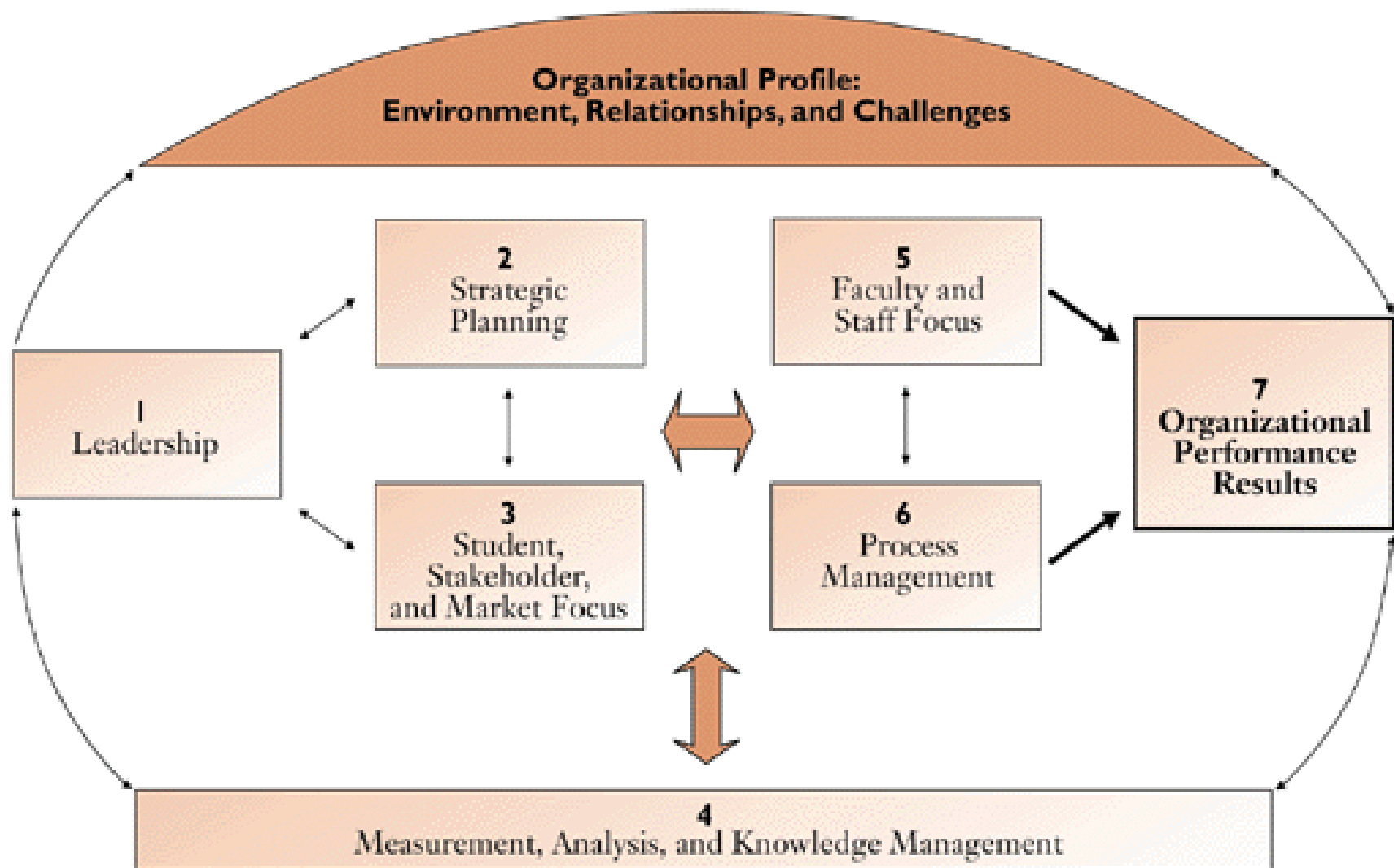


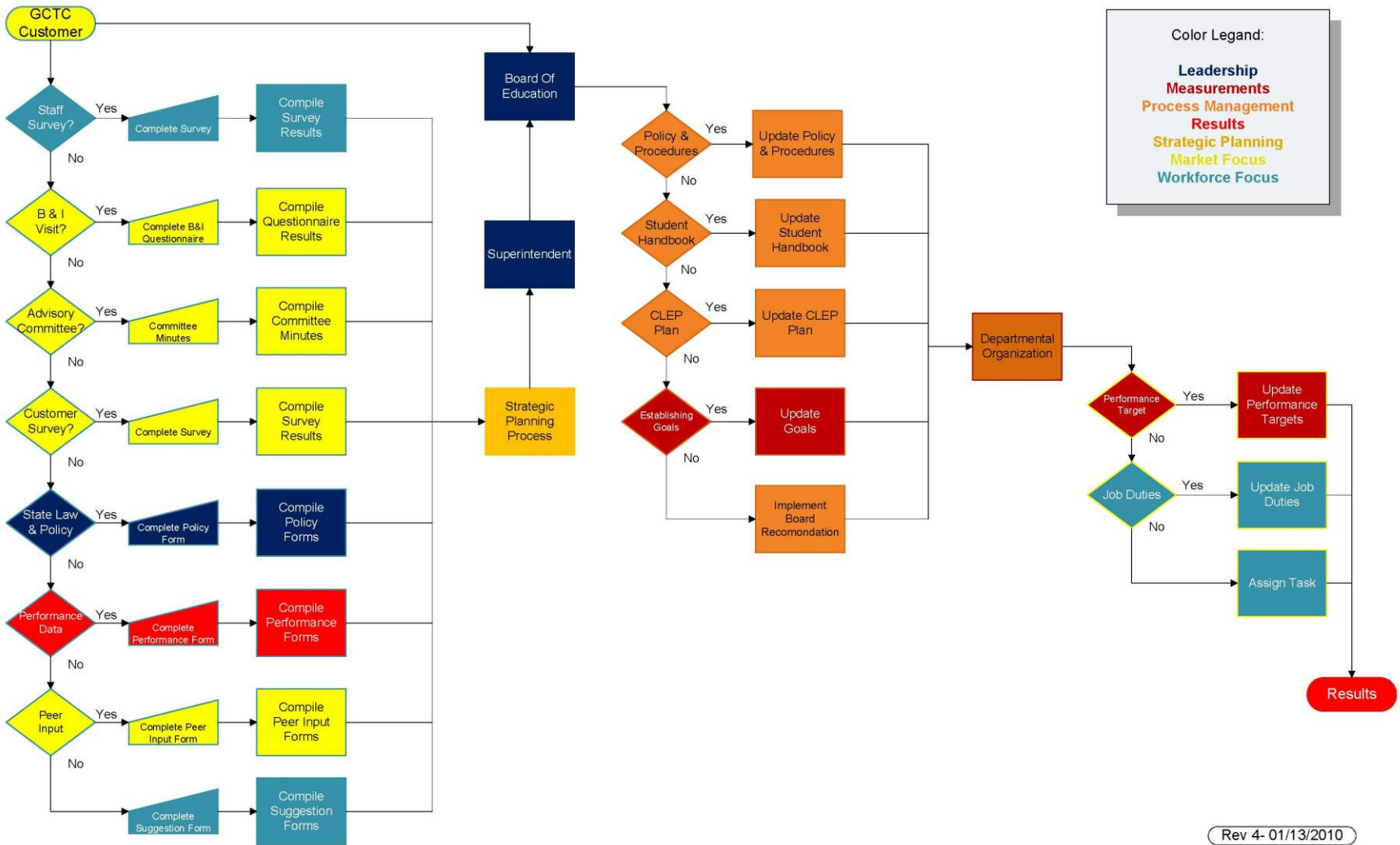
Gordon Cooper Technology Center's Oklahoma Quality Award Application

Oklahoma Quality Award and Baldrige Criteria

Baldrige Education Criteria for Performance Excellence Framework: A Systems Perspective



HOW GORDON COOPER FITS THE CRITERIA



Organizational Profile

Motto

Excellence in All We Do!

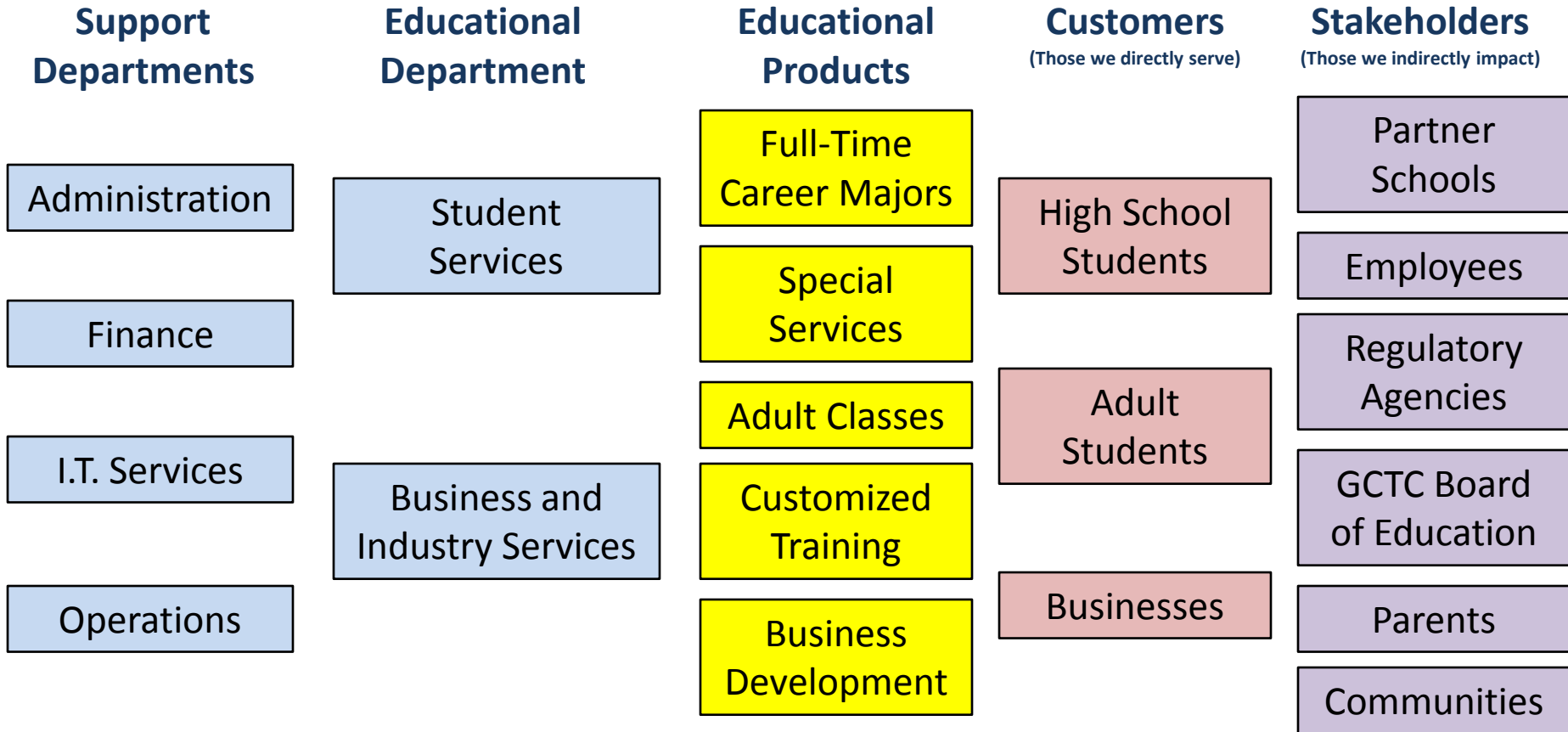
Mission

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.

