

2004 Progress



Metro Technology Centers

Report

Public Service & Social Responsibility

Budgetary, Finance, and Market Focus

Economic

Development

Student & Stakeholder Focus

Organizational Effectiveness

Faculty & Staff Development & Well-Being

Instructional & Learning

Excellence



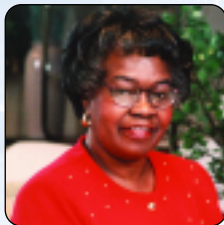
Introduction

Board Members

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 currently has 75 full-time programs and approximately 500 short-term classes available, 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.

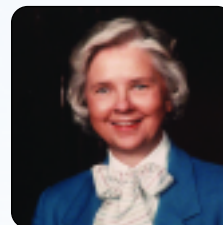
Metro Tech promotes economic development through such programs as assistance with bidding on government contracts, small and large business development, new business start-up and certification/licensure preparation and testing.



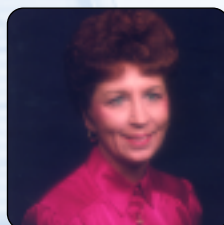
Donna Neal Thomas, R.N., Ph.D.
President



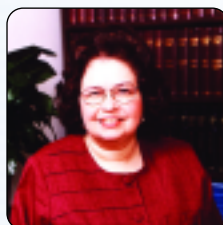
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Vice President



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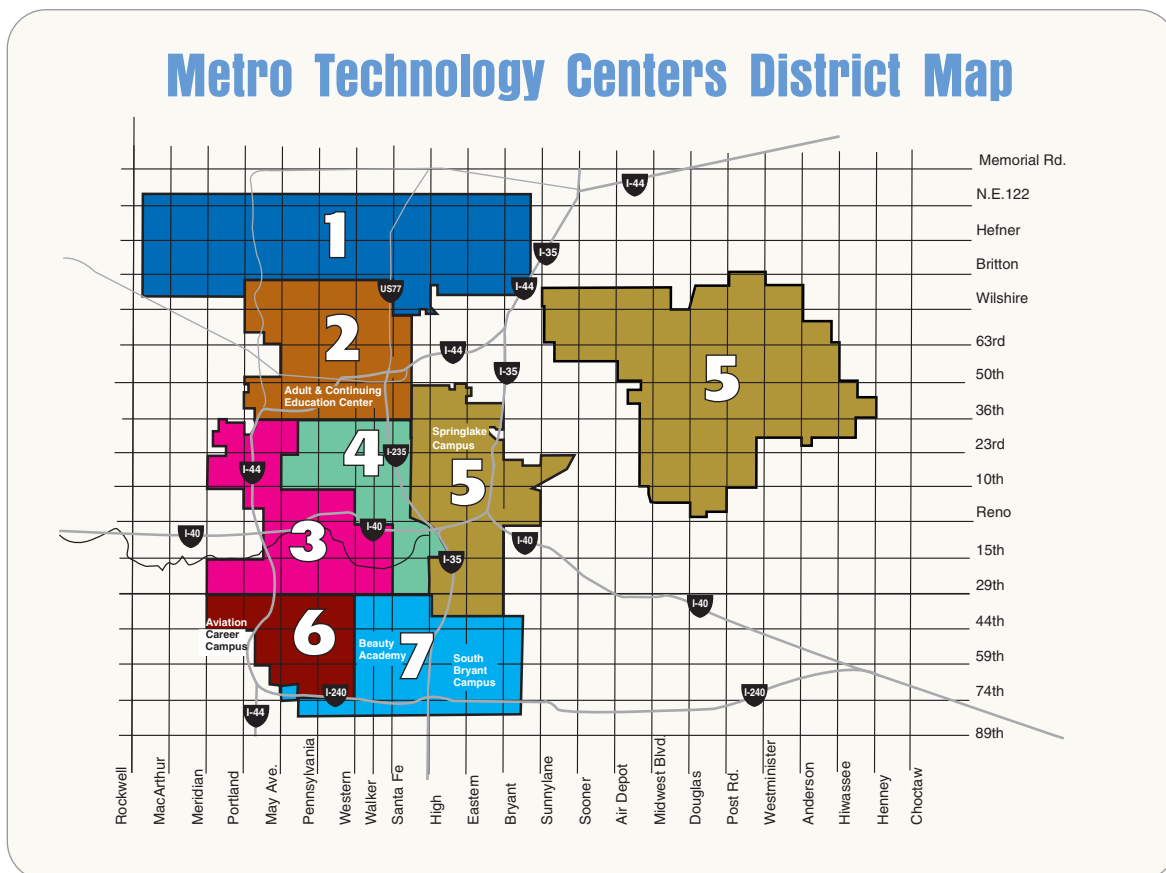
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Metro Tech does not discriminate on the basis of race, color, national origin, gender, age, marital or veteran status, pregnancy or qualified disability.

MetroQuest, our quality journey for performance excellence, begins year five with this report. Milestones mark our progress, but our journey has really just started. The foundations that have been laid will ensure “quality” continues to be the focus of our efforts and energy. The passion that resides within our “Metro Tech family” will provide the resolve to continue the pursuit of excellence. Our challenge is to continue progress, maintain achievement, and provide organizational effectiveness that promote the mission of Metro Technology Centers.

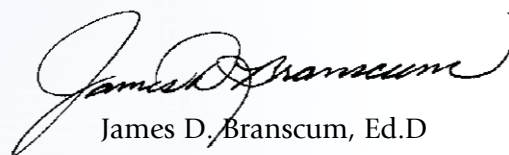
An important piece of our journey is the roadmap that provides guidance to our goals. The roadmap is called our PEP (Performance Excellence Plan). This plan emphasizes how we provide quality. The emphasis from the PEP this past year encouraged students to take ownership of learning.

We believe all people can learn and be successful. Further, we believe this learning directly impacts economic development within our community. For this reason, among many others, staff and faculty have worked diligently this last year to infuse “quality learning tools” into the classroom. These “quality learning tools” caused students to set goals and expectations for themselves. Students and instructors monitor these goals through learning activities and measures that encourage learning to be joyful and goal-oriented.

Teachers become facilitators of learning and students become “owners” of learning. Thus, learning performance standards become constant, and time is the variable. The focus is upon ownership of learning and mastery of skills. The results are remarkable.

In every phase of our journey, commitment to this pursuit of excellence has produced quite amazing results. We take pride in providing the results and the wonderful progress made thus far in our journey.

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



James D. Branscum, Ed.D
Superintendent

Mission

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

Vision

We serve our community as a world-class technology center that is customer-focused, learning-centered, 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.



Our Beliefs

1. We believe all people can learn and be successful.
2. We believe that the preparation of people for employment directly impacts economic development within the community.
3. We believe learning should be a joyful and rewarding experience.
4. We believe in valuing the many cultural and life experiences of staff, students, and stakeholders.
5. We believe all people deserve to be treated with respect, fairness, and equitable consideration.
6. We believe people learn best in a safe and welcoming environment.
7. We believe motivation and performance are increased when people are involved in setting goals for and monitoring their own progress.
8. We believe performance standards should be the constant, and learning time should be the variable.
9. We believe students deserve relevant, skills-based education and training to enhance their employability.
10. We believe students deserve personalized instruction by highly qualified faculty to accommodate diverse and changing interests, needs, and abilities.
11. We believe stakeholders expect strong instructional leaders in their schools.
12. We believe stakeholders expect that we will be good stewards of tax dollars and resources.

