

FINAL PROGRAM REPORT

PUENTES



Reporting Period

November 2024 –
July 2025

Prepared by

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Program Overview

The Pathways to Uplift and Empower through Novel Technology and Education Services (PUENTES) program is designed to help bridge the language translation and technology digital divide to empower families, especially the Hispanic family unit, and develop skills, resources, and tools needed for digital literacy. In 2020, the COVID-19 pandemic exacerbated the need for training to become familiar using online tools and digital resources, as more services were moving into virtual settings.

With our team of LNEC Directors and community partners, LNEC developed a learning platform designed to promote an efficient and effective use of digital tools, enhance skills, and improve internet literacy for low-income students and Spanish-speaking parents

PROGRAM LOCATIONS

The program will continue in six markets for program year 2024 at the following locations through LNEC field offices:

- Dallas, TX through LNEC Dallas
- Topeka, KS through LNEC Kansas City
- Houston, TX through LNEC Houston
- Compton, CA through LNEC Oxnard
- San Antonio, TX through LNEC San Antonio
- Vancouver, WA through LNEC Vancouver

PROGRAM IMPACT

The long-term impact of bilingual digital education is enabling family participants to access a multitude of information and resources. Participant focus will be for the family unit to have a basic knowledge of digital literacy to communicate with school districts, and can put them on the path to utilize resources, such as online citizenship programs, job searches, ESL courses, job training, and GED preparation, as well as lead to developing skillsets with other on-line tools for new opportunities

Breakdown of Program

HOW DID PARTICIPANTS PROVIDE THEIR FEEDBACK?

Alongside the intake applications, PUENTES families also completed the pre-assessment survey to provide Facilitators a better grasp of their skillset going into the program. At the conclusion of PUENTES, Facilitators administered post-assessment surveys. Within the pre and post-assessment, participants rated five statements on a scale of 1-5: strongly disagree to strongly agree.



The statements spoke on their technology skills, familiarity with online resources, and the role technology/digital education plays in their everyday life. Both assessment surveys were available in English and Spanish to suit the needs of the Cohort participant.