Gordon Cooper Technology Center Profile



Primary Market

Citizens of Gordon Cooper Technology Center's District

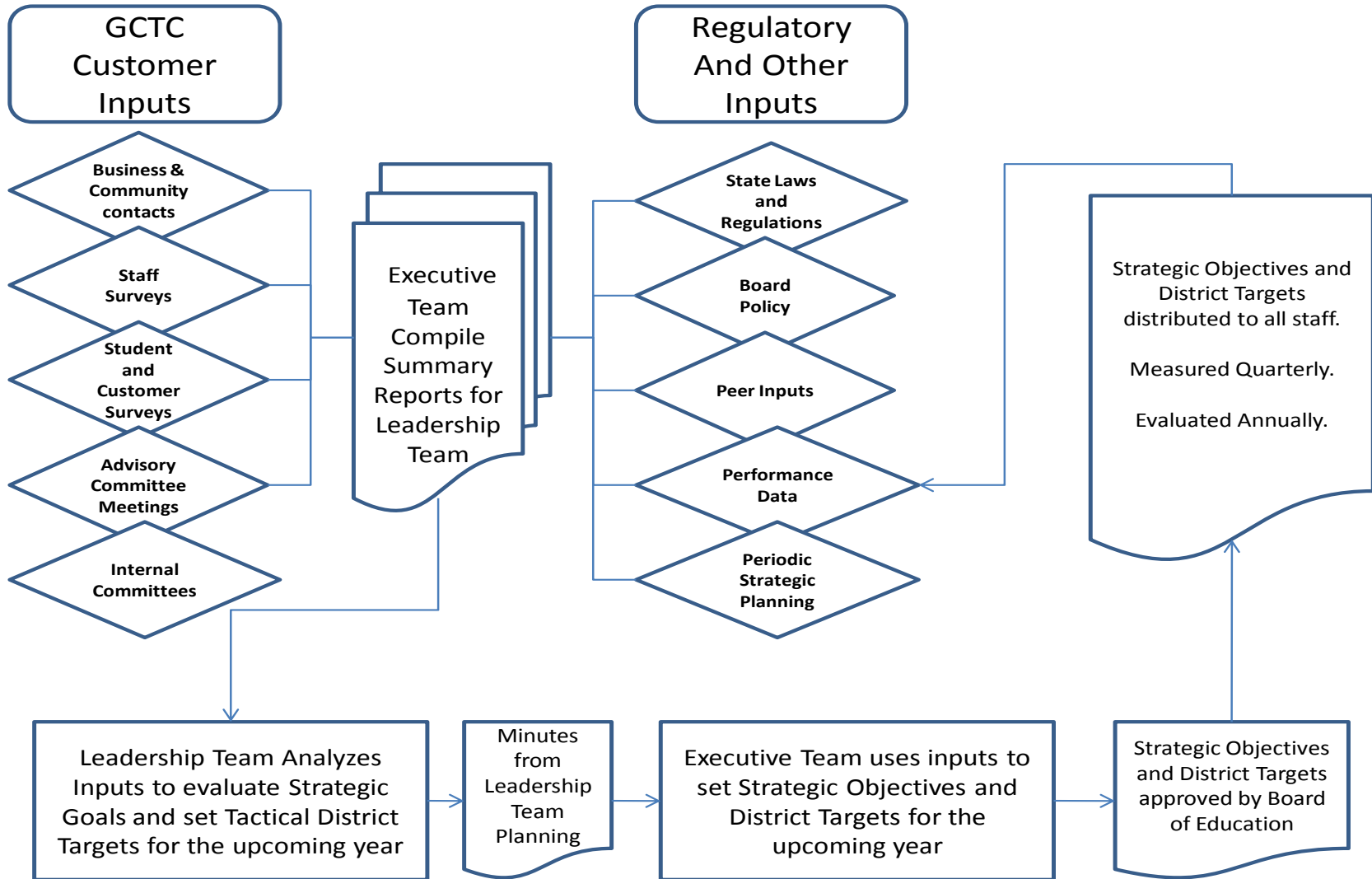
Market Segments

Communities, Students, and Businesses within the GCTC Partner School districts

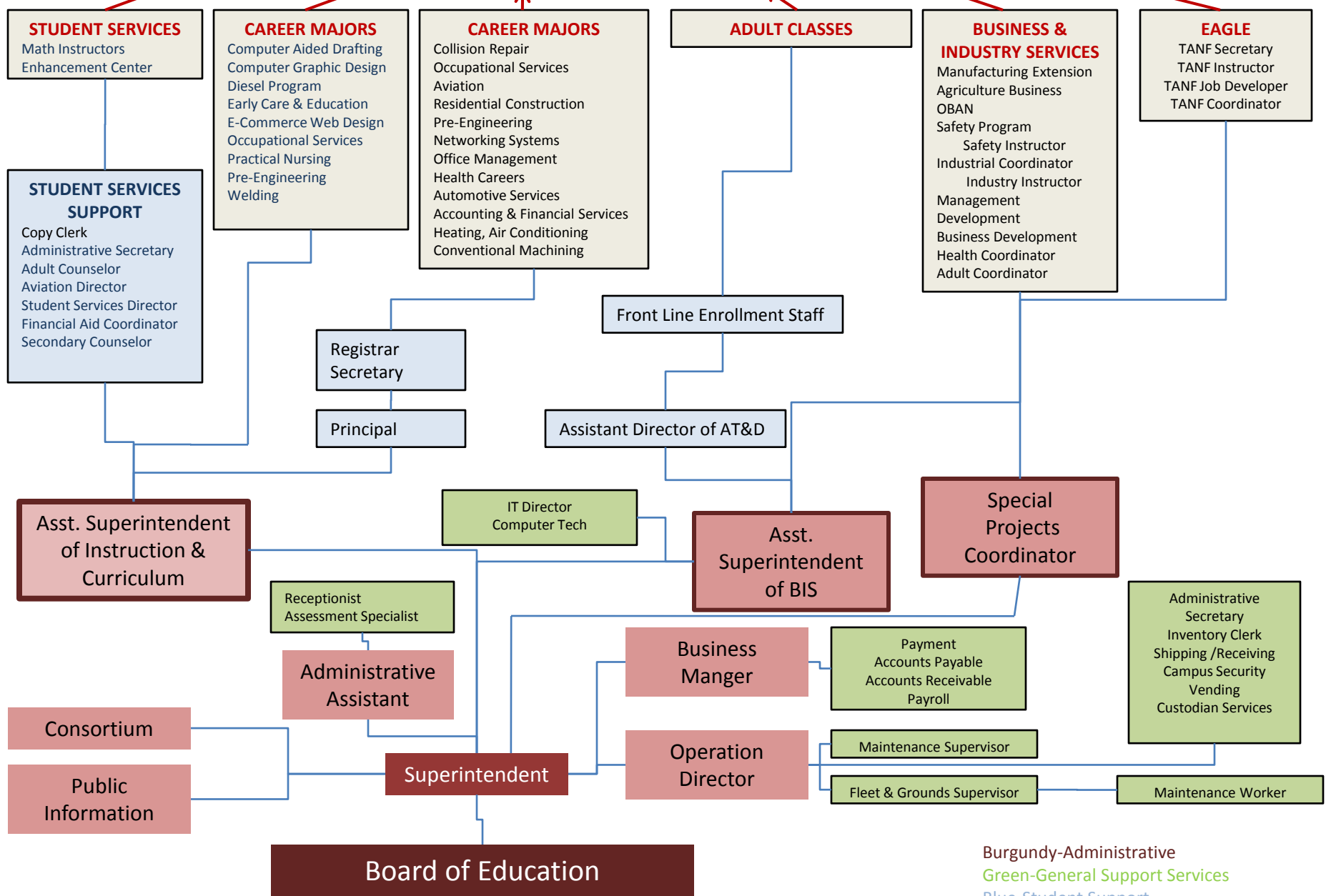
Category 1 - Leadership

- 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



Business and Industry—Students



Board of Education

Burgundy-Administrative
 Green-General Support Services
 Blue-Student Support
 Gray-Direct Student Services

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

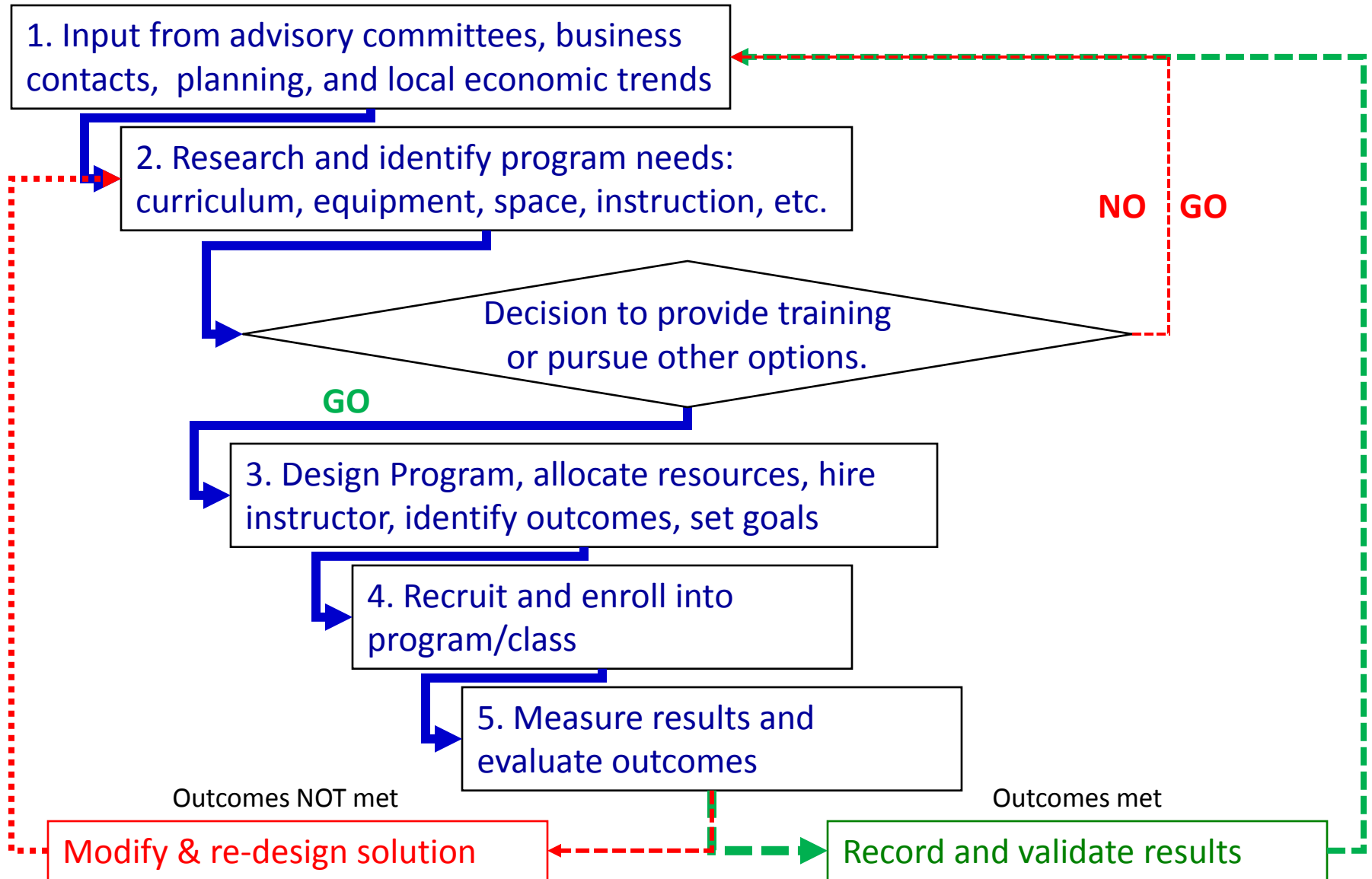
Category 5-Workforce Focus

- 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

Category 6-Process Management

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.

