English 1A Success rate:
Fall = 100%
Spring = 92%

WVC Retention (related to both Counseling and English)
WVC College Retention Fall to Spring = 89%
Spring to Fall (year 1 to year 2) = 81%

17. Based on the program’s assessment results, what changes has the program made or is it planning to make to improve student success?

We plan to improve our program's outcomes by increasing the number of individualized contacts outside of the classroom with our students. The Counselor has a one-to-one meeting with each student in the fall to complete their educational plan. A mandatory meeting in the spring will also be required of all students.

The Puente English instructor and counselor will also continue to meet on a weekly basis to discuss issues of concern regarding the class and students, and in order to better prepare for the monthly events that are hosted by our program.

18. What institutional changes need to be made to help the program improve student success? (Some areas for consideration are Technology, Facilities, Professional Development, Support Services, etc.)

The institution level commitment we need to have is to continue receiving the release time for both the English Instructor and Counselor and we would like to maintain the $12,000 operating budget we were given for the 2016-2017 academic year.

We would also like to request that the Counseling courses be granted preferred scheduling when allocating classrooms (as is already done by the English department with our Puente English courses). While the Counseling class for Puente strives to provide “flipped classroom” instruction with regards to our learning goals, many of our students lack the financial resources to own a personal computer or printer at home, let alone a laptop to bring into the classroom. Therefore, it is extremely beneficial for our students to have a computerized instructional classroom for both the English and Counseling courses.

Additional areas of support, could include:
- **Gas cards** to assist students with getting to and from West Valley College. Many students struggle to come to additional aspects of the program, such as our mentor dinners, which provide critical levels of social support.
- **Clipper cards** to assist students with getting to and from West Valley College. Many students struggle to come to additional aspects of the program, such as our mentor dinners.