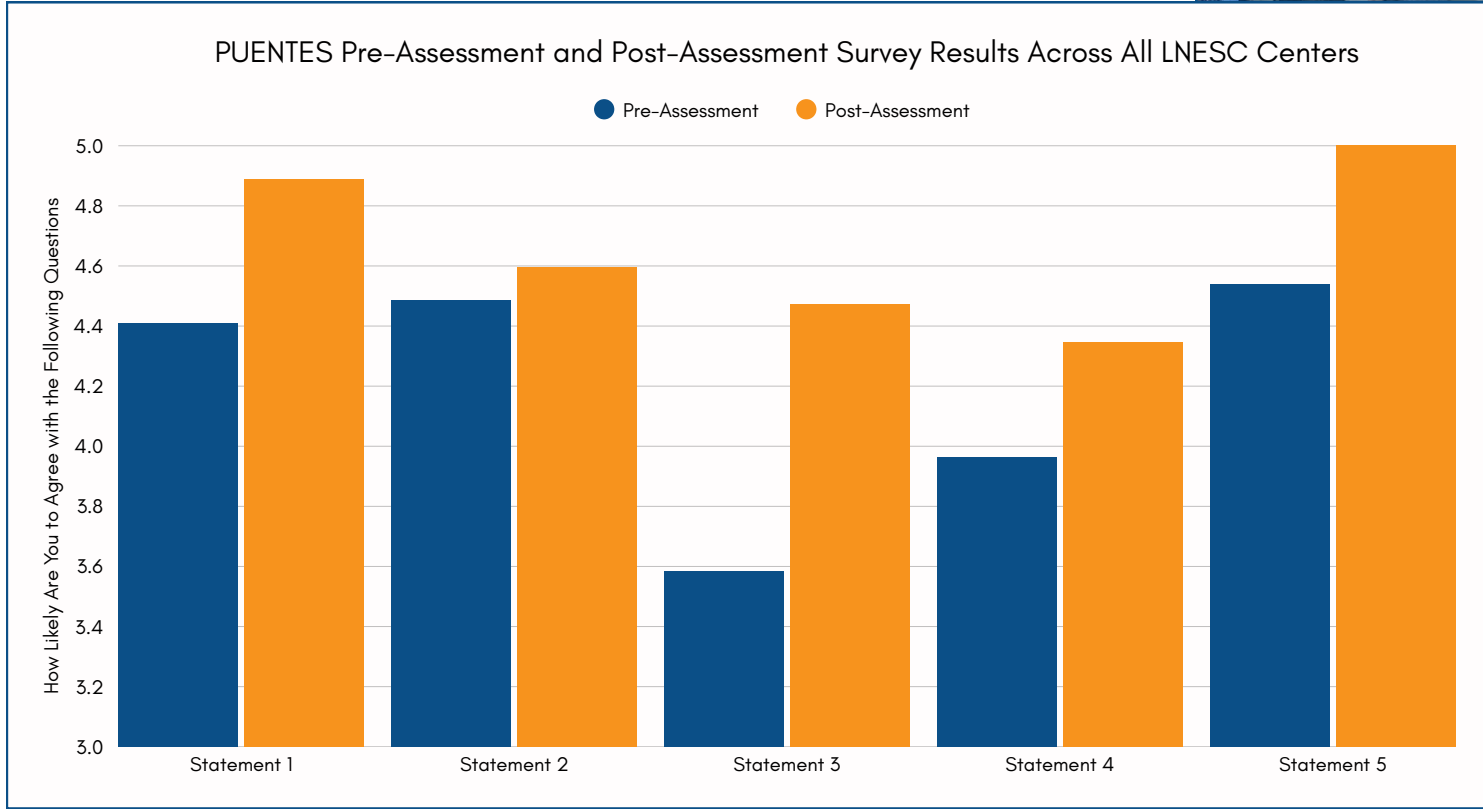
SURVEY STATEMENTS		Pre-Assessment	Post-Assessment
STATEMENT 1	The role of technology is important in supporting my school work/employment/way of life.		The role of technology has improved in supporting my school work/ environment/ employment/ way of life.
STATEMENT 2	I am comfortable using technology to learn new skills.		I learned or strengthened my technology skills and ability to use computers.
STATEMENT 3	I am comfortable using an electronic device to perform basic computer functions (email, office applications, word processing, etc.).		I feel confident about using an electronic device to perform basic computer functions.
STATEMENT 4	I am familiar with navigating the internet (researching for information, online payments, vide communications).		I am more comfortable navigating the internet.
STATEMENT 5	I understand how technology and digital education can improve my life.		I have a better understanding on how technology and digital education can improve my life.

Across our LNE SC Centers...

We received strong feedback on how the PUENTES program enhanced the digital and technological capacity of the communities we serve. In total, the program reached 140 families and engaged over 300 individuals.

Participants shared that they particularly valued learning about digital tools and how to navigate online platforms to access their student’s academic information; all of which are skills that help set their families up for long-term success. According to our assessment data, participants demonstrated measurable growth in digital literacy and technology capacity, with a 3 to 13 percent improvement in skills from pre- to post-assessment surveys.

To reach diverse audiences, our centers leveraged partnerships with local libraries, schools, and even public radio stations, ensuring the program met families where they are and remained accessible to all.



Program Assessment Results Per Center

HEAR FROM OUR CENTERS!

"Tuve una buena experiencia en las clases. Me gusto mucho porque aprendi a como usar AI y asi ayudar a mis hijos para su futuro."

-Yadira, PUENTES Cohort Participant

Translation: "I had a good experience in the classes. I liked it a lot because I learned how to use AI and how to help my kids in their future."



"Gracias [...] al programa porque sin el programa no me uviaa entierado de todo lo que aprendi y al contarle yo a mis hijas ellas se sorprendieron de saver lo nuevo que yo aprendi. Estan mas orgullosas de mi y yo de ellas."

