longer offered second choices of career majors to students. In fiscal year 2008, students were not sent to training programs that were not their interest, even if their first choice major was fully enrolled. Students were placed on a waiting list or new courses added. The focus is to train students in areas they would enjoy working in as a career. Student retention rates over the last six years has increased from 80% to 90%.

Secondary Service Rate

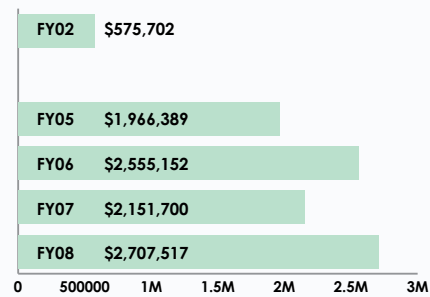
Secondary service rate measures the percentages of students attending a technology center compared to average high school district enrollments. Metro Technology Centers serves the highest percentage of high school students enrolled per sending school when compared to other Oklahoma urban technology centers.

Full-time Enrollment vs. Capacity Rate



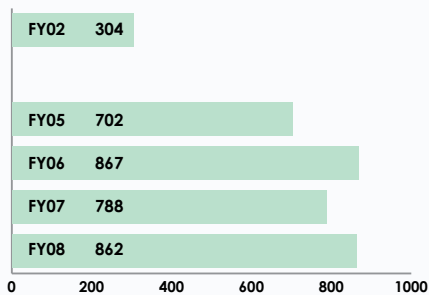
8-yr increase: 18.9%

Financial Aid Distributions



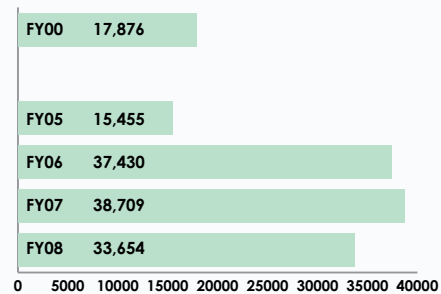
6-yr increase: 370%

Number of Students Receiving Financial Aid



6-yr increase: 184%

Short-term/Business & Industry Enrollment



8-yr increase: 88%

Financial and Market Strength

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

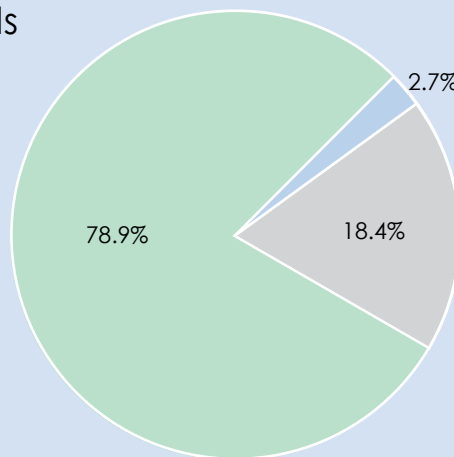
External Financial Audits

Metro Technology Centers contracts annually with an independent certified public accountant firm to conduct audits of compliance with all requirements contained in the U.S. Office of Management and Budget (OMB) Circular A-133 Compliance Supplement; Government auditing Standards; and OMB Circular A-133 Audits

of States, Local, Governments, and Non-Profit Organizations. The most recent audit report, April 23, 2008, for the year ended June 30, 2007, had no findings of material weaknesses, no instances of noncompliance, nor any findings of questioned costs.

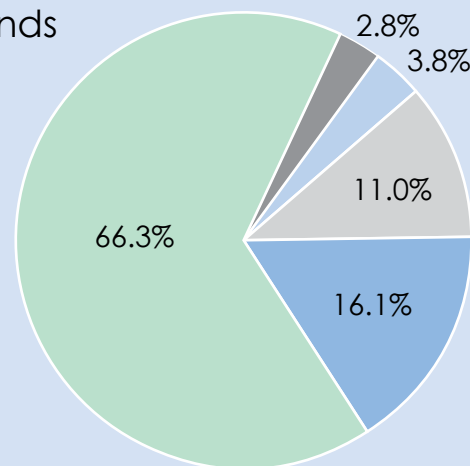
2008 Sources of All Funds

Includes General and Building Fund



Federal	\$ 823,302
State	\$ 5,673,342
Local	\$24,281,520
TOTAL	\$30,778,164

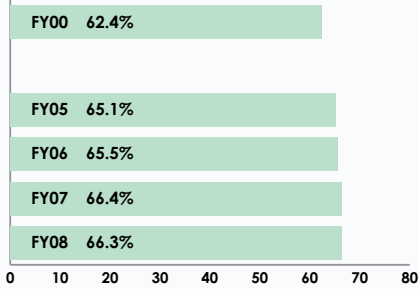
2008 Use of General Funds



DIRECT PROGRAM SUPPORT	
\$16,828,614	Classroom, Instructional & Student Support
INDIRECT PROGRAM SUPPORT	
\$ 4,086,861	Operation of Plant
\$ 2,784,650	General Support
\$ 957,999	Transportation
\$ 709,089	General Administration