Program Process Design

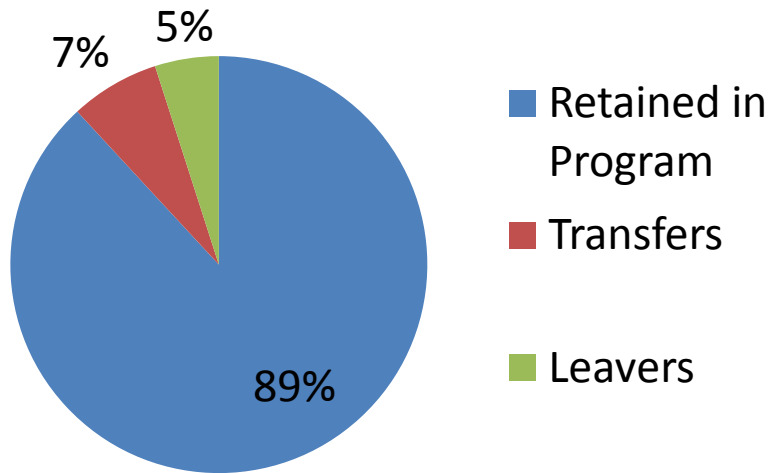


Category 7-Results

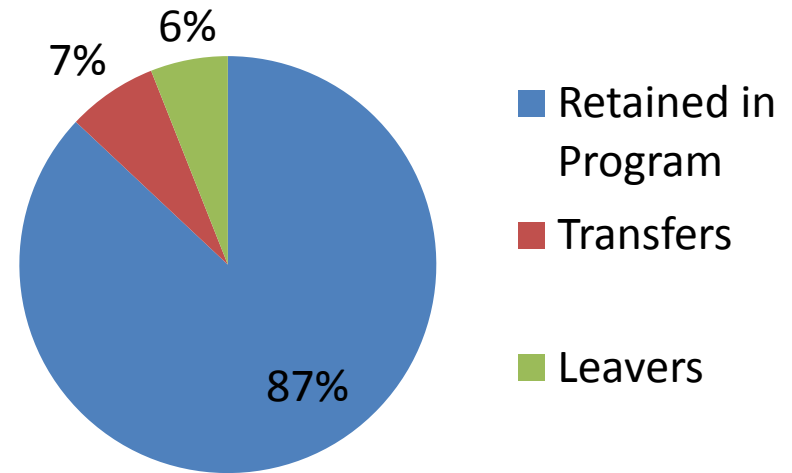
GCTC collects data in many areas to compare performance and to ensure the customer needs are being met.