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

Key Performance Objectives

1. Increase the related placement rate.
2. Increase the college-going rate.
3. Exceed state/national average licensure/certification/competency test rates.
4. Maintain the percentage of Metro Tech students taking remedial courses in college.

Highlights

3rd Gold Star Award

Metro Technology Centers received the Gold Star Award for the third consecutive year. The Oklahoma Association of Technology Centers awards the gold star to schools that demonstrate the highest level of excellence among technology centers recognized by the Oklahoma Association of Career and Technology Educators.

MetroQuest-Journey to Excellence

On November 2, 2001, Metro Technology Centers received the Commitment Level Award from the Oklahoma Quality Award Foundation. The district continues its pursuit of excellence and has trained the majority of all faculty and staff in quality concepts and tools. Our journey, called MetroQuest, is guided by the Performance Excellence Plan (PEP) and involves strategic aim and action planning teams, process development and improvement, and ongoing professional development through the newly formed MetroQuest University.



Quality in the Classroom

Last summer, over 60 Metro Tech teachers, counselors, administrators and other staff participated in 35 hours of training on Quality in the Classroom. Facilitated by Dr. Danene Vincent, Associate Superintendent/COO, and Dr. James Branscum, Superintendent, this training engaged participants in developing quality tools that focus on the Baldrige core value of a learning-centered education. "We want to improve the learning process for our students and to get students to take ownership of their own learning," said Dr. Branscum.

National Quality Education Conference (NQEC)

October 16-19, over 40 Metro Technology Centers' faculty and staff attended the 12th National Quality Education Conference (NQEC) in Rosemont, IL. The conference provided an outstanding opportunity for all educators to develop awareness or to refine existing approaches to make measurable improvements within their own organization. Metro Technology Centers' staff members Dr. Elaine Stith and Ruth Giddens presented, *Achieving Quality Through Professional Development*.

Oklahoma Quality Institute (OQI)

January 26, 2004, Metro Technology Centers' Board of Education approved implementing the Oklahoma Quality Institute (OQI). In partnership with the Oklahoma Quality Award Foundation (OQAF), 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 uses the Malcolm Baldrige quality evaluation process. Some topics include systems thinking, quality tools, facilitating process redesign, strategic planning, OQAF Examiner/Applicant training and training on Baldrige. Organizations such as the Oklahoma State School Boards Association (OSSBA), Blitz USA, and Monte Cassino School in Tulsa, rely on the OQI for quality training.



Sherri Smith-Gray
Director, Oklahoma Quality Institute

Contributions to OQAF

Since 2000, 17 staff members have served on the Board of Examiners for the OQAF. To date, Metro Tech provided four team leaders, two OQAF judges, and three Malcolm Baldrige examiners to participate in the quality award program. Additionally, Metro Tech has also assisted OQAF in revising and preparing its training materials.

Cooperative Credit with Local Colleges

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



Accreditation

Metro Tech is accredited by:

- North Central Association-Commission on Accreditation and School Improvement (NCA-CASI)
- Oklahoma State Board of Career and Technology Education
- Oklahoma State Board of Education
- Oklahoma Department of Environmental Quality (ODEQ) for training in lead-based paint (the only technology center in the state accredited by the ODEQ for this training program.)
- 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	National Institute for Automotive Service Excellence (ASE)
Auto Service Technology	National Institute for Automotive Service Excellence (ASE)
Aviation Maintenance Technology	Federal Aviation Administration (FAA)
Construction Technology	Associated General Contractors of Oklahoma (AGC)
Cosmetology	Oklahoma State Board of Cosmetology
Dental Assisting	American Dental Association Commission on Dental Accreditation
Emergency Medical Services Technology	Oklahoma Department of Health, EMS Division
Facial Technology	Oklahoma State Board of Cosmetology
Medical Assisting	Commission on Accreditation of Allied Health Education Programs (CAAHEP)
Nail Technology	Oklahoma State Board of Cosmetology
Practical Nursing	National League for Nursing Accrediting Commission and Oklahoma Board of Nursing
Radiography	Joint Review Commission on Education in Radiologic Technology (JRCERT)
Surgical Technology	Commission on Accreditation of Allied Health Education Programs (CAAHEP) and Accreditation Review Committee on Education in Surgical Technology (ARC-ST)

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

Twelve 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.

2004 National Contest Results:

1st Place Winners	2
2nd Place Winners	4
3rd Place Winners	2
Top 10	1
State/District Officers Elected:	5

Record Number of Students Attend State Contests

Metro Tech’s SkillsUSA chapter sent a record 94 high school and adult students to the Oklahoma SkillsUSA State Conference in Tulsa, OK. Metro Tech students participated in leadership and skill competitions, workshops, general sessions and state and national officer candidate campaigns and elections.

Graphic Design Student Wins National Pin Design



Graphic Design student, Freda Wilson, won first place for her pin design during the annual National Leadership and Skills Contest held in Kansas City, MO. Four hundred eighty-seven pin designs were entered. Wilson received a recognition plaque and was presented a large gift of Bosch power tools, as well as an impressive trophy for teacher, Anita Parks.



SkillsUSA is a national organization serving teachers, high school students and college students preparing for careers in technical, skilled and service occupations. Teachers and students also partner with industry to ensure America has a skilled workforce for the future.

Students Attend Government Conference

Seven students from Metro Tech's Renew program attended Oklahoma Close Up, an educational program to involve students in state government. Students from all over Oklahoma spent four days and three nights attending workshops, attending seminars with government officials, viewing legislative sessions, shadowing legislators, visiting the Oklahoma Bar Association, touring the Capitol and discussing their views on current issues. They also attended a banquet with Governor Brad Henry and First Lady Kim Henry at the Governor's mansion.

Social Studies teacher, Mary Cagigal, stated, "This has been a wonderful opportunity for students to gain hands-on experience learning about government and to meet our state officials." Renew students who participated in the conference were Jose Martinez, Richard Birchall, Ali Holmes, Tim Bell, Lynzi Wheeler, Anjelica Rayos and Dominique Jackson. Ali Homes and Tim Bell are now serving as pages for Representative Opio Toure, and two more students from the Renew program will serve as pages next year.



Renew is Metro Tech's dropout recovery program for high school students ages 16 to 19. A partnership between Metro Tech and the Oklahoma City Public Schools allows dropout students to earn their high school diploma and learn technology skills for a career.

Culinary Arts Students Win Silver Medal in Culinary Cup

Metro Tech's Culinary Arts students placed 2nd in the Sysco ProStart Culinary Cup competition, Gourmet Meal category. Each of these high school students received a silver medal and scholarships from the Culinary Institute of America and OSU-Okmulgee.