-Rita, PUENTES Cohort Participant

Translation: "Thank you to the program because without it, I would not have known all that I learned, and when I told my daughters, they were surprised of all the new things I learned. They are proud of me and me of them."

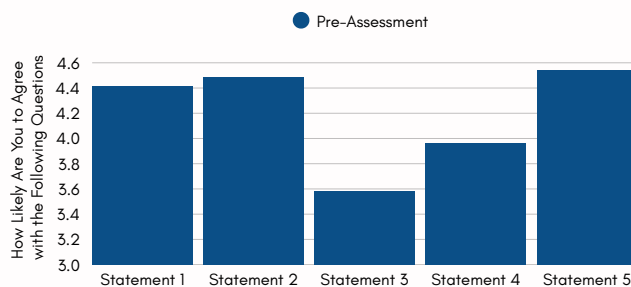
[Click here for additional testimonials and media from this site.](#)

LNESC Oxnard delivered the PUENTES program in both in-person and virtual formats to accommodate the needs of their community. During virtual sessions, parents and guardians were often joined by their students, who helped them navigate online platforms and participate in virtual presentations.

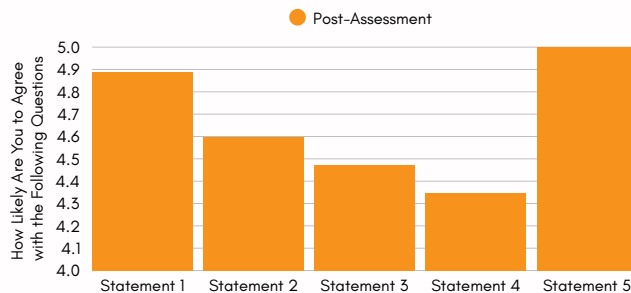
Given the high population of Spanish-speaking families in the area, most sessions were conducted in Spanish, with all materials and assessments provided in Spanish as well.

Below are the results from the pre- and post-assessment surveys, reflecting participants' growth throughout the program.

LNESC Oxnard Pre-Assessment Results

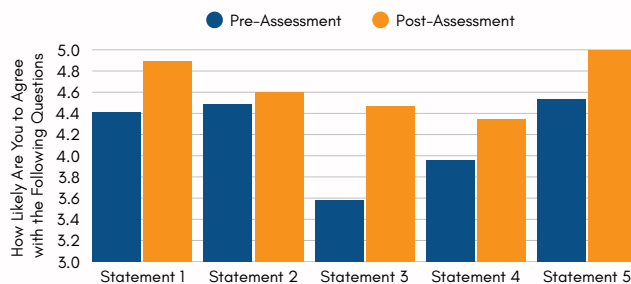


LNESC Oxnard Post-Assessment Results



COMPARING THE DATA

LNESC Oxnard Pre- vs Post-Assessment Results



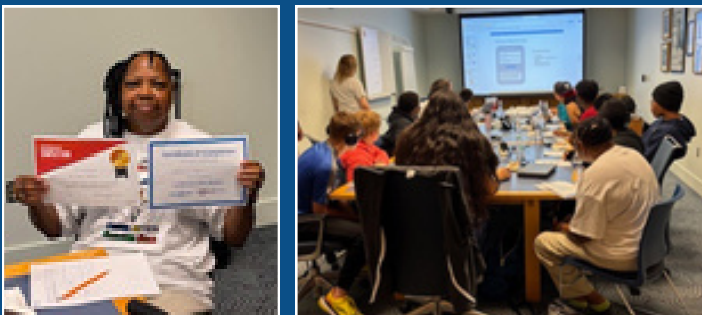
LNESC KANSAS CITY IN TOPEKA

Kansas

HEAR FROM OUR CENTERS!

"My experience in the program has been positive. I have learned a lot each time I come. [...] In the long term [this had made a positive impact] since I will use it everyday what I learned."

-Jaci, PUENTES Cohort Participant



"I learned a lot from PUENTES that I didn't know before. [...] I learned a lot. Thank you all. My thoughts about this is that it is good. I like it a lot because it helps people make sure their stuff is safe."