Full-time Career Major Completion/Retention FY 08

**Completion/Retention
Gordon Cooper**

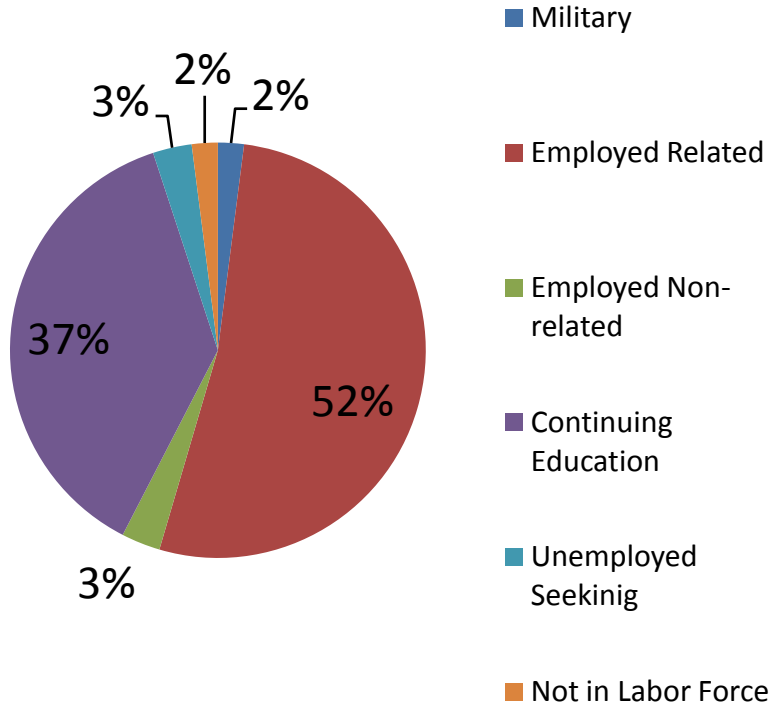


**Completion/Retention
Statewide**

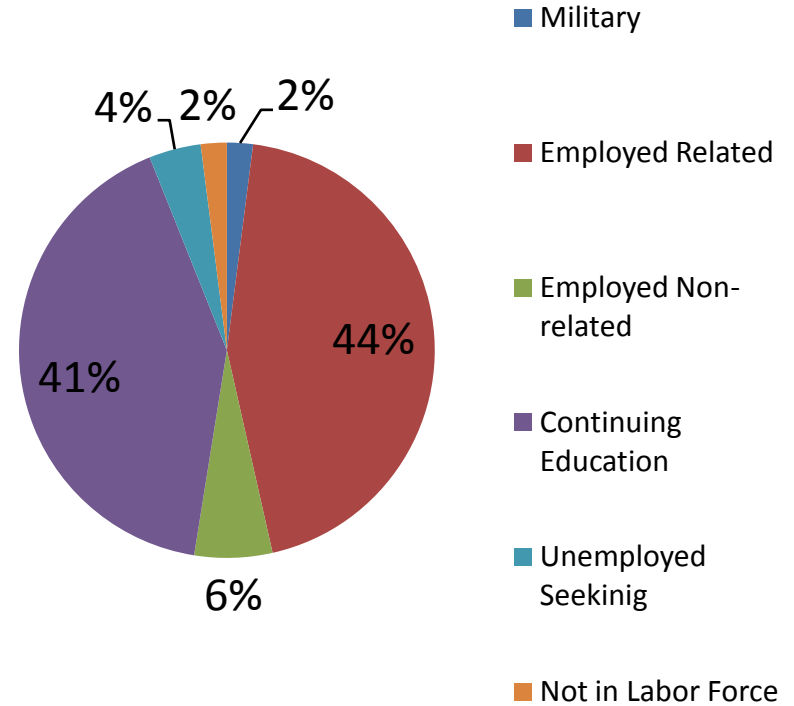


Full-time Career Major Placement FY 08

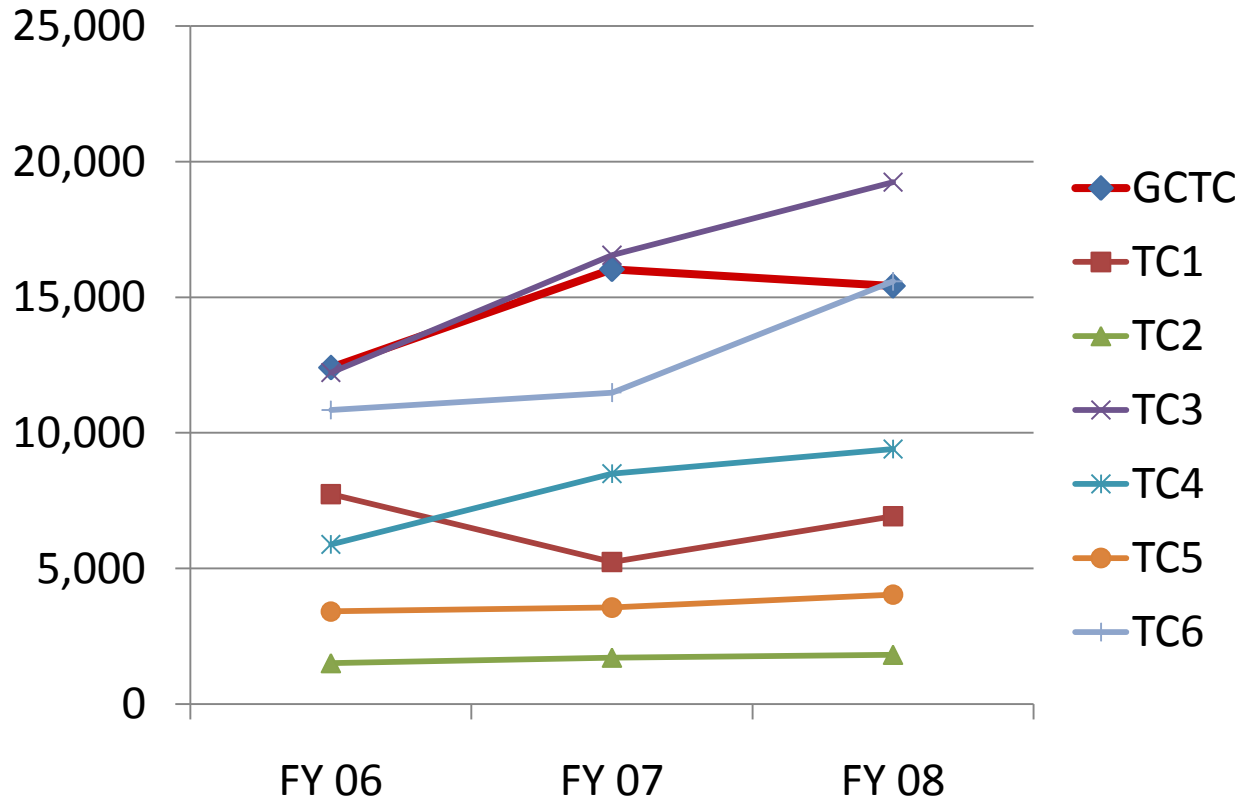
Placement Gordon Cooper



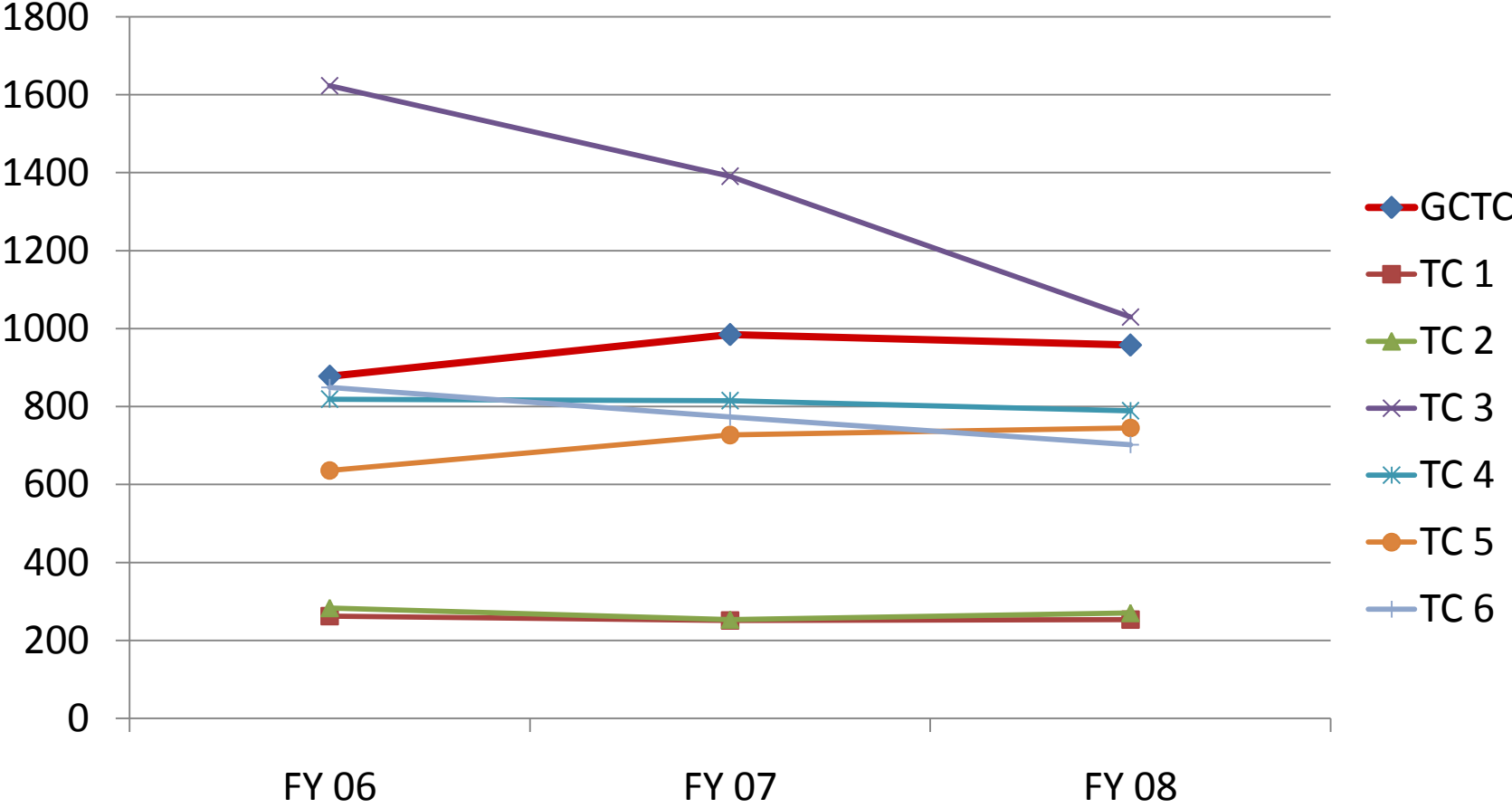