Success for Aviation Maintenance Technology Student

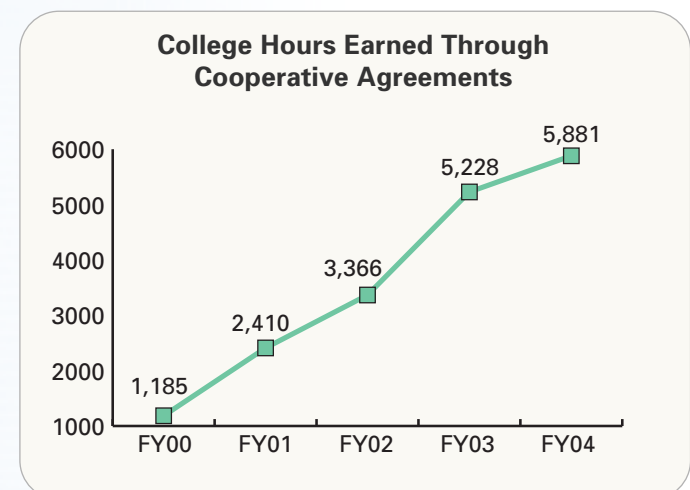
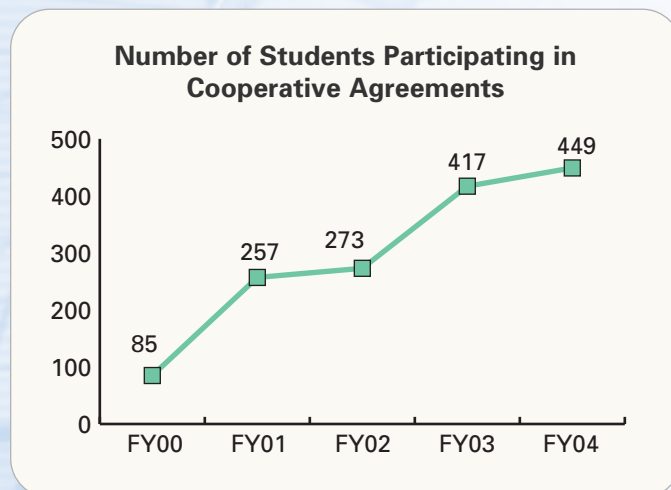
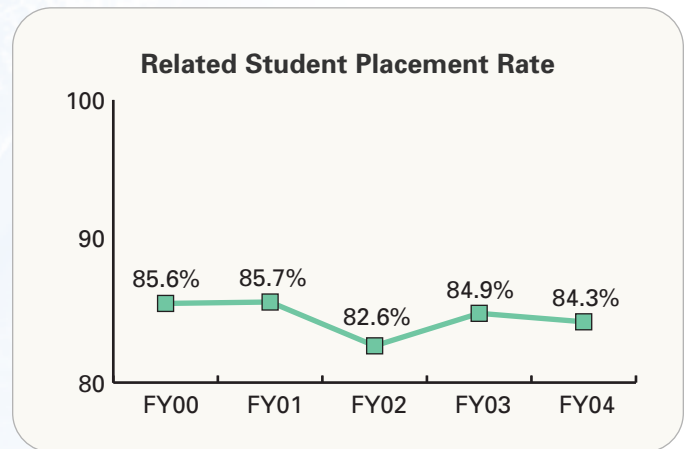
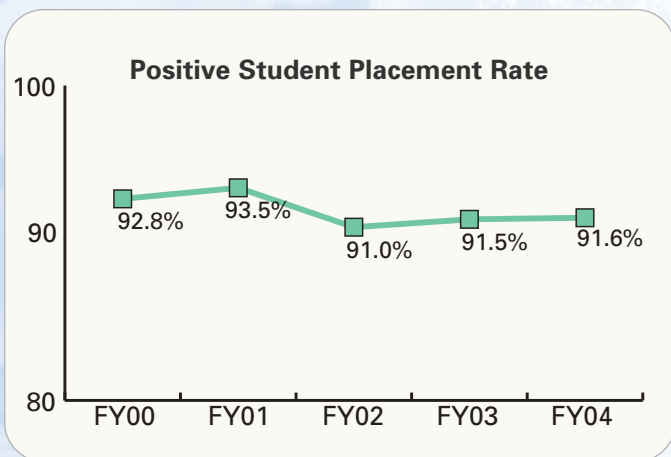
Feeling unsatisfied with his previous job, Korey Bush decided to make a career change to the aviation industry. Korey attended a school in Texas for aviation maintenance training before deciding to attend Metro Technology Centers. The quality of the training and the equipment was three times better at Metro Tech, and the tuition was three times less at Metro Tech.

Before Korey completed his training program, Delta Airlines interviewed and hired him. He began working at Delta for \$19/hour. After 6-months, he was paid \$23/hour, and after one year he received \$26.50/hour. Overtime, health insurance and 401K retirement are included. Korey also gets to travel anywhere in the world that Delta flies for free. Most of the major airlines have similar salaries and benefits.



Korey said, "Metro Tech offers better, quality training and lower tuition than other schools. The instructors have real-industry experience and go out of their way to add a little more assistance than is required."

Key Performance Measures



Aviation Maintenance Technology Program Ranks High on National FAA Tests

To become an aircraft mechanic, students must take oral, practical and written tests. The FAA requires separate tests for airframe and powerplant mechanics certification, as well as a general test covering foundational subjects. Students must pass the general test before taking the other two tests. Of the 45 schools from across the nation that had a least 12 students test in each of the three exams in 2004, Metro Technology Centers ranked first in General, third in Airframe and fourth in Powerplant. Recently, one student, Marty Moore, achieved 100% on the Powerplant written test.

Aviation Maintenance Technology Schools – 2004 Rankings

	General Test Ranking	Airframe Test Ranking	Powerplant Test Ranking
Metro Tech – OK	1	3	4
School A – NY	2	2	6
School B – OH	8	1	5
School C – NJ	3	10	3
School D – OR	4	14	1
School E – FL	7	11	2

Licensures/Certifications/Competency Test Rates

Percent of students passing a certification/licensure test in school year 2003-2004:

Percent Passing	Licensure/Certification/Competency Test
84.6%	ODCTE Testing Division
96.7%	Licensed Practical Nurse (LPN)
100%	Registered Radiologic Technologist (ARRT)
97.4%	Aviation Maintenance Technician (AMT)
98%	National Brainbench exams in Information Technology occupations
100%	Microsoft Certified Professional (MCP), Microsoft Certified Systems Engineer (MCSE), or a Microsoft Certified Systems Associate (MCSA)
90%	Basic Cosmetology Operator, Facial Operator, or Manicurist
94%	CompTIA Network+, A+ Hardware, and A+ Software exams
92%	Paramedic
81%	Basic Emergency Medical Technician
100%	Dental Assistant
100%	Phlebotomist
82%	Certified Nursing Assistant (CNA)
100%	Surgical Technologist

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

Key Performance Objectives

1. Improve student satisfaction levels.
2. Improve employer satisfaction levels.
3. Improve other stakeholder satisfaction levels.
4. Increase the completion/retention rates.

