METROTECH

PERFORMANCE EXCELLENCE PLAN

2026-2031



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AMBASSADOR BINGO




METRO TECH
CHICAGO BULLS






VIVA METRO TECH

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ABOUT METRO TECH

As one of Oklahoma's largest and most diverse career technology centers, Metro Tech operates across four campuses, offering full-time and short-term programs as well as customized business solutions tailored to workforce needs. Campuses are located at the Will Rogers International Airport and in the south, northeast, and downtown areas of Oklahoma City.

Metro Tech is part of the Oklahoma CareerTech system, which offers programs and services in 29 technology center districts and operates on 59 campuses across the state. CareerTech plays a vital role in developing a world-class workforce for Oklahoma employers and prepares Oklahomans to succeed in the workplace, in education, and in life.

#MT4Life

LETTER FROM THE SUPERINTENDENT



It is truly an honor to step into the role of Superintendent and CEO at Metro Tech. This moment is deeply personal for me because Metro Tech has been my professional home for the past 25 years. I have served in support roles, worked directly with students and staff, taught in the classroom, and experienced firsthand the incredible impact this institution has on people's lives.

Throughout the years, one thing has remained constant: Metro Tech changes lives. Today, Metro Tech stands as more than a career and technical education provider. We are a workforce development leader, a community partner, and a catalyst for opportunity. We are preparing students of all ages for meaningful careers while responding to the evolving needs of business and industry across our region.

Our growth reflects that commitment. From expanding healthcare, aviation, and IT programs in partnership with Oklahoma City Public Schools to introducing career exploration opportunities for younger students, we are creating pathways that help learners build successful futures earlier than ever before.

The impact is measurable, but more importantly, it is personal. Thousands of students and adult learners walk through our doors each year seeking opportunity, advancement, and purpose. Behind every statistic is a life transformed.

As we look ahead, our strategic plan provides a clear roadmap for the future. Together, we will continue strengthening student success, investing in our employees, building partnerships, operating responsibly, and ensuring Metro Tech remains innovative, accessible, and responsive to the communities we serve.

I am excited for what lies ahead and grateful to continue serving this remarkable institution and community.

Sincerely,

David Martin
Superintendent/CEO, Metro Tech


OUTSTANDING STUDENT
BEST BESTIES
OUTSTANDING STUDENT
BEST BESTIES


METROTECH


SBC




FRIENDS
A
FRIEND ?

MESSAGE FROM THE BOARD OF EDUCATION



As members of the Metro Tech Board of Education, we are proud to introduce this strategic plan as a reflection of our shared vision for the future of Metro Tech and the communities we serve. This plan represents our commitment to student success, workforce education, innovation, and responsible stewardship.

As Oklahoma's workforce continues to evolve, Metro Tech must continue evolving alongside it. This strategic plan provides a clear roadmap for how we will expand access to education and training, strengthen partnerships with business and industry, and ensure students are skilled and prepared for high demand careers that support our state's economic growth.

Our focus is centered on serving more students, creating stronger workforce pipelines, and increasing opportunities for learners at every stage of life. From middle school career exploration and high school extension programs to adult workforce training and industry certifications, Metro Tech is committed to providing accessible pathways that lead to meaningful careers and long-term success.

Together, we remain committed to preparing Oklahoma's workforce, strengthening our communities, and creating opportunities that change lives.