Financial and Market Strength

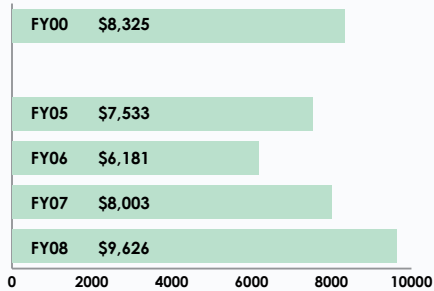
Percent of Expenditures Dedicated to Direct Instructional Costs



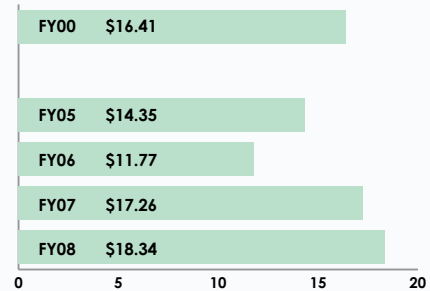
Expenditures Dedicated to Direct Instructional Costs

66.3%

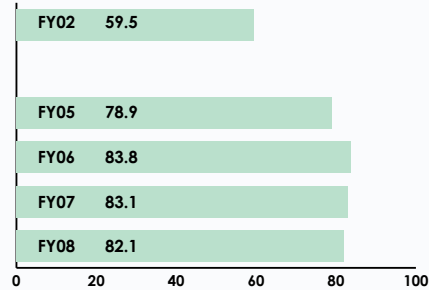
Average Expenditure per FTE Student



Average Expenditure per Contact Hour

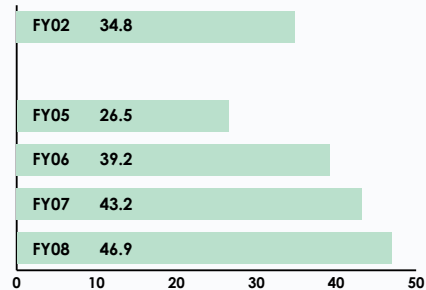


Number of Full-Time (FTE) Programs



6-yr increase: 38%

Number of Short-term (FTE) Programs



6-yr increase: 35%

Social Responsibility

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



Tutoring and Mentoring Program focusing on OKC Public Schools
Whiz Kids

City Care Whiz Kids

City Care's Whiz Kids is a faith-based, one-on-one volunteer tutoring/mentoring program focusing on Oklahoma City Public School students in first through eighth grade, who live in areas with some of the highest drop-out rates and lowest socio-economic levels in Oklahoma City. The program is proactive and preventative in nature, targeting inner-city schools and students who are reading below grade level and who could benefit most from a one-on-one relationship with a caring adult.

Annually, the Whiz Kids staff honors its tutors and their families at a banquet at the National Cowboy and Western Heritage Museum. The meals are donated by restaurants. Guest speakers and attendees have included Manny Scott - one of the original Freedom Writers, Don Reever - Founder of Whiz Kids, Governor Brad Henry, First Lady Kim Henry, and former OKC Mayor Kirk Humphries.

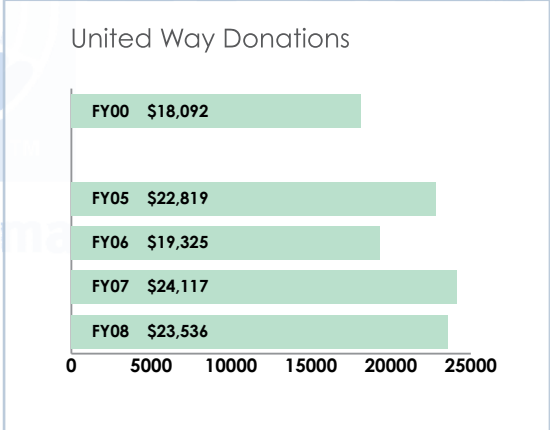
For the past two years, Linda Manaugh has coordinated over 70 different Metro Tech students and staff to assist in this community service project. Chef John Hall and the students in his Chef and Catering Program prepare the bread and desserts for the near 1,000 attendees. Students in the Hospitality Services program, led by Adrainne Oppong, and students in the Culinary Arts program, led by Marjorie Hammond, set and prepared 100 tables with table cloths, place settings, center pieces, and other items. Metro Tech staff, including several administrative leaders, preset the salads, breads, drinks and desserts; served the main course; and participated in the clean up.