Demographics of Sending High School Students (FY2003)

Category	OKC Schools	Crooked Oak Schools	Statewide Average
% Eligibility for Free and Reduced Lunches	84.5%	82.1%	52.4%
% Minority	71.0%	72.0%	37.0%
% Graduation Rate	46.8%	53.0%	74.5%
% College-going Requiring Academic Remediation	59.2%	86.4%	35.5%
% Adult Unemployment	7.0%	10.0%	5.0%
% Poverty Rate	22.0%	29.0%	15.0%
% Single Parent Families	44.0%	49.0%	29.0%

Highlights

Student Success Stories

Customer/Administrative Services

- Past experience: Worked at a manufacturing company for over 20 years. He was almost 50 years old when the company laid-off several workers and closed its Oklahoma City plant.
- Graduated: 2004
- Successes: Making a career change late in life. Raised math skills three grade levels by attending Metro Tech's EEC (Educational Enhancement Center) lab. Completed Computer Repair and Networking (CRN) program before choosing the Customer/Administrative Services program.
- New work experience: Office of Personnel Management for the state of Oklahoma



Jim Patterson

"Instructors at Metro Tech expect you to succeed and make sure you gain the skills needed for your career. The time management skills I learned have been most valuable."

Legal Office Services

- Graduated: 2004
- Other Education: Completed the Customer/Administrative Services program at age 16. Is currently enrolled (age 18) in the Accounting program and taking classes at OSU-OKC.
- Successes: Served as State Council President for the student organization Business Professionals of America.
- Work experience: Shapiro, Marianos & Cejda Law Office



Amy Holshouser

"I would not be anywhere near the success level I am now without Metro Tech. I have goals of becoming an attorney and entering politics. Ideally, I would like to become a U.S. Senator. Who knows? I may be the first female President of the United States!"

Cosmetology

- Graduated: 2000
- Successes: Helped initiate the first year of the SkillsUSA/VICA student organization at the Beauty Academy. Served as Vice President for the organization. Held a 4.0 grade point average and perfect attendance while attending Metro Tech.
- Work experience: HairFacts, SuperCuts and ProCuts. At age 23, began her own salon business, Smart Cuts.



Michelle Roche'

"I chose to attend Metro Tech because the Cosmetology students have the highest success rate compared to other schools for passing the licensing exam. Metro Tech prepared me for taking the right steps to open my own business. The instructors showed me how to achieve success."

Culinary Arts

- Graduation date: 2005
- Successes: \$3,000 scholarship from FCCLA (Family, Career and Community Leaders of America) and a \$1000 scholarship for team placing second in the 2004 Prostart Culinary Cup.
- Future education: Has been accepted at the prestigious Johnson & Wales University in North Miami, Florida, to pursue a Bachelor of Science degree in Culinary Arts.



Zachary Skezas

"Metro Tech gave me the knowledge and training I needed to obtain scholarships and continue my education at world class culinary schools."

Emergency Medical Services

- Graduated: 2001
- Work experience: Worked as a Paramedic and promoted to a supervisor. Currently EMS Instructor at Tulsa Technology Center.
- Successes: Completed Bachelor of Science in Business at Langston University and is currently pursuing Master of Education degree.



Steve Nguyen

"My success has been attributed to the support of my wife and family, the HOSA student organization and the educational path which Anthony Adams at Metro Tech has provided."

Electrical Technology

- Past experience: Worked six years as a travel agent.
- Graduated: Completed program in 9 months in 1998.
- Work experience: Completed four-year apprenticeship program. Obtained Journeyman's license. Received contractor's license.
- Success: Began own business, Champion Electric.



Todd Goings

"Everything taught in the class is used on the job. Having my own business allows me to have complete control: control of the quality, hours and all aspects of business."

Bilingual Programs Meeting Needs of Growing Hispanic Population

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 Spanish-speaking instructors who integrate English as a Second Language (ESL) instruction with technical skills training.

ESL classes and lab are offered on an open-entry basis. Several short-term computer classes are taught in Spanish, and some have been offered at the Southern Oaks Library in the Hispanic community.

Bilingual Auto Service instructor David Castillo is a member of the Oklahoma City School Board, president of the Hispanic Chamber of Commerce and is participating in the Leadership Oklahoma class.



Computer Training at Oklahoma Metropolitan Libraries

Metro Technology Centers partners with the Oklahoma Metropolitan Library System to offer computer training at various libraries located throughout Oklahoma City. The one-day computer sessions are held on Saturdays and offer training in Computer Literacy; MicroSoft Word, Excel and PowerPoint; and Internet Fundamentals. Computer Literacy is also taught in Spanish at the Southern Oaks Library to reach the Hispanic community.

The purpose of the partnership is to bring computer training to the public at a convenient location for them. The number of classes has increased to meet the growing demand of the public.



Bus Drivers Deliver Students Safely and On Time

Metro Tech bus drivers now track whether they deliver students to and from campuses in a timely and safe manner. The Transportation Department set goals of 92% for on-time delivery and 100% for safe delivery. Beginning in August 2004, bus drivers delivered students on time more than 90% and safely 100% of the time.

Character First!

Character First! is a program introduced to Metro Tech faculty, staff and students. The program teaches 49 specific qualities that make up an individual's character. This program has been used internationally in over 20 countries to bring success in business and schools.

Character First! was founded by Garman Kimmell in 1948 whose family owned Kimray Inc., a petroleum industry. When drug problems, high workers' compensation costs, high turnover rates, and employee absenteeism forced their managers to spend more time dealing with personnel problems than manufacturing issues, Kimray began to realize the most significant problems were related to the lack of character.

Waking up to this need, Kimray began to focus on the development of personal character in the lives of their employees. After only the second year of the character emphasis, Kimray saw a great increase in morale, an 80% decrease in workers' compensation costs, and a 25% increase in profits, even though the market was depressed. Today, training is assisting the character initiative in Oklahoma schools, businesses, and government agencies.

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

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 2000–2004, surveys showed 28 out of 30 questions received a mean response of 3.00 or higher. Questions with the highest response of “agree to strongly agree” included:

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

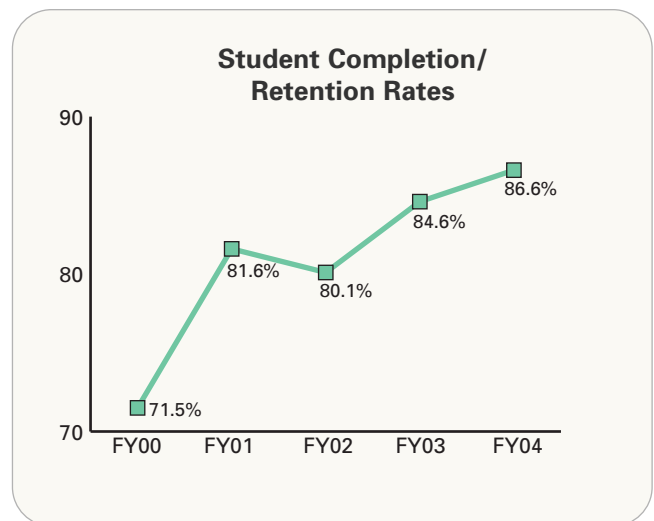
Advisory Committee Surveys

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

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

Seventeen out of 18 questions received a mean response of 3.27 or higher. Questions with the highest response of “agree to strongly agree” included:

- 3.76: Metro Tech’s graduates should be prepared to meet occupational licensure and certification standards, where available.
- 3.76: The quality of training improves when Metro Tech students receive on-the-job training at actual work sites.
- 3.73: It is important for Metro Tech curriculum to provide students opportunities to develop decision-making, problem resolution and social skills.
- 3.72: Metro Tech’s facilities have a safe, clean and inviting appearance.
- 3.69: Metro Tech’s partnerships with business and industry are valuable to the economic development of Oklahoma County and the surrounding area.