Placement Statewide



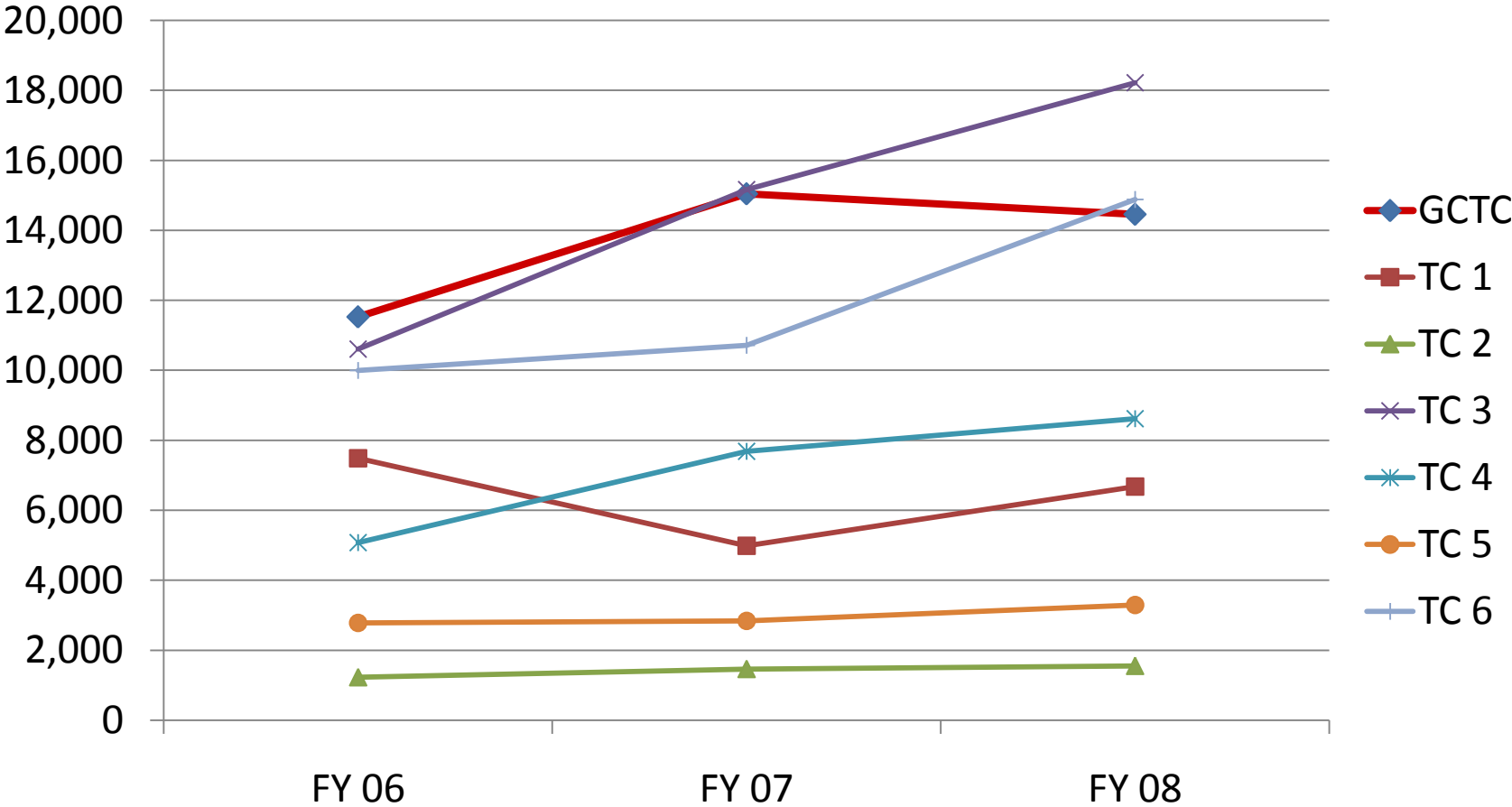
Total Enrollment



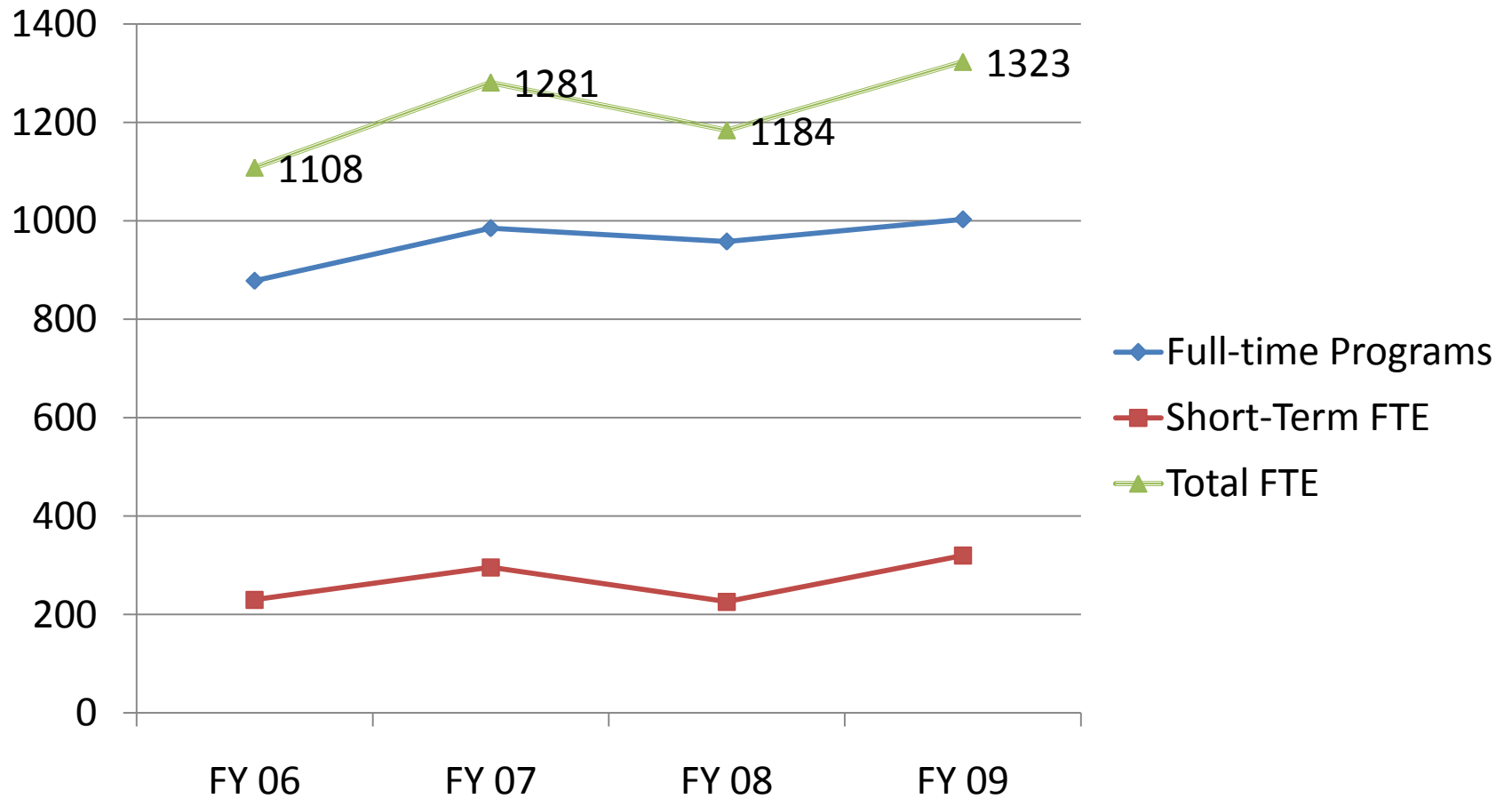
Enrollment in Full-Time Career Majors



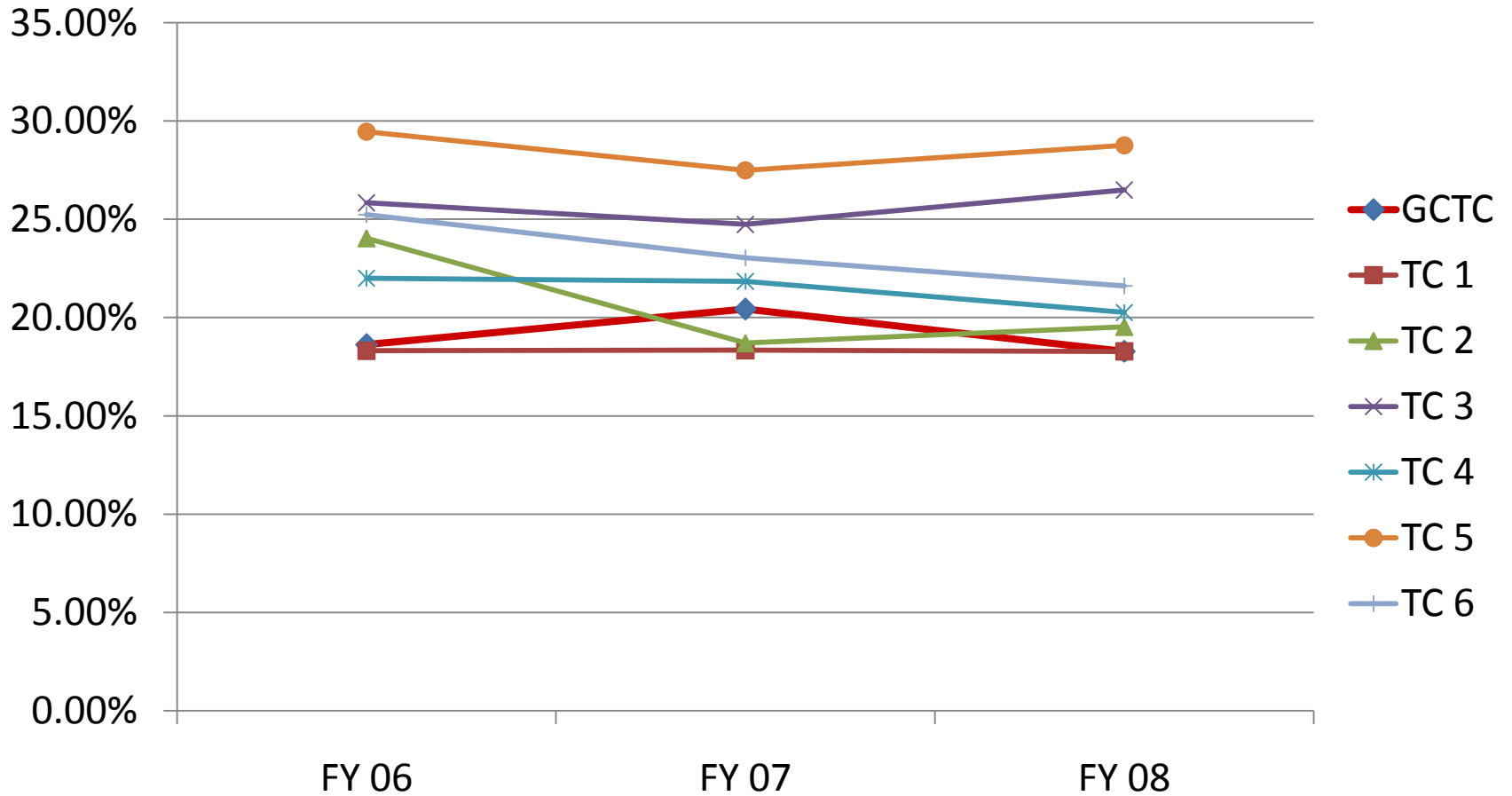
Enrollment in Short-Term Training



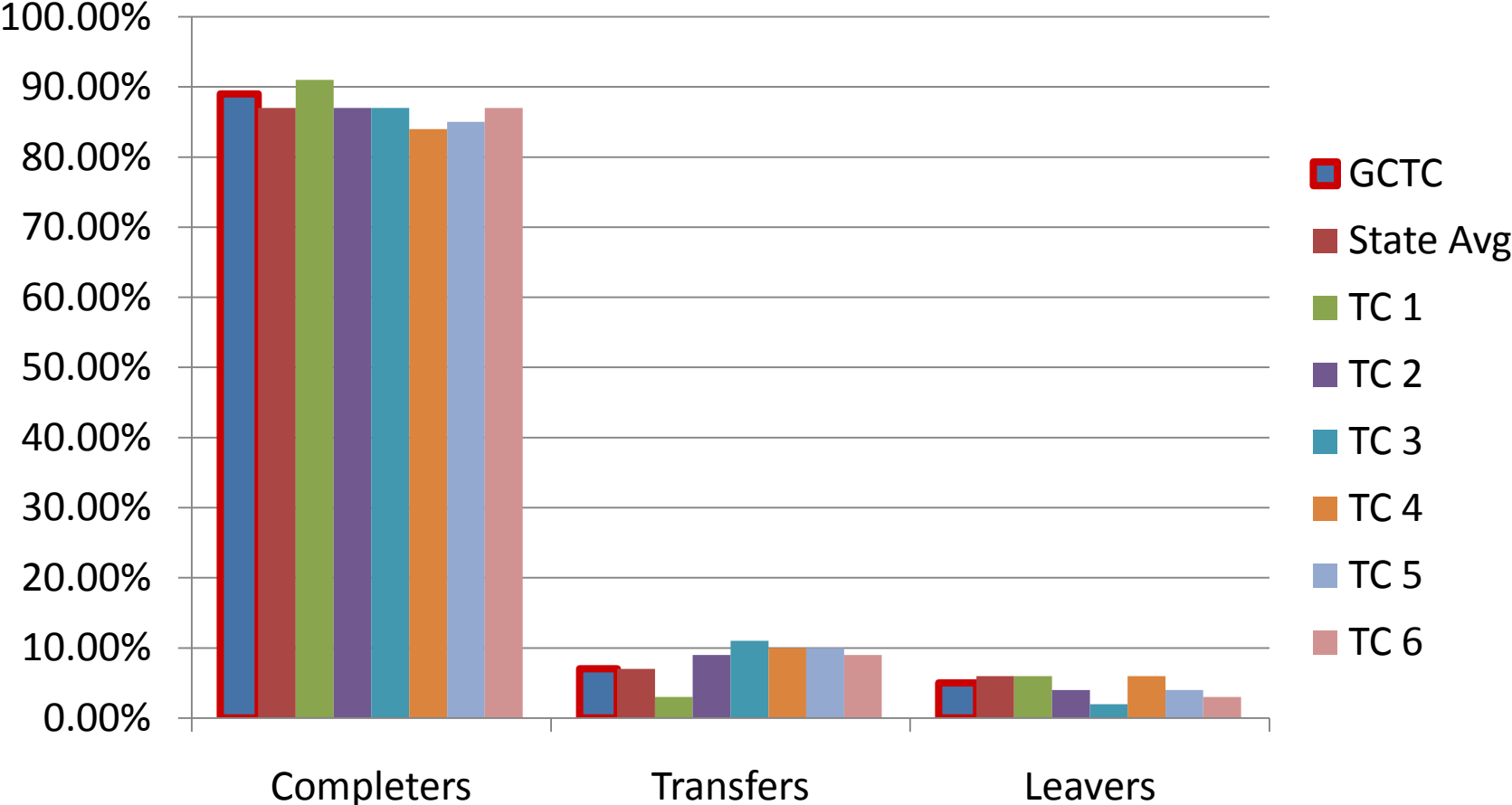
FTE Enrollments



% of Eligible 11th & 12th Graders Enrolled in Full-Time Programs