Sincerely,

Miriam Campos
President, Metro Tech Board of Education

BOARD OF EDUCATION



Miriam Campos
Board President



Jeanean Yanish Jones
Board Vice President



Saul Ortiz
Board Clerk



Greg T. Jones
Board Clerk



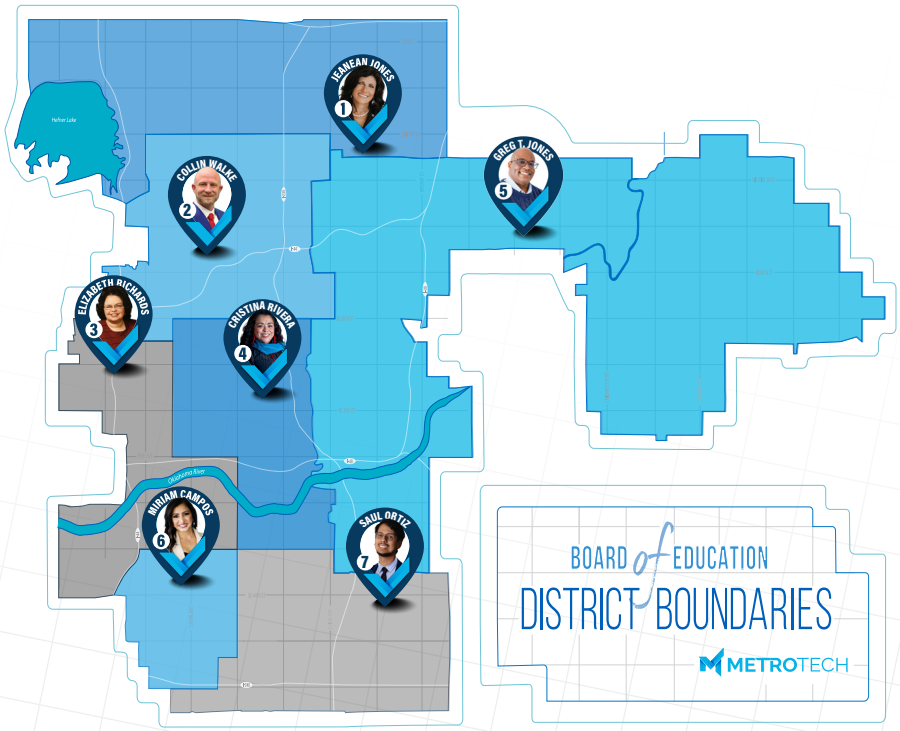
Elizabeth A. Richards
Board Member



Cristina Rivera
Board Member



Collin Walke
Board Member



WHO WE ARE

OUR MISSION

METRO TECHNOLOGY CENTERS PREPARES PEOPLE FOR SUCCESSFUL EMPLOYMENT AND LIFE IN A GLOBAL SOCIETY.



OUR VISION

Metro Technology Centers will be recognized as a strategic partner in economic development by preparing a high-quality workforce.

OUR COMMITMENT

Metro Technology Centers provides the highest quality programs and services enabling students to succeed in their chosen career field.

OUR CORE COMPETENCIES

- Holistic Approach to Education
- Career and Technical Training
- High Skill/High Wage

OUR CORE VALUES

- Student Success
- Innovation
- Collaboration
- Integrity
- Wellness & Safety

OUR FIVE PILLARS

- Student Success
- Talent & Culture
- Partnerships
- Financial Stewardship
- Operational Efficiency

Quality Policy

Metro Technology Centers provides the highest quality programs and services enabling students to succeed in their chosen career field. We are committed to comply with requirements and continually improve the effectiveness of teaching, learning, and the quality management system, based on customer needs and expectations. (Board Policy BP-1007)






EMERGENCY PROCEDURES
ESTD




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STRATEGIC PLANNING PROCESS

Metro Tech's strategic plan was developed through a comprehensive and collaborative process designed to ensure alignment with workforce needs, student success priorities, organizational excellence, and community expectations. The planning process engaged internal and external stakeholders, incorporated data-driven analysis, and established a framework for continuous improvement and accountability.

The strategic planning process was organized into four key phases: Collection & Analysis, Development, Implementation, and Integration. Each phase was intentionally designed to gather meaningful input, evaluate organizational performance, identify emerging opportunities, and create measurable strategies that will guide Metro Tech's future success.



PHASE 1

DATA COLLECTION & ANALYSIS



ESTABLISHING A SHARED UNDERSTANDING

The first phase focused on gathering broad stakeholder input and conducting a comprehensive environmental analysis to better understand Metro Tech's strengths, challenges, opportunities, and future workforce demands. Metro Tech engaged employees, students, community members, industry partners, and advisory groups to ensure the strategic plan reflected the needs and priorities of the communities it serves.

Input was collected through multiple feedback channels, including:

- Great Place to Work surveys
- District Master Plan surveys
- Accreditation feedback
- Student satisfaction surveys
- Superintendent's Business and Education Advisory Council
- Student and employee innovation hubs

More than 2,000 stakeholders contributed feedback throughout the process, providing valuable perspectives that helped identify recurring themes and organizational priorities. The planning team analyzed this information to identify trends, workforce needs, and opportunities for growth and improvement.

EMERGING THEMES IDENTIFIED

Several consistent themes emerged during the analysis phase, including:

- Workforce-aligned programs
- Instructional excellence
- Industry partnerships
- Student access and support
- Employee talent development
- Revenue diversification
- Facilities modernization
- Data and continuous improvement

These themes became the foundation for the strategic pillars and goals that now shape Metro Tech's long-term direction.