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

Key Performance Objectives

1. Increase the secondary student service rate.
2. Maintain high enrollment vs. capacity rate.
3. Increase the dollars dedicated to instruction without increasing the cost per contact hour.
4. Increase the number of programs.
5. Serve new markets through creation of new program areas.

Highlights

Metro Tech Lowers Cost Per Student

Since the year 2000, one of Metro Technology Centers' primary goals has been to increase dollars to the classroom and decrease costs per student. In 2000, 62.4% of the budget was dedicated to direct instructional costs. In 2004, 65.1% of the budget was dedicated to the classroom. By 2010, we hope to raise this percentage to 75%.

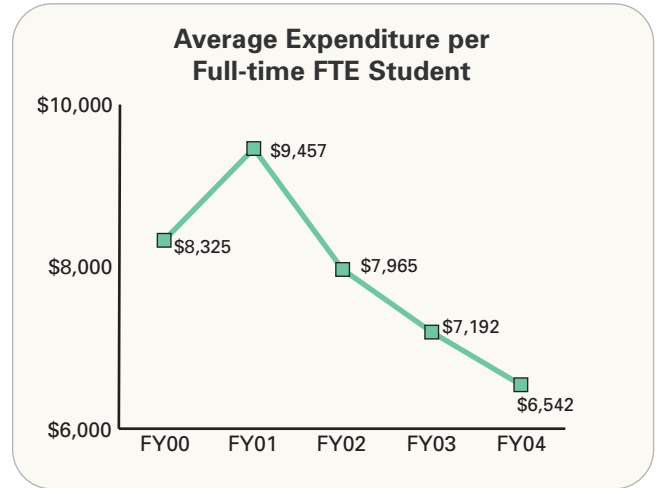
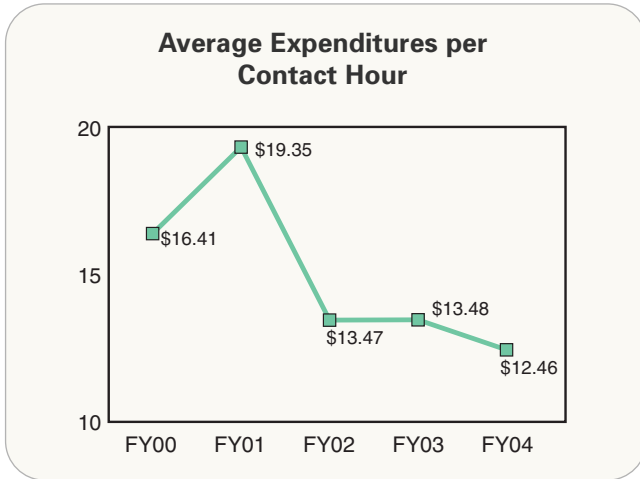
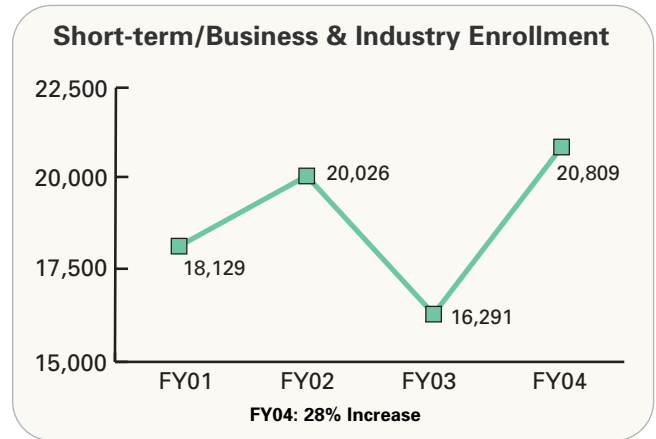
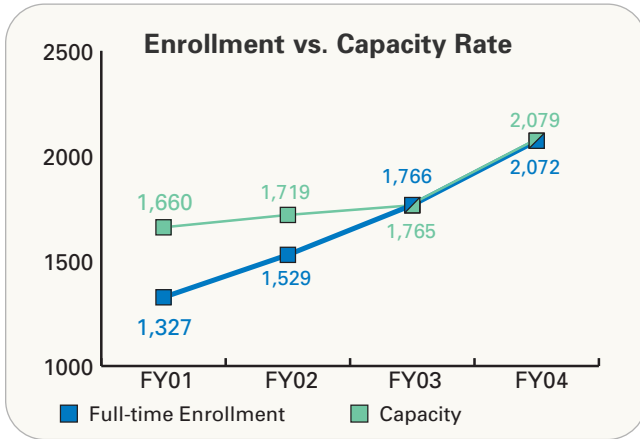
One method for dedicating more dollars to the classroom is by adding more training programs without increasing the budget. At the same time, administrative costs are lowered. Metro Tech plans to add two programs per year over the next five years. This provides more opportunities for the community for obtaining skills and for Metro Tech to operate in a more efficient manner.

Key Performance Measures

Secondary Service Rate

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

Technology Center	FY00	FY01	FY02	FY03	FY04
Metro Tech	14.5%	16.7%	17.4%	15.8%	19.3%
Urban Technology Center A	10.5%	9.7%	11.8%	12.0%	14.3%
Urban Technology Center B	15.4%	13.7%	12.7%	13.6%	13.0%
Urban Technology Center C	9.9%	10.4%	11.3%	13.0%	12.9%

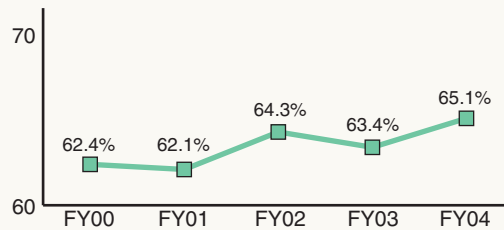


New Programs

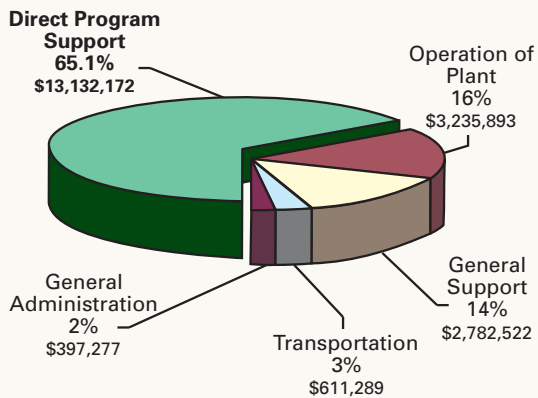
Metro Tech added programs and teachers in high interest areas to serve a greater number of students.