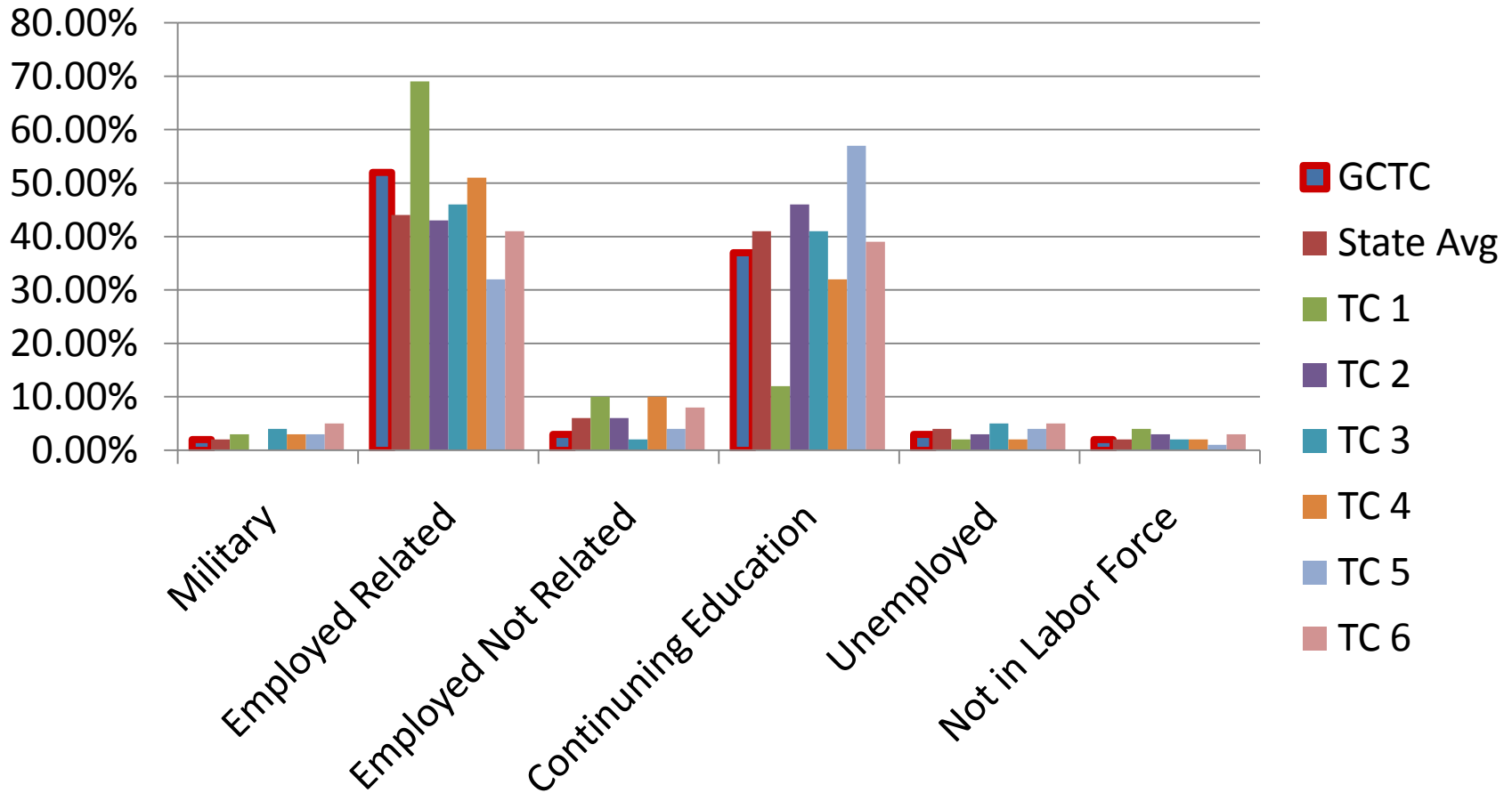


Program Outcomes Retention



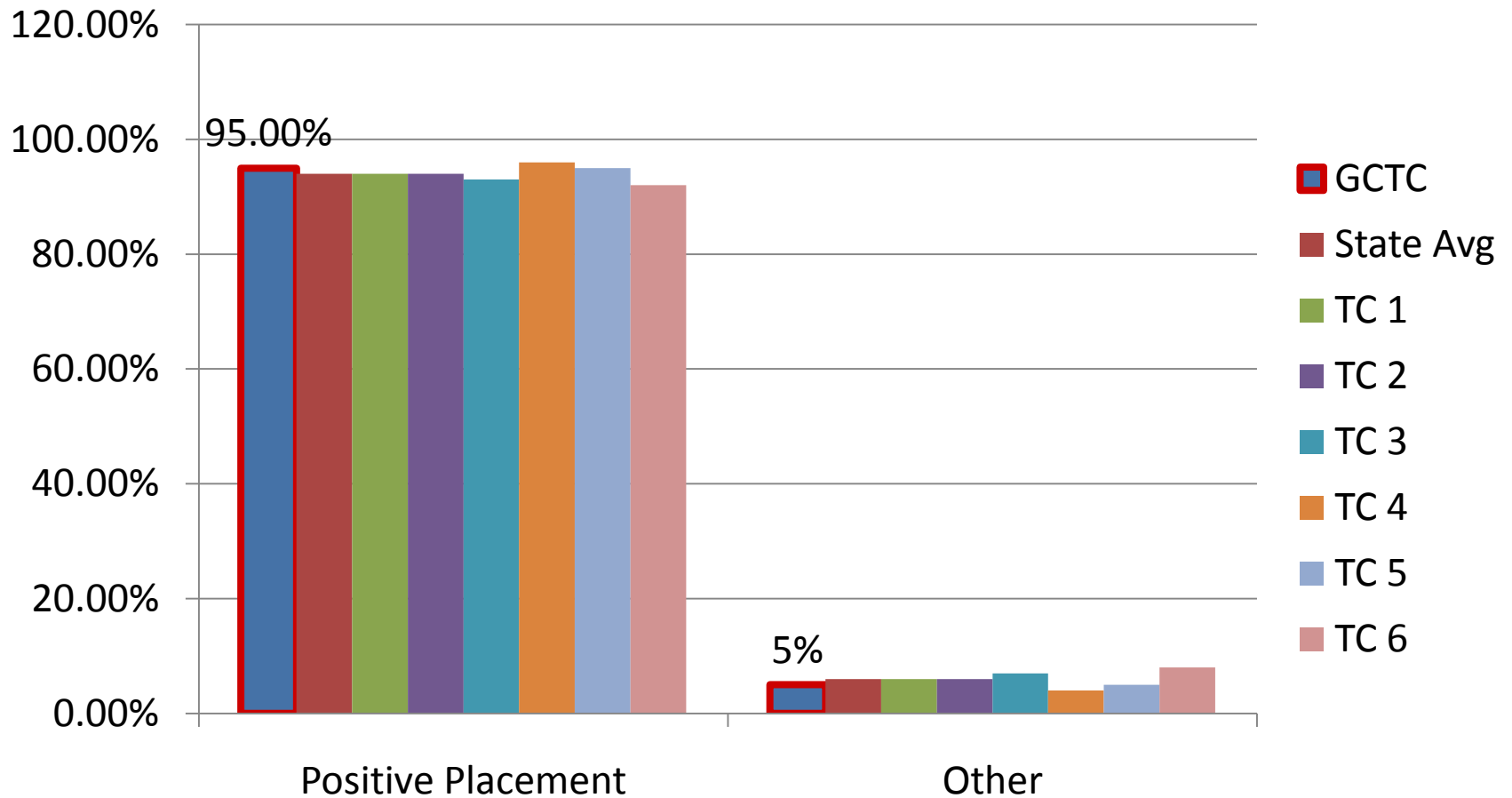
Program Outcomes-Placement

FY 08

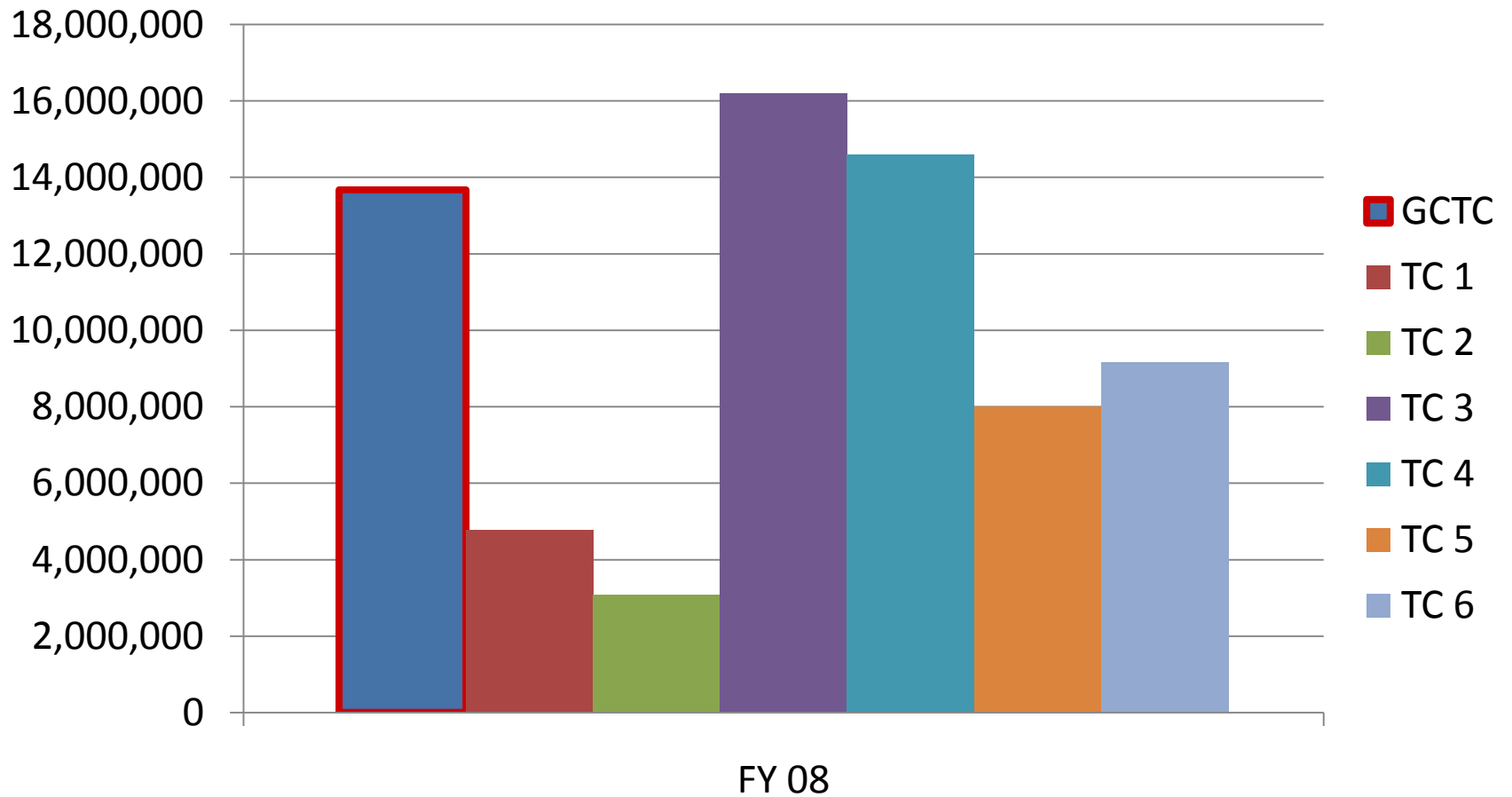


Positive Placement Comparison

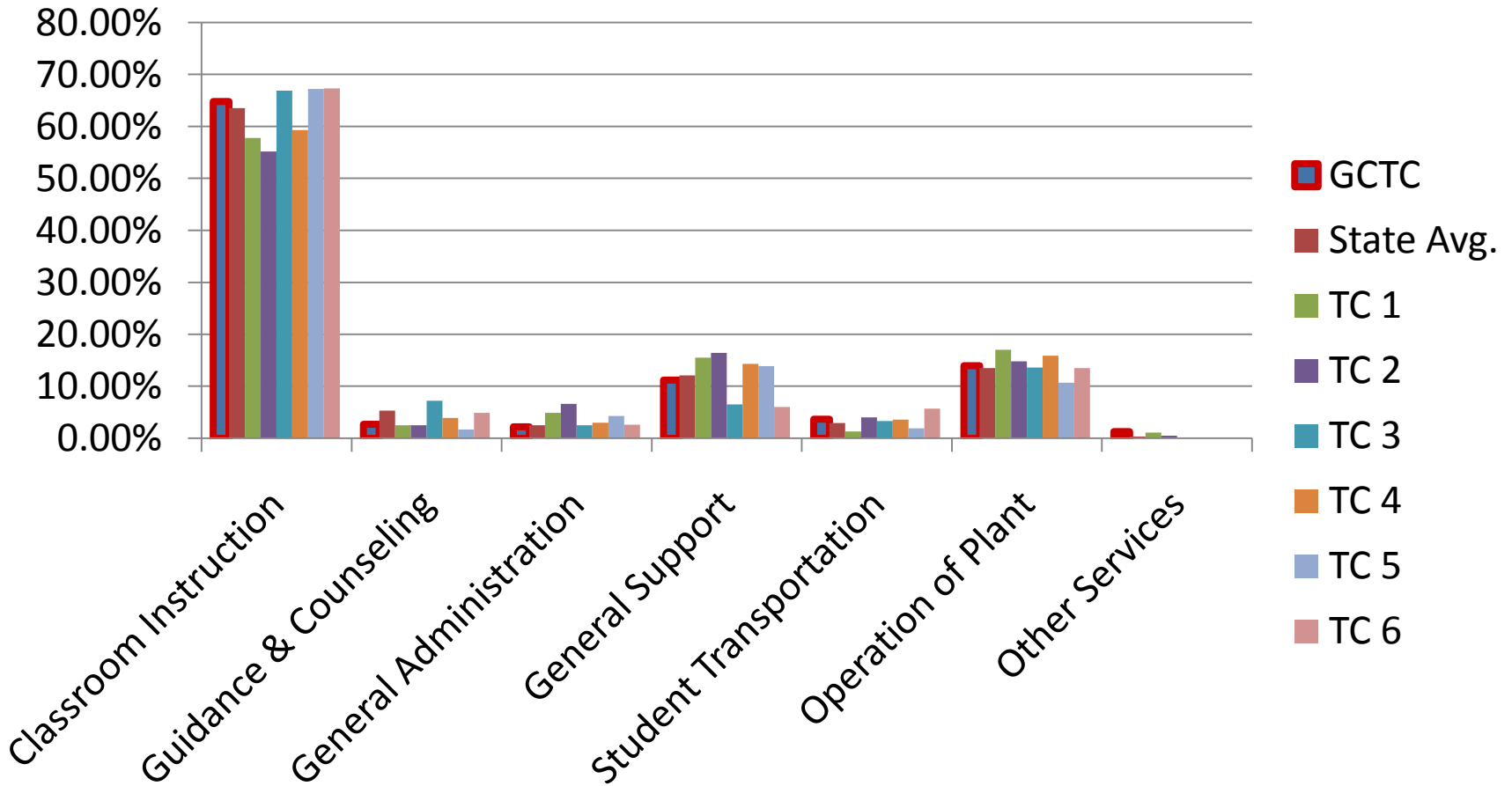
FY 08



Total Operating Revenues

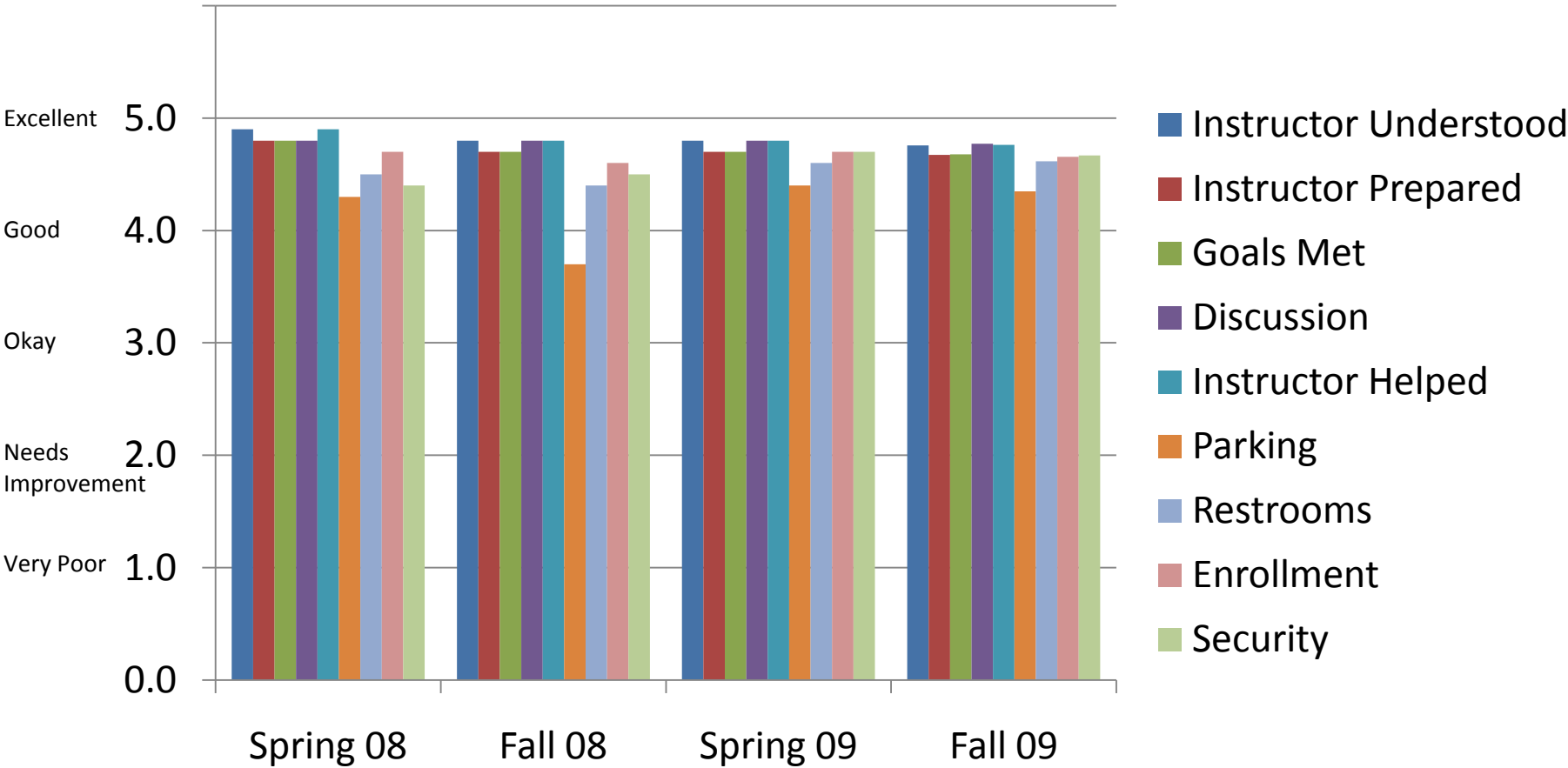


Budget Expenditures as a % of Total Budget