PHASE 2

DEVELOPMENT

CREATING THE STRATEGIC FRAMEWORK

During the development phase, Metro Tech translated stakeholder feedback and organizational priorities into a measurable strategic framework. Leadership teams, steering committees, and stakeholders worked collaboratively to define strategic pillars, establish goals and objectives, identify key performance indicators, and determine success measures.

The development process focused on creating:

- Clearly defined strategic pillars
- Measurable objectives
- Data-informed performance metrics
- Long-term performance projections
- Accountability systems for monitoring progress

This process resulted in five interconnected strategic pillars:

1. Student Success
2. Talent & Culture
3. Partnerships
4. Financial Stewardship
5. Operational Efficiency

Each pillar includes measurable objectives and key performance indicators designed to monitor organizational progress and ensure continuous improvement.

The planning process also emphasized alignment between strategic priorities and operational execution. Departments and campuses will use the strategic framework to develop Performance Excellence Plans that directly support institutional goals and measurable outcomes.



PHASE 3

IMPLEMENTATION

TURNING STRATEGY INTO ACTION

The implementation phase focuses on communicating the strategic plan across the organization and integrating goals into daily operations. Metro Tech's strategic plan will be formally launched through communication campaigns, publications, and organizational presentations to ensure stakeholders understand the institution's priorities and future direction.

Departments and campuses will develop action plans tied directly to strategic objectives, including:

- Strategic actions
- Responsible teams
- Performance indicators
- Success criteria
- Quarterly progress monitoring

Quarterly monitoring and tracking processes will ensure accountability, provide transparency, and allow leadership teams to evaluate progress and make adjustments as needed. This approach reinforces Metro Tech's commitment to continuous improvement and operational excellence.



PHASE 4

INTEGRATION

CONTINUOUS IMPROVEMENT AND LONG-TERM SUSTAINABILITY

Metro Tech recognizes that strategic planning is an ongoing process rather than a one-time initiative. The integration phase focuses on embedding the strategic plan into organizational culture, operational systems, and performance management practices.

This phase includes:

- Reviewing organizational scorecards
- Evaluating Performance Excellence Plans
- Monitoring outcomes and trends
- Updating strategic priorities as needed
- Aligning future planning efforts with organizational performance data

By continuously reviewing performance metrics and stakeholder feedback, Metro Tech ensures the strategic plan remains responsive, relevant, and aligned with evolving workforce and community needs.



METRO TECH

STRATEGIC PLAN FRAMEWORK

Building Workforce Excellence Through Innovation, Partnerships, and Student Success

Metro Tech's strategic plan was developed through a comprehensive and collaborative process designed to ensure alignment with workforce needs, student success priorities, organizational excellence, and community expectations. The planning process engaged internal and external stakeholders, incorporated data-driven analysis, and established a framework for continuous improvement and accountability.

The strategic planning process was organized into four key phases: Collection & Analysis, Development, Implementation, and Integration. Each phase was intentionally designed to gather meaningful input, evaluate organizational performance, identify emerging opportunities, and create measurable strategies that will guide Metro Tech's future success.

1 **STUDENT SUCCESS**
Goal: Deliver high-quality, industry-aligned education

2 **TALENT & CULTURE**
Goal: Recruit, develop, and retain exceptional employees

3 **PARTNERSHIPS**
Goal: Strengthen partnerships with industries, schools, and community organizations

4 **FINANCIAL STEWARDSHIP**
Goal: Ensure long-term financial success

5 **OPERATIONAL EFFICIENCY**
Goal: Ensure sufficient operational systems, processes, and resources



PILLAR 1

STUDENT SUCCESS

DELIVER HIGH-QUALITY, INDUSTRY-ALIGNED EDUCATION

Student success remains the core of Metro Tech's mission. Metro Tech is committed to providing innovative, hands-on learning experiences that prepare students for high-demand careers, postsecondary education, and lifelong success. Through industry-aligned curriculum, real-world training opportunities, and exceptional instruction, Metro Tech empowers students to thrive in a rapidly evolving workforce. Metro Tech will focus on increasing student completion rates, expanding work-based learning opportunities, improving instructional effectiveness, and strengthening placement outcomes after program completion. By aligning programs with labor market demands and industry-recognized certifications, Metro Tech ensures students graduate workforce-ready and equipped with the skills employers value most.