Program Additions	FY04
Aviation Maintenance Technology	2 instructors
Bilingual Customer Services	new program
Chef & Catering Services	new program
Clinical Laboratory Assisting	new program
Cosmetology	1 teacher
Customer/Administrative and Marketing Services	new program
Early Childhood Development	.5 teacher
Health Science Technology	1 teacher
Heating, Ventilation, AC & Refrigeration	1 evening instructor
Legal Office Services	new program
Medical Administrative Services	1 teacher
Print Design	new program
Pre-Engineering/Manufacturing Technology	1 teacher
Radiography	1 evening instructor
Residential and Commercial Facilities Technology	new program

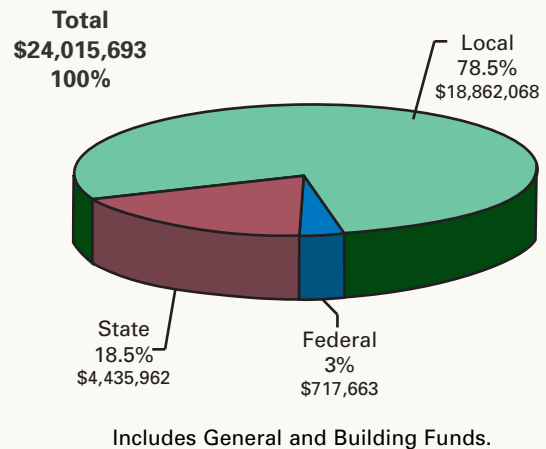
Percent of Expenditures Dedicated to Direct Instructional Costs



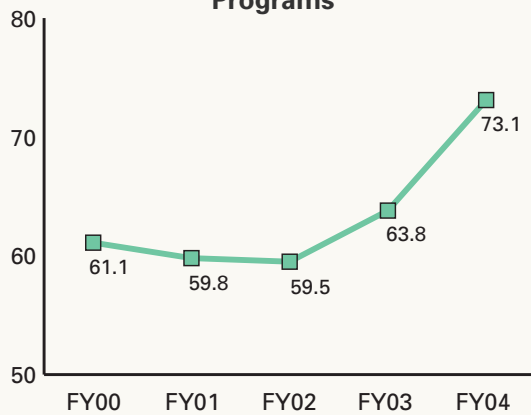
2004 Use of General Funds



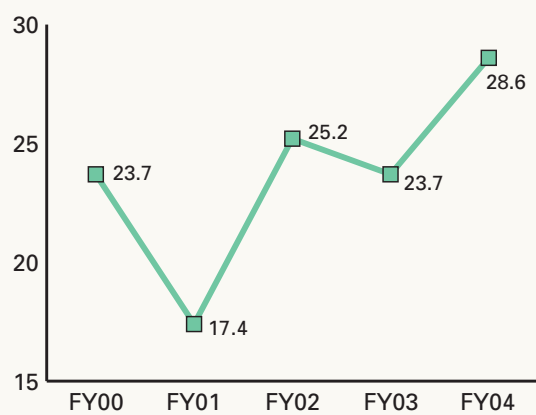
2004 Sources of All Funds



Number of Full-Time (FTE) Programs



Number of Short-term (FTE) Programs



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

Key Performance Objectives

1. Increase the participation rate in public/community service activities.
2. Increase the number of BIS enrollments and clock hours of training.
3. Increase the number of businesses served by the BIS department.
4. Maintain the low number of non-compliance incidents.
5. Meet or exceed standards of regulatory bodies.
6. Maintain safe environment on district property.

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 employ Airframe and Powerplant mechanics certified by the Federal Aviation Administration (FAA). Metro Tech has helped to fill the need of replacing the large number of Tinker mechanics who are eligible for retirement.

Over 400 Metro Tech students have worked full-time or part-time at the ALC earning a combined annual income of over \$13 million. The partnership has made a significant impact on Oklahoma City's economic development.



Partners for Progress Award given to Metro Technology Centers and Tinker's Air Logistic Center.

The Oklahoma Bid Assistance Network (OBAN) Conference Held at Metro Tech

Metro Tech and the Oklahoma Bid Assistance Network (OBAN) cooperated with the United States Air Force (USAF) and the Federal Aviation Administration (FAA) to host a two-day conference on manufacturing for aviation on July 27-29.

The aviation conference was designed for manufacturers who wanted to expand their government contracting opportunities. Participants covered the USAF and FAA requirements for aviation repair and manufacturing. They learned how to team with other companies to win contracts.

Community Service Activities

Many Metro Tech students, faculty and staff have volunteered for various activities to help the community. Over 70 activities were recorded for the 2004 fiscal year. Some projects included hosting blood drives, reading to children, walking marathons, assisting with Aerospace America, raising funds for United Way, health screenings for students, mentoring to an OU Law student and hosting car clinics for the public. More community service activities are highlighted below and on the following page.

Reading Mentors Host Longfellow Elementary School Fourth Graders

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.

ITC's faculty, staff, and students followed up by serving as volunteer readers to children in grades Pre-K through 3rd. The volunteer activities help Metro Tech faculty, staff, and students understand the merits of giving to others and serving their community. In May 2004, the students held an end-of-the year party for the Longfellow students.



Success by Six

In 2003, Metro Technology Centers administrators made the decision to help prepare young children with reading skills. Superintendent Dr. James Branscum and Associate Superintendent Dr. Danene Vincent met with 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.



ACE Students Volunteer for Habitat for Humanity

Twenty-three Carpentry students participated in a homebuilding project for Habitat for Humanity. A roof was installed on one home and framing built on another home. Special arrangements were provided by Metro Tech's Transportation Department for bus rides to and from the worksites.

Metro Tech Staff *Race for the Cure*

Metro Tech staffers were on a mission to help colleagues stricken with breast cancer when they participated in the October 4 Central Oklahoma Affiliate of the Susan G. Komen Breast Cancer Foundation's Race for the Cure, a fundraiser to fight breast cancer and to bring breast cancer awareness.



Tax Preparation for Public

Metro Tech accounting students received training from the Internal Revenue Service (IRS) in e-filing to become Volunteer Income Tax Assistants. They worked with the Community Action Agency and the IRS to provide free tax preparation to people who earned \$35,000 or less. Vietnamese and Spanish interpreters assisted with the services.

EMS Students Build Playground at OKC Zoo

The Emergency Medical Services students responded quickly to a call for building a "jungle gym" at the Oklahoma City Zoo. The community project was sponsored by the Junior League of Oklahoma City. Children conceptualized the jungle gym through drawings of an ideal play space. More than 6,000 volunteers completed the ten-day project. The grand opening was held on April 17, 2004.

FAA Contract for Training

In the fall of 2004, the Federal Aviation Administration (FAA) awarded a 5-year training contract to Metro Technology Centers. Through this agreement, Metro Tech will train national FAA Safety Inspectors from all over the nation in the area of Corrosion Prevention and Control Programs (CPCP) for all operations of both foreign air carriers and US registered aircraft.

FAA regulators who inspect both small and large commercial aircraft will fly into Oklahoma City for this training monthly. The training will be held at the Aviation Career Campus, located conveniently next to the FAA's Mike Monroney Aeronautical Center.



Business Success Stories

Duncan Equipment

Duncan Equipment is pumping up success! They are the leader in supplying industrial materials and equipment, including pumps. Training coordinator, Stacy Pierce, said, "Metro Tech is a significant part of our growth." Most of their 150 employees have received some type of training at Metro Tech, mainly in computer applications, quality management, safety or teleconferencing. CEO David Ragland said, "Oklahoma Technology Centers are known as the premier training centers in the nation. We know this to be true especially when we looked for training centers in Texas and Missouri. No system is comparable to Oklahoma's CareerTech system."



Wholesalers, Inc.