-Adelino, PUENTES Cohort Participant

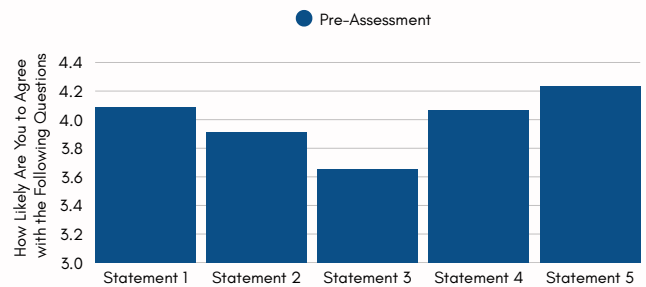
[Click here for additional testimonials and media from this site.](#)

For this program year, LNESC Kansas City implemented the PUENTES program in the city of Topeka. They partnered with local schools and community centers to recruit families and used library spaces to host accessible programming.

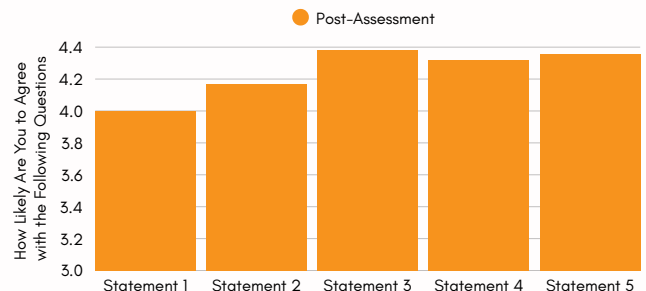
Their approach focused on smaller cohorts, creating an intimate learning environment where participants explored online safety and learned how to access and use digital resources to support their families.

Below are the assessment results from participants across the various cohorts, reflecting the program's impact on their digital literacy skills.

Topeka Pre-Assessment Results

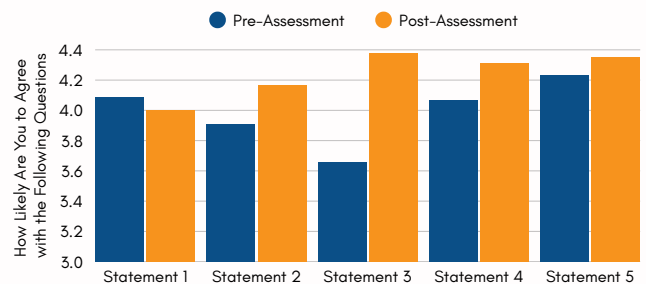


Topeka Post-Assessment Results



COMPARING THE DATA

Topeka Pre- vs Post-Assessment Results



HEAR FROM OUR CENTERS!

"Now I know how to use email and Google drive a lot more efficiently. I'm glad since I will use it a lot more later in the future."

-Bryan, PUENTES Cohort Participant



"Ayuda enorme para poder seguir los pasos ah mi hija en la escuela gracias por permitirme participar y aprender"

-Socorro, PUENTES Cohort Participant

Translation: "This is a great help to be able to follow the steps of my daughter in school. Thank you for letting me participant and learn."

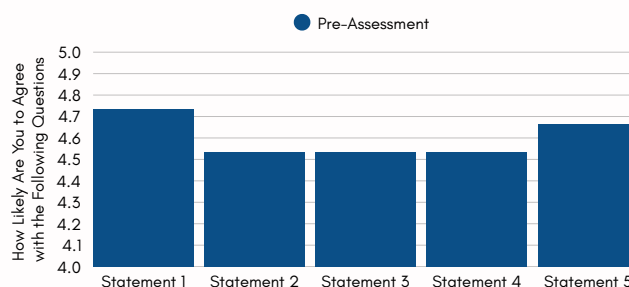
[Click here for additional testimonials and media from this site.](#)

LNESC Dallas hosted their PUENTES cohort in July, recruiting families who had previously participated in their Upward Bound program. In collaboration with a local college, they utilized campus computer labs to accommodate a large group of participants.

