Gordon Cooper Technology Center’s
Oklahoma Quality Award Application
HOW GORDON COOPER FITS THE CRITERIA
Organizational Profile

**Motto**
Excellence in All We Do!

**Mission**
Training, Services, and Economic Development

**Vision Statement**
To be the premier provider of training and services; leading to empowered citizens, thriving families, vibrant communities, and economic prosperity.
Primary Market
Citizens of Gordon Cooper Technology Center’s District

Market Segments
Communities, Students, and Businesses within the GCTC Partner School districts
Category 1 - Leadership

• 5 person elected board hires a superintendent
• Superintendent responsible for school operations.
• Oklahoma Department of Career and Technology Education
• Oklahoma Department of Education
• Executive Team
• Leadership Team
• Strategies and Targets
Category 2 - Strategic Planning

**GCTC Customer Inputs**
- Business & Community contacts
- Staff Surveys
- Student and Customer Surveys
- Advisory Committee Meetings
- Internal Committees

**Executive Team Compile Summary Reports for Leadership Team**

**Regulatory And Other Inputs**
- State Laws and Regulations
- Board Policy
- Peer Inputs
- Performance Data
- Periodic Strategic Planning

**Leadership Team Analyzes Inputs to evaluate Strategic Goals and set Tactical District Targets for the upcoming year**

**Minutes from Leadership Team Planning**

**Executive Team uses inputs to set Strategic Objectives and District Targets for the upcoming year**

**Strategic Objectives and District Targets approved by Board of Education**
- Measured Quarterly.
- Evaluated Annually.
Category 3-Customer Focus

• Types of programs to meet needs for various customer groups
  – Full-time Career Majors
  – Short-term courses
  – Customized Training
  – Business development

• Importance of Customer Survey information

• Use of Advisory Committees
Category 4 - Measurements, Analysis, and Knowledge Management

• Annual District targets
• Full-time Career Majors
  – Program review measures
• Short-term adult classes
  – Student satisfaction
  – Cancelation rates
• Other measures
  – Competency exams
  – Industry certifications
  – Work Keys
  – Job readiness assessments
  – End of Instruction Exams
Category 5-Workforce Focus

• Incentive Plans
• Staff recognition opportunities
  – Certified Instructor of the year
  – Non-certified Instructor of the year
  – Adult Program Person of the year
  – Support Employee of the year
• Employee satisfaction survey
• Workforce engagement measured by:
  – Departmental and program performance measures
  – Employee satisfaction survey feedback
  – Annual staff evaluations
  – Staff participation in school committees
Core work processes for GCTC focus on meeting the needs of our customers—high school students, adult students, business clients, and the public that uses our facilities.
1. Input from advisory committees, business contacts, planning, and local economic trends

2. Research and identify program needs: curriculum, equipment, space, instruction, etc.

3. Design Program, allocate resources, hire instructor, identify outcomes, set goals

4. Recruit and enroll into program/class

5. Measure results and evaluate outcomes

Decision to provide training or pursue other options.

GO

Outcomes NOT met

Modify & re-design solution

Outcomes met

Record and validate results

GO

NO
Category 7-Results

GCTC collects data in many areas to compare performance and to ensure the customer needs are being met.
Full-time Career Major Completion/Retention FY 08

Completion/Retention
Gordon Cooper

- Retained in Program: 89%
- Transfers: 7%
- Leavers: 5%

Completion/Retention
Statewide

- Retained in Program: 87%
- Transfers: 7%
- Leavers: 6%
Full-time Career Major Placement FY 08

Placement Gordon Cooper

- Military: 37%
- Employed Related: 52%
- Employed Non-related: 3%
- Continuing Education: 3%
- Unemployed Seeking: 2%
- Not in Labor Force: 2%

Placement Statewide

- Military: 44%
- Employed Related: 41%
- Employed Non-related: 4%
- Continuing Education: 6%
- Unemployed Seeking: 2%
- Not in Labor Force: 2%
Enrollment in Full-Time Career Majors

FY 06  FY 07  FY 08
Enrollment in Short-Term Training

![Graph showing enrollment in short-term training from FY 06 to FY 08 for different categories: GCTC, TC 1, TC 2, TC 3, TC 4, TC 5, and TC 6.](image-url)
FTE Enrollments

FY 06: Full-time Programs (1108), Short-Term FTE (1108), Total FTE (1108)
FY 07: Full-time Programs (1281), Short-Term FTE (1281), Total FTE (1281)
FY 08: Full-time Programs (1184), Short-Term FTE (1184), Total FTE (1184)
FY 09: Full-time Programs (1323), Short-Term FTE (1323), Total FTE (1323)
% of Eligible 11th & 12th Graders Enrolled in Full-Time Programs

FY 06 | FY 07 | FY 08

GCTC
TC 1
TC 2
TC 3
TC 4
TC 5
TC 6
Program Outcomes - Placement

FY 08
Positive Placement Comparison
FY 08

- GCTC: 95.00%
- State Avg: 5%
- TC 1: 0.00%
- TC 2: 20.00%
- TC 3: 40.00%
- TC 4: 60.00%
- TC 5: 80.00%
- TC 6: 100.00%
- Other: 120.00%

Positive Placement

Other

5%
Budget Expenditures as a % of Total Budget

- Classroom Instruction
- Guidance & Counseling
- General Administration
- General Support
- Student Transportation
- Operation of Plant
- Other Services

- GCTC
- State Avg.
- TC 1
- TC 2
- TC 3
- TC 4
- TC 5
- TC 6
Short-Term Post Class Evaluations

Based on a 5 point scale

Instructor Understood
Instructor Prepared
Goals Met
Discussion
Instructor Helped
Parking
Restrooms
Enrollment
Security

Needs Improvement
Very Poor

Excellent
Good
Okay

Spring 08  Fall 08  Spring 09  Fall 09
WorkKeys Statistics FY 09

- Gold: 25%
- Silver: 6%
- Bronze: 20%
- No Credential: 2%
- Incomplete: 57%
Status of Career Major Students

- Completed Career Major: 299
- Course Concentrator: 20
- Continuing Career Major: 224
- Changed Career Majors: 19
- Transferred to Another School: 42
- Dropped: 11
Positive Placement Rate for FY 09

Positive Placement

- 96.40%
- 3.60%

Other
Certification Pass Rates Short-term Adult Classes

Certification Pass Rate

- 759 # Passing Certification Test
- 11 # Failing Certification Test
Employees in my department consistently put in extra effort beyond what is expected. (95% Agree Somewhat, Strongly, or Completely)