KEY OBJECTIVES

- Increase student placement after completion
- Increase completion/retention rate
- Expand work-based learning opportunities
- Improve instructional effectiveness

MEASURES OF SUCCESS

Related Placement Rate
Positive Placement Rate
Industry-Recognized Certification Pass Rate
Completion/Retention Rate
Drop Rate
Absence Rate
Learn-at-Work Rate
Student Instructional Satisfaction Rate
Instructor Highly Effective Percentage (#5 Assessment Practices)



PILLAR 2

TALENT & CULTURE

RECRUIT, DEVELOP, AND RETAIN EXCEPTIONAL EMPLOYEES

Metro Tech recognizes that employee excellence drives student success. The organization is committed to cultivating a workplace culture where employees feel valued, supported, and empowered to grow professionally. By investing in leadership development, professional learning, and employee engagement, Metro Tech strengthens its ability to attract and retain top talent.

Metro Tech will continue fostering a collaborative and innovative culture that promotes employee well-being, professional advancement, and organizational excellence. Strategic efforts will focus on leadership development, internal growth opportunities, and maintaining a workplace culture that reflects the organization's core values and commitment to excellence.

KEY OBJECTIVES

- Attract and retain high-quality talent
- Cultivate an exceptional workplace culture
- Grow employee talent

MEASURES OF SUCCESS

Employee Retention Rate
Number of Days to Fill Position
GPTW Statement Percentage
GPTW Overall Average Percentage
GPTW Leadership Behavior Percentage
Professional Development Rate



PILLAR 3

PARTNERSHIPS

STRENGTHEN PARTNERSHIPS WITH INDUSTRIES, SCHOOLS, AND COMMUNITY ORGANIZATIONS

Strong partnerships are essential to workforce development and economic vitality. Metro Tech collaborates closely with business and industry leaders, K-12 schools, higher education institutions, and community organizations to ensure programs remain responsive to workforce needs and community priorities.

Metro Tech will continue expanding strategic partnerships that create opportunities for students, strengthen workforce pipelines, and support economic growth throughout the region. Through advisory committees, customized business training, extension programs, and community engagement initiatives, Metro Tech remains a trusted workforce and education partner.

KEY OBJECTIVES

- Retain students from extension programs
- Improve advisory committee engagement
- Increase the number of training hours and clients served
- Increase customer satisfaction

MEASURES OF SUCCESS

Percentage of Retained Extension Programs Students
Advisory Committee Participation Rate
Advisory Committee Effectiveness Rate
Number of New Clients Served
Number of Repeat Clients Served
Number of Contact Hours
Conference Services Utilization
Customer Satisfaction Rate



PILLAR 4

FINANCIAL STEWARDSHIP

ENSURE LONG-TERM FINANCIAL SUCCESS

Metro Tech is committed to responsible financial management that supports innovation, operational excellence, and long-term sustainability. Through strategic planning, careful budgeting, and data-informed decision-making, Metro Tech ensures resources are aligned with institutional priorities and student needs.

Metro Tech will prioritize investments in programs, facilities, technology, and workforce infrastructure that maximize student outcomes and community impact. Maintaining strong fiscal health allows Metro Tech to remain adaptable, responsive, and prepared for future opportunities and challenges.

KEY OBJECTIVES

- Prioritize strategic investments in programs and capital
- Ensure long-term financial sustainability and funding

MEASURES OF SUCCESS

Facilities Condition Index
Program Health Index
Fund Balance Percentage of Budgeted Expenditures
Personnel Cost Ratio





PILLAR 5

OPERATIONAL EFFICIENCY

ENSURE SUFFICIENT OPERATIONAL SYSTEMS, PROCESSES, AND RESOURCES

Operational efficiency ensures Metro Tech can effectively support students, employees, and partners through reliable systems, safe environments, and efficient processes. Metro Tech is committed to modernizing operations, improving internal systems, and leveraging technology to enhance organizational performance.

Metro Tech will continue investing in operational infrastructure, cybersecurity, preventative maintenance, safety initiatives, and knowledge management systems that improve efficiency and support long-term institutional success. These efforts will create a stronger, safer, and more connected learning environment for all stakeholders.

KEY OBJECTIVES

- Improve internal operations
- Strengthen facilities and technology
- Protect people and property

MEASURES OF SUCCESS

Document Management System Implementation
Transportation: On-Time Delivery Rate
Custodial: Implement electronic form for cleanliness reporting
Warehouse: Implement electronic form for inventory reporting
Preventative Maintenance Compliance Rate
System/Network Uptime Rate
Percentage of Staff with Cybersecurity Awareness Training
Total Recordable Staff Injury Incident Rate
Quarterly Employee Safety Training Completion Rate
Number of Quarterly Safety Inspections








INTRODUCTION OF
NEW EMPLOYEES





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metrotech.edu | 405.424.TECH

OKLAHOMA CareerTech

OKLAHOMA'S WORKFORCE LEADER