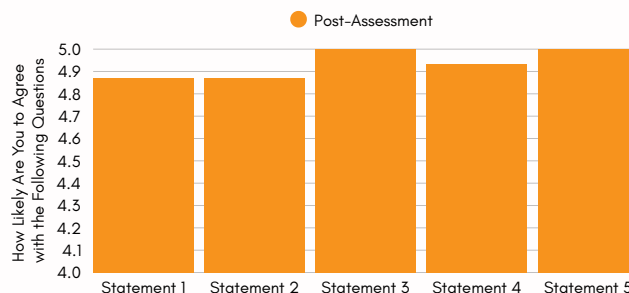
Many of the students were high schoolers who invited their parents to join the program, fostering intergenerational learning and engagement. The sessions were led by a seasoned facilitator who has supported the PUENTES program for the past three years.

Below are the assessment results from this center, reflecting participant growth and program impact.

LNESC Dallas Pre-Assessment Results

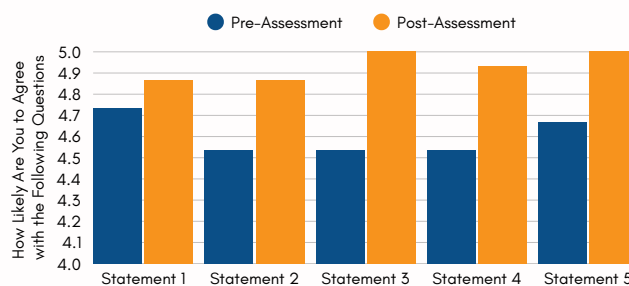


LNESC Dallas Post-Assessment Results



COMPARING THE DATA

LNESC Dallas Pre- vs Post-Assessment Results



HEAR FROM OUR CENTERS!



"I'm grateful [for the PUENTES program] because it gave an opportunity for my dad to learn some things he didn't know about."

-Daniel, PUENTES Cohort Participant



"This lessons will help me and impact me in the long term of my education and after in my job."

-Valery, PUENTES Cohort Participant



"Everything I've experienced in the PUENTES program was entirely positive. It has made a huge impact on how I perceive things and made me realize technology is a reliable source for pretty much everything."

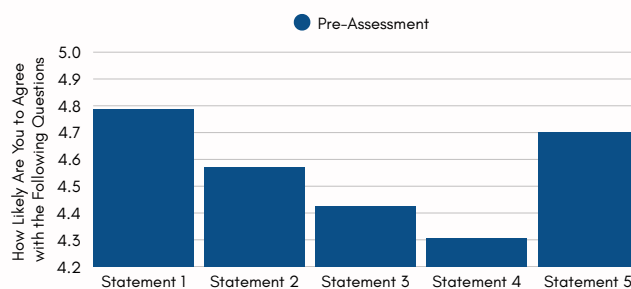
-Gabriel, PUENTES Cohort Participant

[Click here for additional testimonials and media from this site.](#)

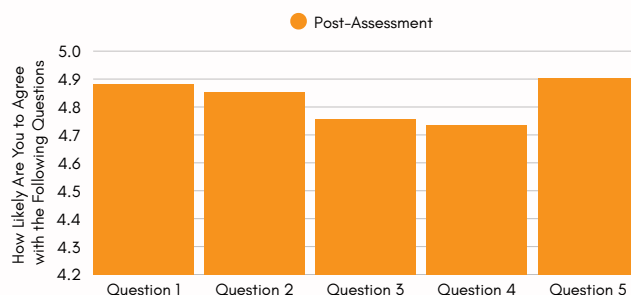
LNESC Houston hosted the PUENTES program throughout the month of March, engaging a total of 62 participants across multiple family cohorts. The program received positive feedback from attendees, highlighting its impact. To celebrate the participants' efforts, LNESC Houston held a PUENTES Celebration where a representative from Frito-Lay attended and personally distributed certificates to the families.

The average scores shown in the graphs below reflect participants' growth. Initially, participants completed a paper-based survey before starting the program. By the end, they applied the digital skills they learned during PUENTES to complete the final assessment using an online Google Form.