Metro Tech volunteers are committed to improving the academic and life skills of the children in our community.

Social Responsibility



United Way of Central Oklahoma



8-yr increase: 30%

MCCA students began volunteering at the Coffee Creek Riding Center

The mission of Coffee Creek Riding Center is to provide free therapeutic riding to children and adults with a wide range of disabilities, offering mental, physical, emotional, and social benefits. For many of the MCCA students involved, this was their first experience with community service.

Pictured are students from MCCA working with a classroom of disabled children from Putnam City Public Schools.



MCCA Students Volunteer at
Coffee Creek Riding Center

Social Responsibility

Character First!

Each year organizations in the sectors of government/law enforcement, business, education, faith, and family are recognized by the Character Council of Central Oklahoma for their work in emphasizing and promoting good character throughout their organizations and in the community. Under Dr. Branscum's leadership, over the last five years Metro Tech has implemented character education using the Character First! program throughout the district with faculty, staff and students, as well as sharing this information with our stakeholders. Metro Tech has been a leader in the work of the Council's Education Committee as it works with other area technology centers, higher education and the K-12 schools in central Oklahoma.

Metro Tech and Dr. Branscum were honored by the Character Council of Central Oklahoma at the 2008 Character Awards Banquet with the education sector award. Metro Tech was recognized with our partners from the Oklahoma Business Ethics Consortium.



Metro Tech Receives Highest Recognition from Character Council

Character Traits:

Alertness

Attentiveness

Availability

Benevolence

Boldness

Cautiousness

Compassion

Contentment

Creativity

Decisiveness

Deference

Dependability

Determination

Diligence

Discernment

Discretion

Endurance

Enthusiasm

Faith

Flexibility

Forgiveness

Generosity

Gentleness

Gratefulness

Honor

Hospitality

Humility

Initiative

Joyfulness

Justice

Loyalty

Meekness

Obedience

Orderliness

Patience

Persuasiveness

Punctuality

Resourcefulness

Responsibility

Security

Self-control

Sensitivity

Sincerity

Thoroughness

Thriftiness

Tolerance

Truthfulness

Virtue

Wisdom

Social Responsibility

Accreditation

Metro Tech is fully accredited by:

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



Program Specific Accreditations and Licensing

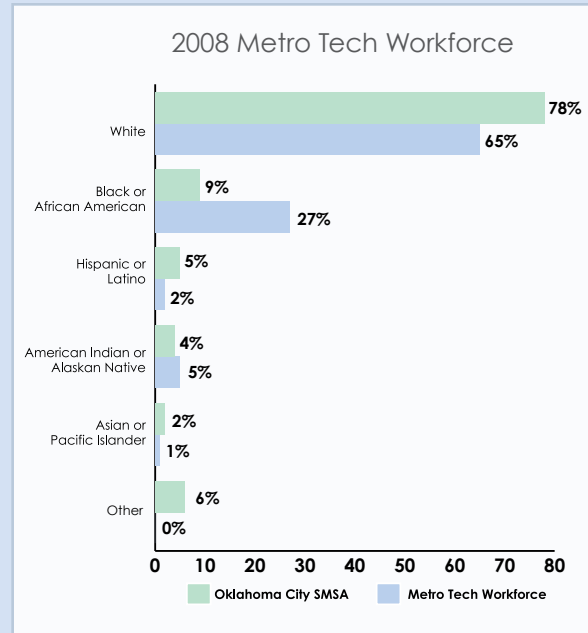
Auto Collision Technology	National Institute for Automotive Service Excellence (ASE)
Auto Service Technology	National Institute for Automotive Service Excellence (ASE)
Aviation Maintenance Technology	Federal Aviation Administration (FAA)
Construction Technology	Associated General Contractors of Oklahoma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