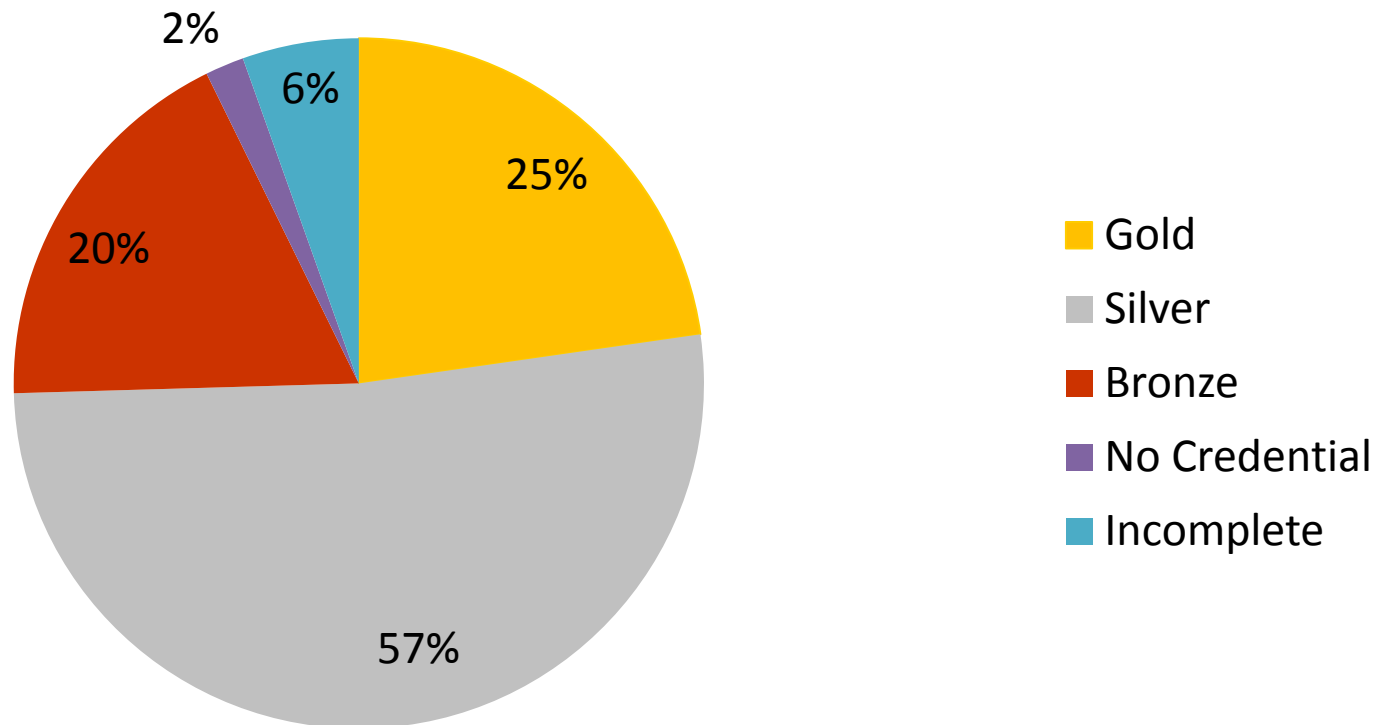
Short-Term Post Class Evaluations

Based on a 5 point scale



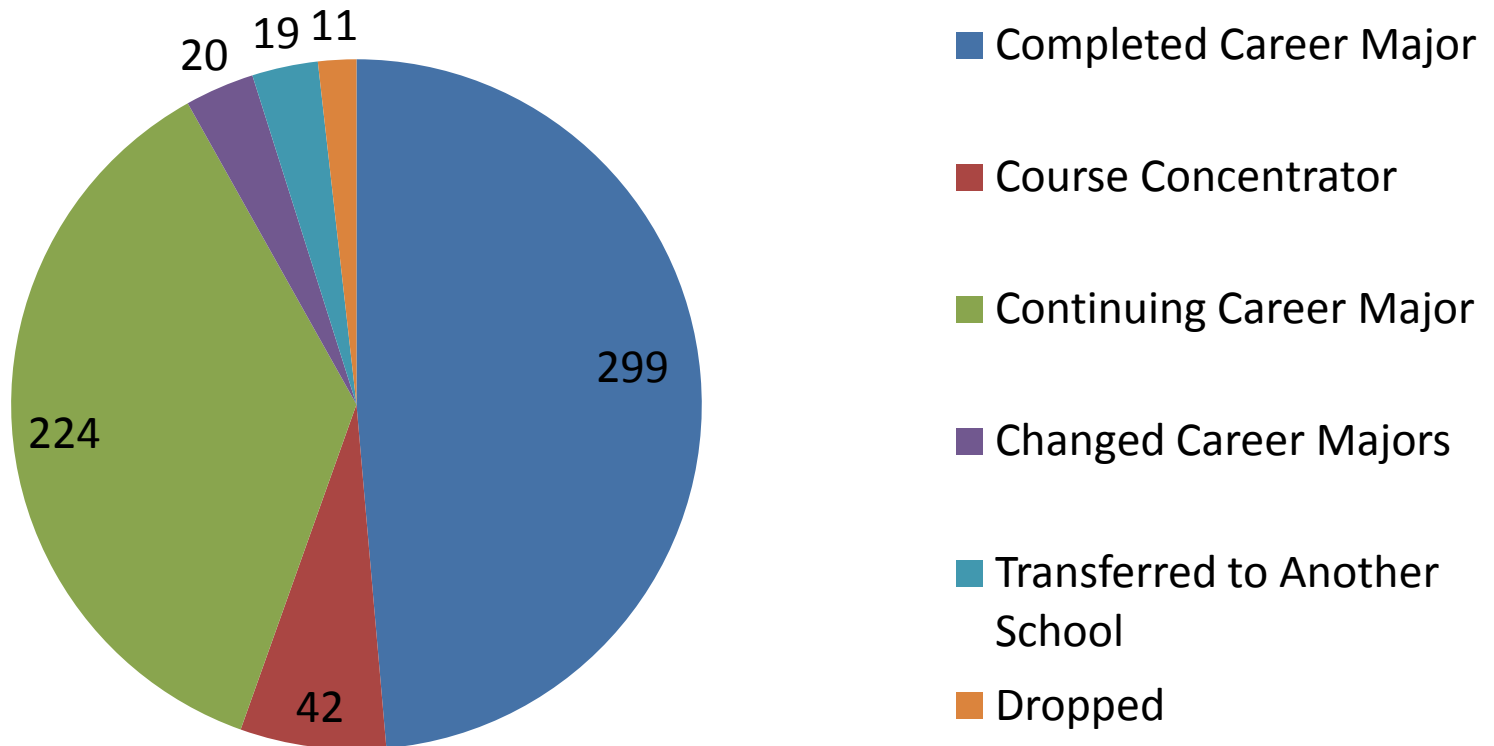
WorkKeys Statistics FY 09

WorkKeys Credentials



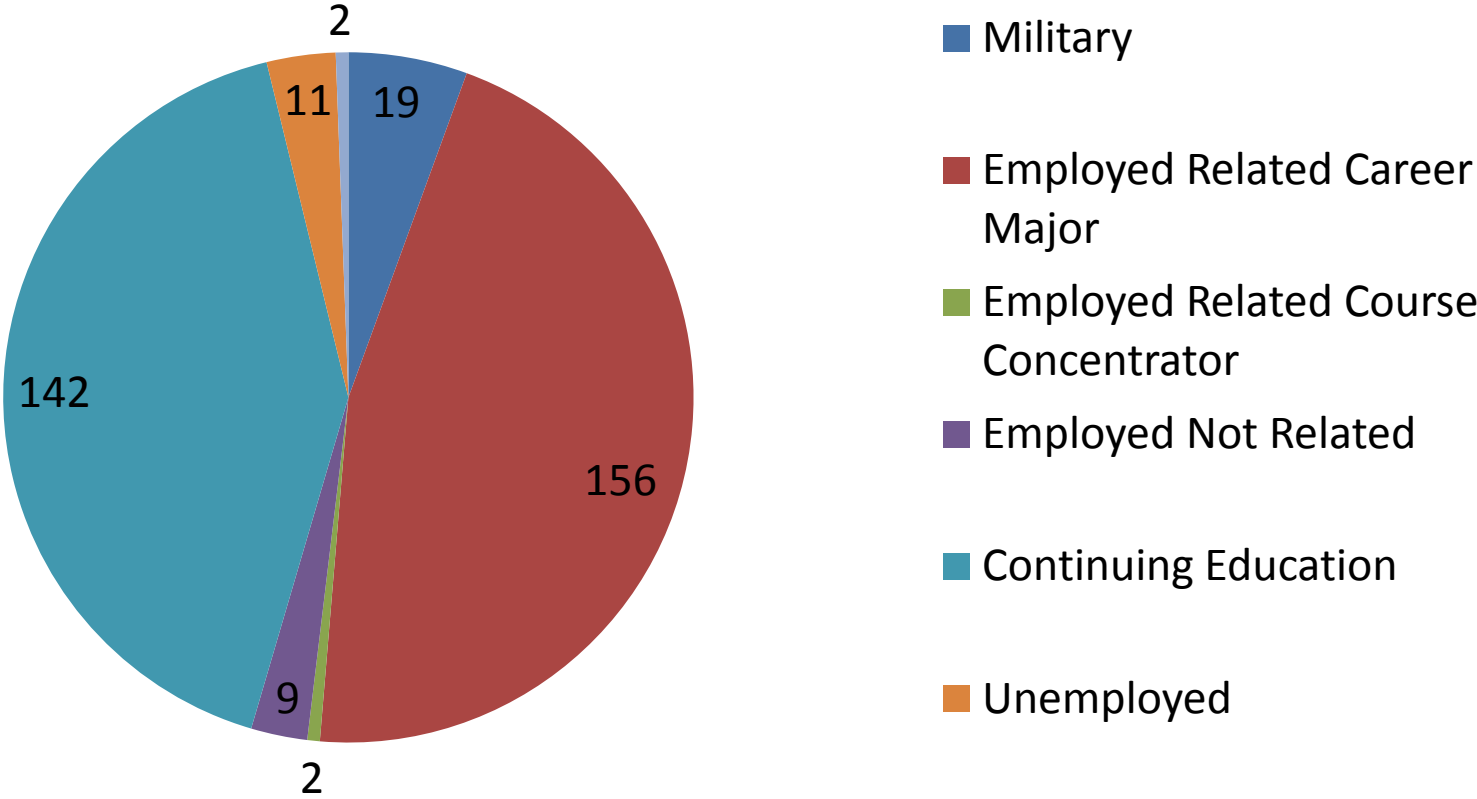
Completion/Retention FY 09

Status of Career Major Students

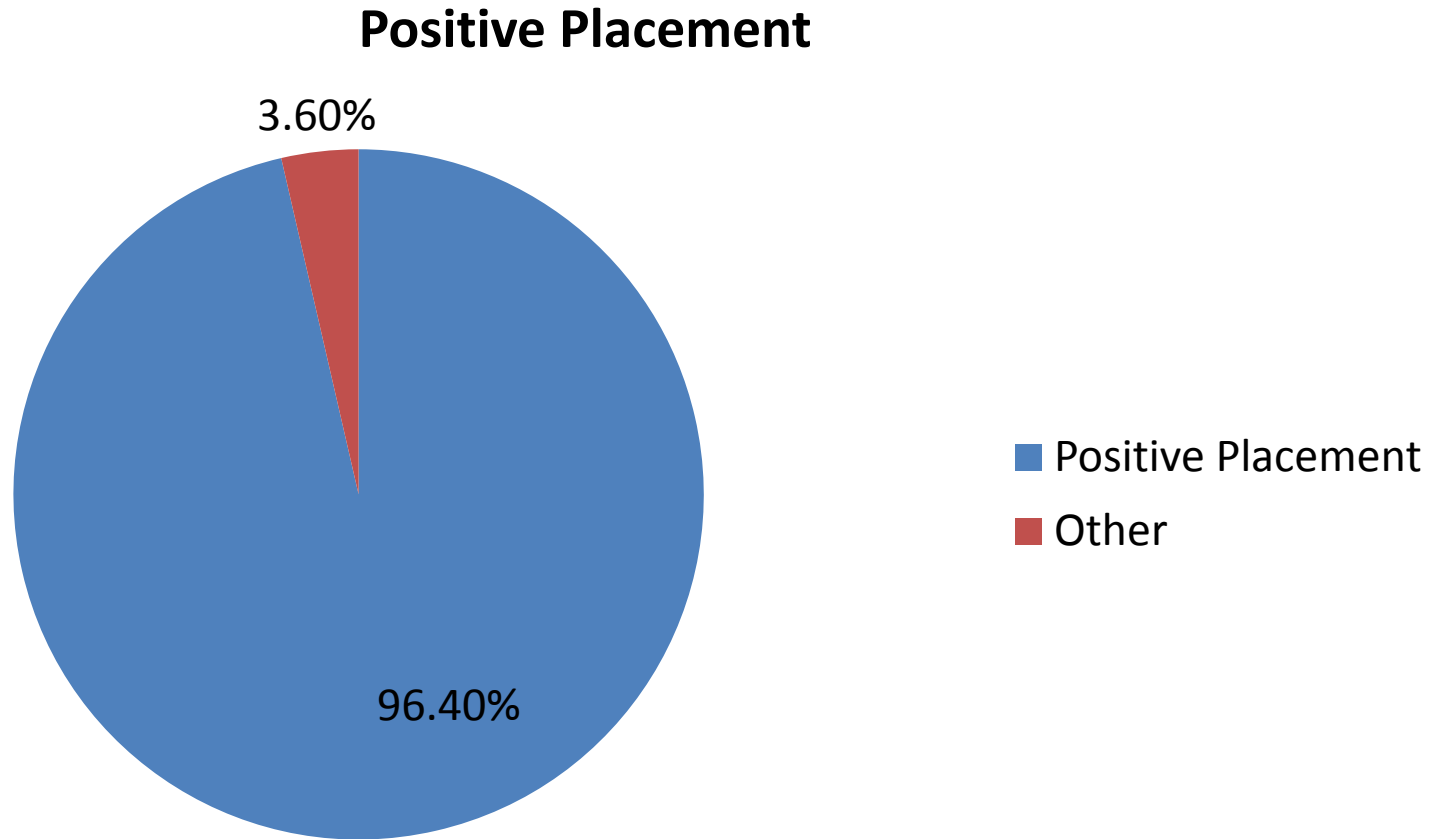


Placement of Completers FY 09