LNESC Houston Pre-Assessment Results

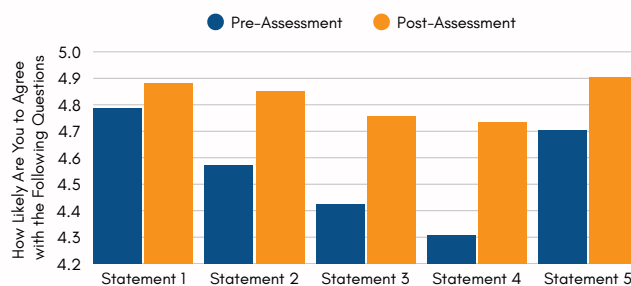


LNESC Houston Post-Assessment Results



COMPARING THE DATA

LNESC Houston Pre- vs Post-Assessment Results



HEAR FROM OUR CENTERS!



"I think this program was extremely helpful to me in being able to connect with my children and also by teaching me these skills that will help me in my career."
-Mary, PUENTES Cohort Participant



"The internet is very helpful when used in the right way but it is also a very dangerous place. We as parents have to educate ourselves and try to stay up to date to protect ourselves and our family."
-Jose, PUENTES Cohort Participant



"I really appreciate learning about my school districts website and where to find important resources. I didn't realize that information was available."
-Elizabeth, PUENTES Cohort Participant

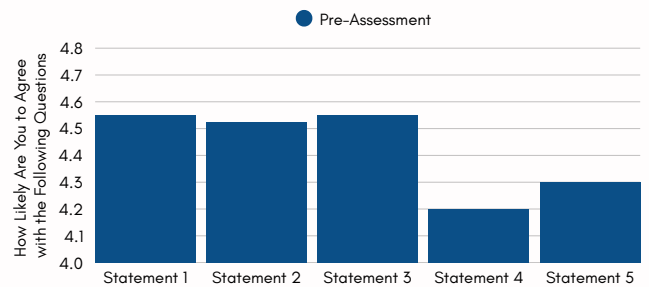
[Click here for additional testimonials and media from this site.](#)

For this program year, LNESC San Antonio implemented the PUENTES program in partnership with a local school, using classroom spaces to host their sessions. Through this collaboration, they connected with a diverse group of families from across the community.

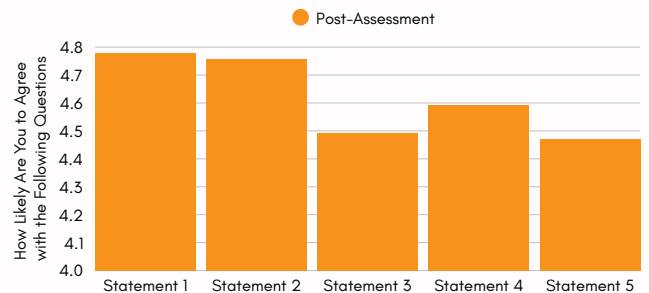
The program emphasized career development and helped participants explore how to navigate school and community resources to support their students' success.

Below are the assessment results from participants, reflecting growth in digital literacy and resource accessibility skills.

LNESC San Antonio Pre-Assessment Results

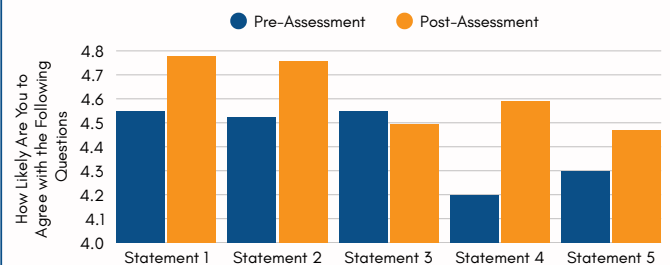


LNESC San Antonio Post-Assessment Results



COMPARING THE DATA

LNESC San Antonio Pre- vs Post-Assessment Results



FILLING THE NEEDS OF THE COMMUNITY

...with another Cohort!