When Jen and Lee Gross began their new wholesale company, they contacted Metro Technology Centers' Economic Development Center to help them pursue emerging business opportunities. The Grosses identified a need to improve the quality and packaging of products manufactured overseas for resale in U.S. markets. Their new product lines are often tested in their own retail store, Meridian Tool, before marketing to prominent chain store operations. They also export American-made products to capitalize on the growing demand in other countries. Lee Gross said, "Metro Tech helped us expand our thinking and take the right steps to get our company to the next level."



Baker and Sons

Arlington Baker and his two sons own a paint contracting business. For \$300 and two days of lead-based paint training at Metro Tech, Baker and Sons received certification from the Oklahoma Department of Environmental Quality (ODEQ) and the Environmental Protection Agency (EPA). Since receiving certification, Baker and Sons has received many more contracts and hope to receive government contracts in the future. Metro Technology Centers is the only technology center in Oklahoma accredited by the ODEQ.

US Cellular Connects with Metro Tech

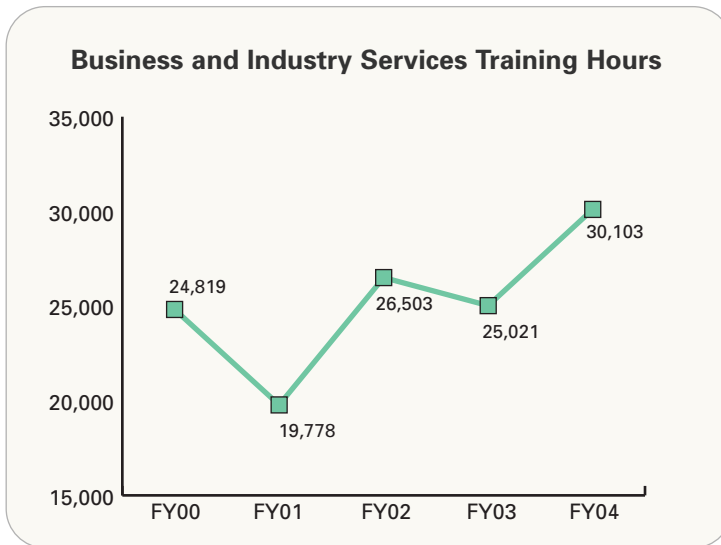
From May to July of 2004, Metro Tech trained 250 new US Cellular employees for the cellular phone company's great launch in the Oklahoma City market. The coming of US Cellular to Oklahoma City provided 250 new jobs to the market's economy. Metro Tech was able to provide facilities, computers and flexible hours for the training services.



Key Performance Measures

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.



4-year increase
in total training
hours = 21%

Compliance with Audit, Ethics and Other Regulatory Standards

Key Practices

Results

REGULATORY

PEOSH

0 Eminent Hazards

IDEA

100% complaints resolved

ADA

100% complaints resolved

Section 504

100% requests accommodated

ODEQ

0 complaints

LEGAL

Sexual/protected class discrimination or harassment

100% complaints resolved

Policy enforcement

0 complaints

Negotiated agreements

0 complaints

Fire/Safety complaints

0 complaints

NLRB

0 complaints

State Labor Department

0 complaints

Business and Industry Clients Served 2004

Action Printing
Acosta
Advantage Marketing
Adventures in Learning
American Bindery & Fulfillment Services
American Fidelity
Association of Builders/Contractors of Oklahoma
A-Tech Paving Inc.
Bedlam BBQ
Bevco
Blumenthal
Bodensee Premium Frozen Custard and Coffee Haus
Celestica
Brooks Clinic
Centralized District Center
Chef's Requested
Childtime Center
Chosen Generation Child Care
Christ Life Learning Center
Cingular Wireless
Citizen Pottawattamie Nation
City of Oklahoma City
Clean It Co.
Clear Reflections
CLEET
CLS & Associates
Computer Empire
Coors Tek Inc.
Crutcho Schools
Cutanix Corporation
Dallas Miller Logistics
Danny Wright Dozier
Deaconess Hospital
Del City Water
Designers Vision
Direct Mail Printing Services Inc.
District Attorney Council
Duncan Equipment
Dynpar
Eaton Corporation
ECS Learning Center
Everlasting Gospel Lighthouse
Farmers Insurance
Forest Lumber
General Dynamics
General Motors Corp.

Guardian Angel Child Care
Golden Rule Child Care
Habitat for Humanity
Heartland Health Care
Hyalose LLC
Integrus Health
Integrity Pump & Supply
IRS-Internal Revenue Service
International Environment
Jaguar Meter Service
JLT Corp.
Johnson Industries
KellPro
Lamson & Sessions
Leadership Institute
Little Dixie Commercial AC
Lucas Color Card
Lucent Technologies
LVI
M&M Document Co.
Mary Mahoney Memorial Health Center
Miller Construction
Morrison Distribution
New Horizons Child Development Center
Nursing Home Administration
OG&E
OK Asphalt Paving
OK Association of Healthcare Providers
OK Association of Realtors
OK County Sheriff
OK Department of Corrections
OK Department of Environmental Quality
OK Department of Human Services
OK Department of Mental Health
OK Department of Rehabilitative Services
OK Department of Tourism
OK Department of Voc Rehab
OK Department of Wildlife
OK District Attorney
OK Foundation for Medical Quality
OK Healthcare Authority
OK Health Providers Association
OK Heart Hospital
OK Municipal League
OK Office of Homeland Security

OK Office of State Finance
OK Primary Care Association
OK Real Estate Commission
OK Society of CPAs
OK State Department of Health
OK State Regents for Higher Education
OK State Treasurer's Office
OK Veteran's Administration
OK Workers Compensation Court
OKAHS
OKC Community Action Agency
OKC Department of Airports
OKC Fire Department
OKC Metropolitan Library System
OKC Police Department
OKC Public Schools District
OKC Zoo
Omniplex
One Church One Child
OU Medical Center
Paint Contractors
Parsons Environmental
Pioneer Telephone Co.
Pleasant Pools & Supply
Pratt & Whitney
Reaching Out City Inc.
Ron Walters Construction
Ron, Kaye and Renee's Beauty Complex
Steps Ahead Child Care Center
Sunnylane Day Care Center
TEEM
Tinker Air Force Base
TLC Child Care Center
Total Protection Services
Tour de Lube
Trans American Fire Sprinkler
Trans-Tel Central
University Child Care Center
University of Oklahoma
US Cellular
Vogon International
Welch Brother Inc.
Women on Missions
Wood Group

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

Key Performance Objectives

1. Increase the employee satisfaction level.
2. Maintain the low employee turnover rate.
3. Increase the number of professional development hours obtained per employee.
4. Increase the number of internal promotions.
5. Increase percent of under-represented minority employees.
6. Reduce number of incidents leading to worker's compensation claims.
7. Reduce lost time due to worker's compensation claims.

Highlights

Succession Planning

Metro Tech promotes succession planning to nurture potential and existing leaders so that the district's human resources can be readied in a short period of time to assume new responsibilities. The succession planning system establishes a line of leadership progression through professional development, mentoring and career advancement to provide organizational stability and leadership development.

MetroQuest University

MetroQuest University serves as an umbrella for all professional development activities that are planned, conducted and evaluated. Primary goals of the university are to align development activities with organizational and individual professional goals; provide employees additional opportunities to earn college credit, and to systematically determine and address the learning needs of employees.