Placement

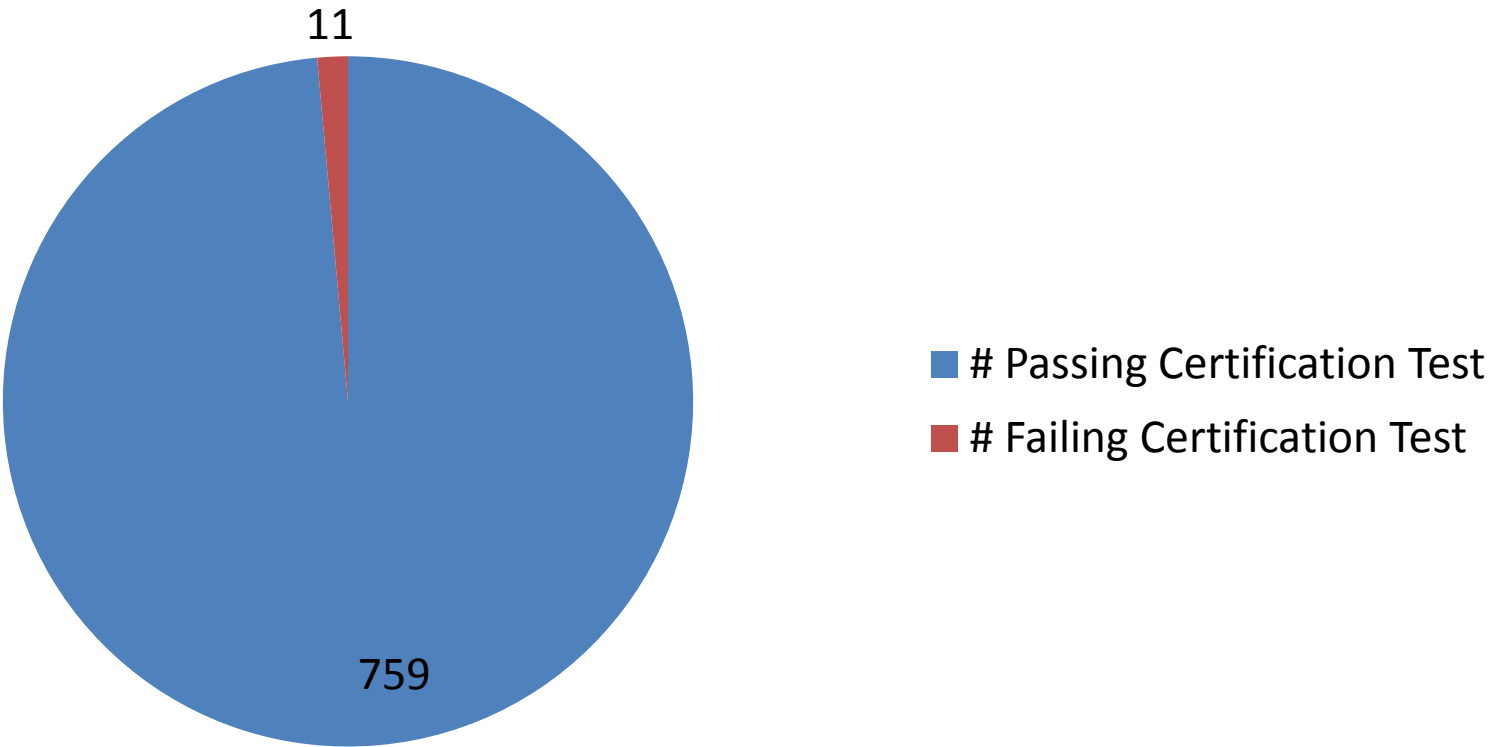


Positive Placement Rate for FY 09

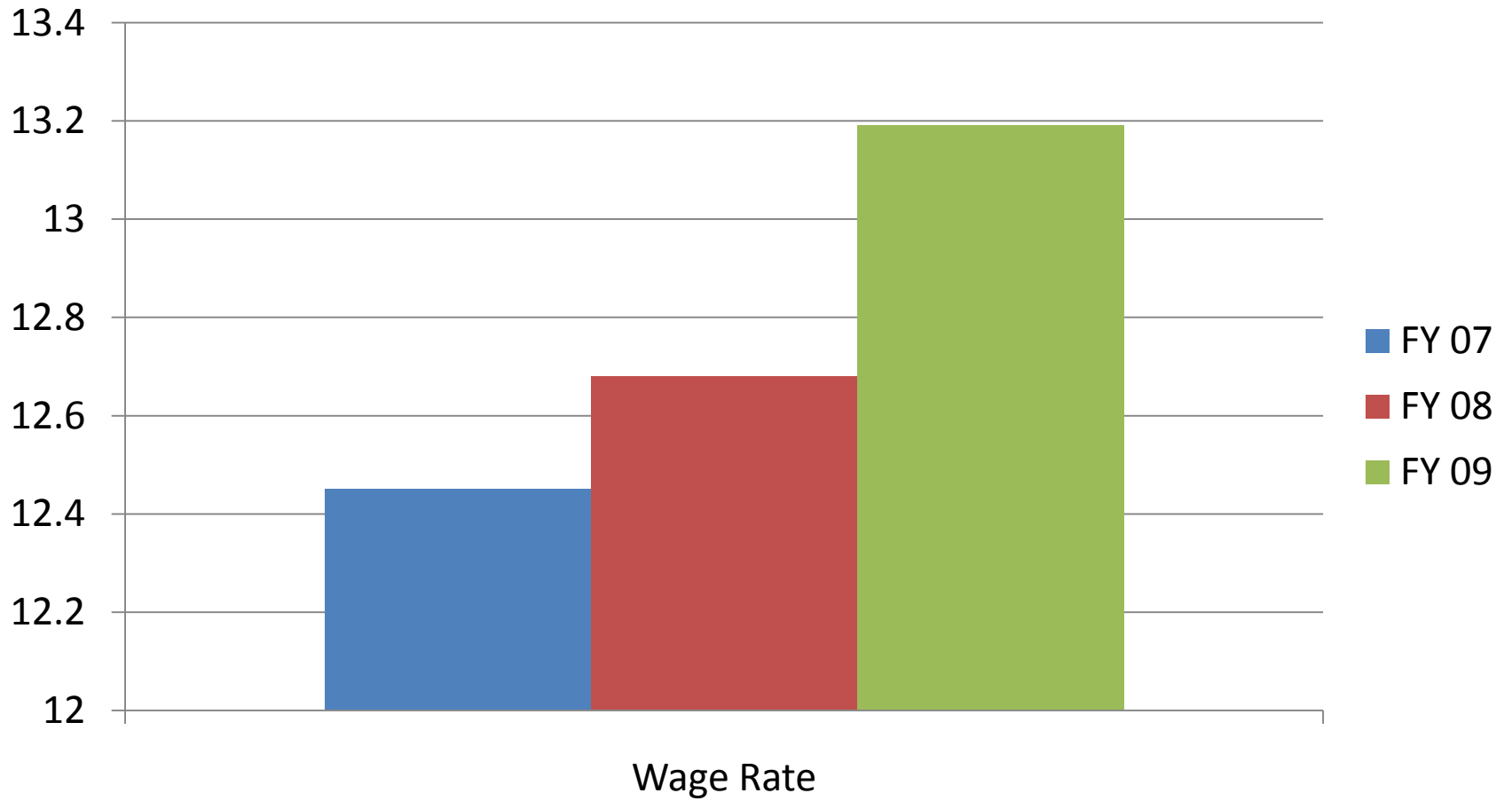


Certification Pass Rates Short-term Adult Classes

Certification Pass Rate



Wages Rates



Employees in my department consistently put in extra effort beyond what is expected.
(95% Agree Somewhat, Strongly, or Completely)

Responses