People Growth and Satisfaction

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

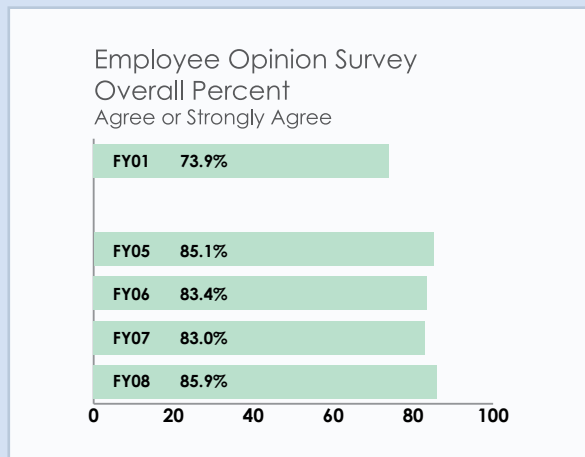
Minority Employment Rate

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



Employee Satisfaction

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

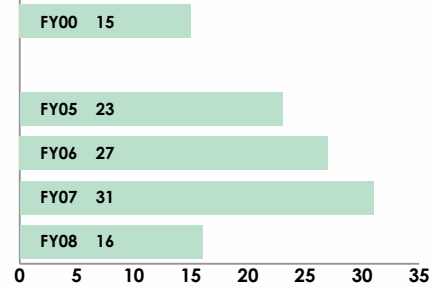


People Growth and Satisfaction

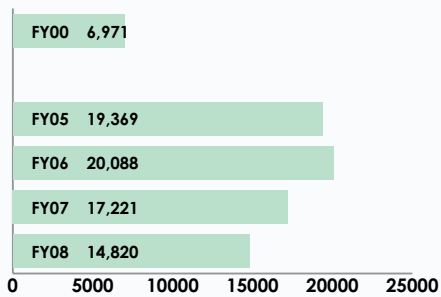


16 Employee Promotions for FY08!

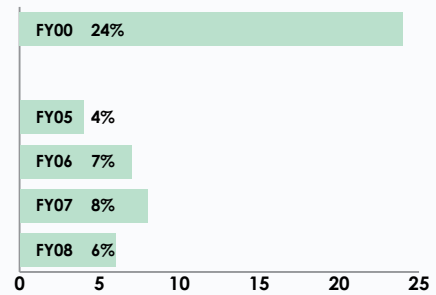
Employee Promotions



Professional Development Hours Reported



Employee Turnover Rate



Organizational Effectiveness

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

Metro Technology Centers Receives the Oklahoma Quality Award for Achievement



Metro Technology Center receives
The Oklahoma Quality
Award

On December 2nd, Metro Technology Centers received the Achievement Level Award from the state of Oklahoma. The Oklahoma Quality Award is modeled after the prestigious Malcolm Baldrige National Quality Award and is considered an important benchmark for Oklahoma companies on the path of continuous performance improvement. The award criteria support the goals of delivering ever-improving value to customers and improving overall operational performance of the organization. The criteria embody core values and concepts in seven categories: Leadership; Strategic Planning; Customer and Market Focus; Measurement,

Analysis and Knowledge Management; Human Resource Focus; Process Management; and Results.

The Award for Achievement is presented to organizations that have demonstrated, through their commitment and application of continuous improvement principles significant progress in building sound processes and in achieving improvements results. This is an important step in our ongoing quality journey and would not have been possible without the continued support of our outstanding faculty and staff. Their dedication to students and our community demonstrates the true excellence of Metro Technology Centers.

Organizational Effectiveness

Number of Incidents Leading to Worker's Compensation Claims

Fiscal Year	# of Employees*	# of Claims	Rate of Claims
FY00	542	15	2.8%
FY05	545	24	4.4%
FY06	577	13	2.2%
FY07	534	12	2.2%
FY08	548	7	1.3%

* Includes both full- and part-time employees

Metro Tech's Financial Aid Services Receive the American Society for Quality (ASQ) Award



MTC's Financial Aid Services receives American Society for Quality (ASQ) Award

The American Society for Quality (ASQ) awarded Metro Technology Centers the Education Team Excellence Silver Award at the 16th Annual National Quality Education Conference (NQEC) in Reno, Nevada, November 16-18, 2008. The Education Team Excellence Award provides educators the opportunity to benchmark their team's efforts against other schools' best practices, and capture national and international recognition for the winning schools' team-based quality improvement efforts.

Metro Technology Centers was chosen as a finalist for this award based on our use of process improvement in financial aid staffing and training that resulted in a 35 percent increase in adults receiving financial aid and a significant decrease in processing time. Rosalind Martin and Denise Kennemer accepted the award on behalf of Metro Tech.



Springlake Campus • Oklahoma City, OK 73111

Business Conference Center (BCC) • 1900 Springlake Drive
Child Care Training Center (CCTC) • 3901 Martin Luther King Avenue
Economic Development Center (EDC) • 1700 Springlake Drive
EMS Technology Center (ETC) • 1700 Staton Drive
Health Careers Center (HCC) • 1720 Springlake Drive
Information Technology Center (ITC) • 1800 Springlake Drive
Financial Services (FS) • 1600 Springlake Drive



South Bryant Campus (SBC)

4901 S. Bryant Avenue • Oklahoma City, OK 73129



Adult & Continuing Education Campus (ACE)

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



Aviation Career Campus (ACC)

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



Walker Center • Oklahoma City, OK 73109

Business Development Center-South (BDS)
309 S.W. 59th Street #302 • Oklahoma City, OK 73109

Metro Tech Beauty Academy (BA)
309 S.W. 59th Street #305 • Oklahoma City, OK 73109



Metro Downtown at the Montgomery

500 W Main Street (MDM)
Oklahoma City, OK 73102