Educators' Quality Improvement Program (eQuip)

The Educators' Quality Improvement Program is designed to develop leaders in alignment with the succession planning system of the district. This program builds knowledge and understanding of how the Malcolm Baldrige Education Criteria for Performance Excellence contributes to the continuous quality improvement of district programs and services through MetroQuest. This program also promotes systems thinking, process development, team building and ethics. A low ropes team-building course requires participants to work together to solve problems on their way to accomplishing their goals.



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, as well as Character First!, ethics and customer service.

MetroTeach

MetroTeach is a monthly, just-in-time training approach for new teachers, instructors and their mentors. Participants gain an increased awareness of specific teaching requirements at Metro Tech, as well as general instructional methodologies and tools for classroom management.

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 has completed the development of a Storm Water Pollution Prevention Plan (SWP3) for industrial activities at the Aviation Career Campus. In 2004, the City of OKC conducted the first storm water inspection at the Aviation Career Campus (ACC) and found the facility to be in compliance with all criteria established in the SWP3.

Key Performance Measures

Employee Satisfaction

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 responses of agree to strongly agree were:

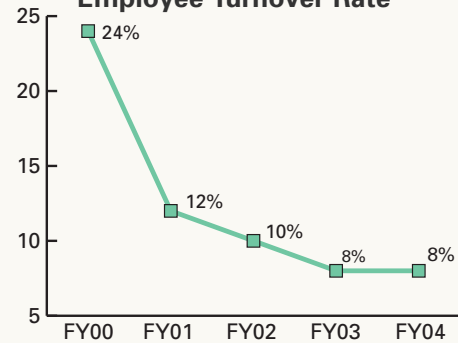
- 3.4: Our mission and goals are aimed at balancing the needs of students and stakeholders.
- 3.4: I have electronic access to the information needed to do my job.
- 3.3: Senior leaders communicate our organization's mission, vision, values, and performance expectations in a variety of ways.
- 3.3: Our 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.

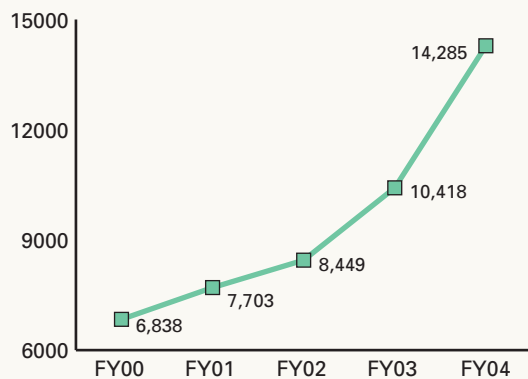
Employee Participation in Survey

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

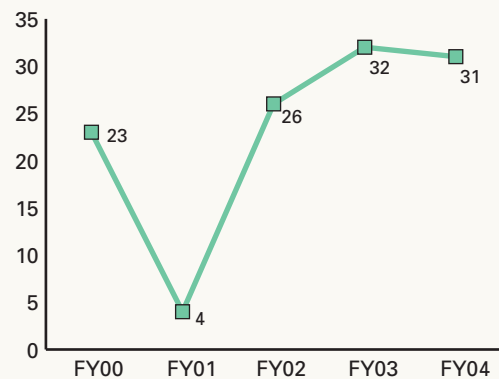
Employee Turnover Rate



Professional Development Hours Reported



Employee Promotions



Minority Employment Rate

Metro Tech formed an Affirmative Action Committee, using the 2003 Oklahoma Employment Security Commission Labor Force Information, to identify areas of underutilization. New census numbers showed Metro Tech had increased the employment of minority populations represented by the Standard Metropolitan Statistical Area (SMSA) except in the Hispanic category. The SMSA Hispanic population had grown from 2% to 5%. Identifying this need produced the development of a systematic process for recruitment of prospective employees.

2004 Metro Tech Workforce

Race	OKC SMSA	Metro Tech Workforce	Difference
White	79%	63%	-16%
Black	9%	28%	19%
Hispanic	5%	2%	-3%
Am Indian	4%	6%	2%
Asian	2%	1%	-1%

Number of Incidents Leading to Workers' Compensation Claims

Fiscal Year	# of Employees	# of Claims	Rate of Claims
FY 04	291	12	4%
FY 03	286	20	7%
FY 02	278	20	7%
FY 01	262	15	6%
FY 00	250	15	6%

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

Key Performance Objectives

1. Maintain high levels of technology availability/uptime.
2. Reduce cycle time of critical processes.
3. Improve employee satisfaction with key software and hardware systems.

Highlights

New Technology Equipment Planning Process

In 2004, the district implemented a new, multi-year planning process for technology equipment acquisitions. The plan was designed to better address the needs of instructional programs and support functions, while maintaining high standards of fiscal responsibility. Major upgrades to instructional equipment, such as a new computerized radiography digital imaging system for the Radiography program and automotive analyzers for the Auto Service Technology program, were approved, along with routine upgrades to computer equipment necessary to maintain reliability and consistency with industry standards.

SMART Boards in the Classroom

Over forty faculty members who participated in Quality in the Classroom training in 2004 received a special bonus. Their classrooms were equipped with interactive white boards, called "SMART Boards." SMART Boards work with a computer and video projector to provide a large computer touch screen. Faculty and students can use the SMART Board like a conventional white board, or they can stand at the SMART Board and control computer applications. This includes marking up images with "digital" markers, then saving their work to a computer file. This technology provides a flexible tool for faculty and creates greater student involvement in presentations, which improves student-learning outcomes.



New Financial Accounting System

In the spring of 2004, the Information Technology team selected the APECS financial accounting system to replace the district's outdated accounting system. The Financial Services, Human Resources, and Information Technology Services departments worked aggressively to meet a July 1, 2004, target date for implementation of APECS. The target was reached successfully, and business went on uninterrupted, including meeting all payroll dates. The new system provides features, such as online purchasing requisitions, on-demand access to budgetary information, and secure employee access to payroll and leave information.

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.

Key Performance Measures

Technology Availability/Uptime

Technology availability and uptime are critical to the daily operation of the district, in instructional programs and in support areas. Due to careful investment in networking technology and computer equipment, along with constant monitoring, the district enjoys high levels of availability and uptime. To ensure that this trend continues, measurement processes are now in place to provide early indicators of any conditions that might lead to service interruptions. Trend data will be provided in future reports.

Employee Satisfaction with Key Software and Hardware Systems

Metro Tech's key software systems, its financial accounting and student information systems, will be replaced by the end of school year 2004-2005. Many hardware systems (computer systems) used by employees are also scheduled to be upgraded in 2005. Employee satisfaction with these upgraded systems will be assessed as the systems are implemented and used over the upcoming years.

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.

Team Participation Rates 2003-2004

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%

Metro Tech systematic processes lead to operational effectiveness.

- Metro Tech has well-developed and fully-deployed processes.
- All decision-making is data driven.
- Strategic aim teams are actively involved in continuous quality improvement.

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.

SPRINGLAKE CAMPUS



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

Student Services Center (SSC)
1600 Springlake Drive

SOUTH BRYANT CAMPUS



4901 S. Bryant Avenue
Oklahoma City, OK 73129

ADULT & CONTINUING EDUCATION CAMPUS



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

AVIATION CAREER CAMPUS



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

BEAUTY ACADEMY



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



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Oklahoma City, OK 73111-5240
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