LNESC Vancouver partnered with their local community center, La Plaza, to host an additional PUENTES cohort. Through local partnerships and resource-sharing, they supported another group of five families in building their digital literacy skills. By recognizing a continued need in the community, the team leveraged their connections to expand programming and address that gap effectively.

SNAPSHOT FROM OUR CENTER!



"Me gusto que aprendi a usar un correo electronico para buscar trabajo."

- Jose, PUENTES Cohort Participant

Translation: "I liked learning how to use email to look for jobs."

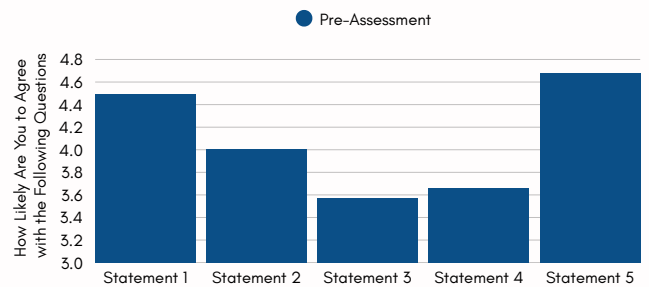
[Click here for additional testimonials and media from this site.](#)

LNESC Vancouver delivered their PUENTES programming in both English and Spanish, completing two language-specific cohorts during the months of May and June. They saw strong engagement from families and increased participation across both groups.

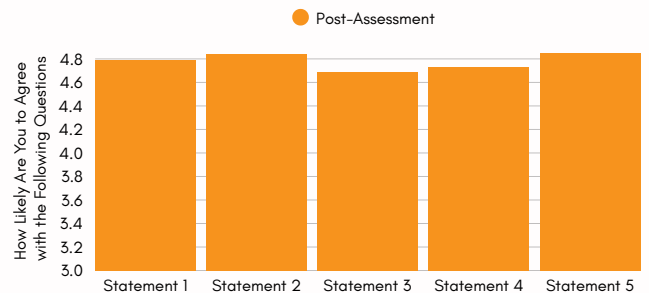
As an added incentive and to promote continued digital learning, participants were rewarded with new laptops for their active involvement in the program.

Below are the assessment results from participants, reflecting growth in digital literacy and resource accessibility skills.

LNESC Vancouver Pre-Assessment Results

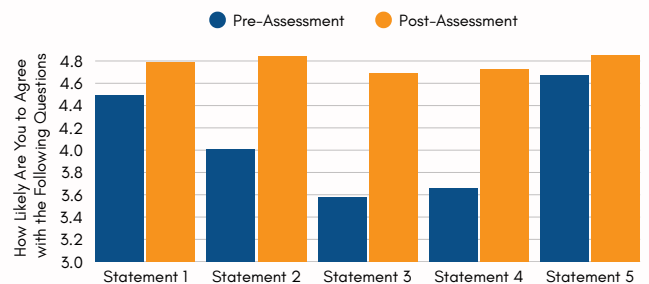


LNESC Vancouver Post-Assessment Results



COMPARING THE DATA

LNESC Vancouver Pre- vs Post-Assessment Results



Conclusion

Summary

Through the facilitation of PUENTES cohorts, our centers successfully engaged families with culturally responsive and accessible digital literacy programming. In communities with a high population of Spanish speakers, centers utilized bilingual materials to create inclusive learning environments that fostered greater understanding and participation.

Despite challenges related to local communal issues and community safety, several centers adapted by offering hybrid or fully virtual sessions. This flexibility reflects the dedication of our center directors to meeting families where they are and ensuring that programming remained impactful and accessible. Overall, our PUENTES participants thoroughly engaged with the program and consistently inquired about additional sessions/lessons.

Recommendations

Diversify Content

Introduce additional lessons on topics such as cybersecurity and artificial intelligence to reflect current digital trends.

Enhance Computer Skills/Application Lessons

Provide additional instruction on programs like Google Sheets, with a focus on practical applications such as data entry and basic calculations.

Expand Accessibility

Increase the availability of bilingual and multilingual materials to support sustained engagement across diverse language communities.

Thank you!

Thank you for taking the time to read this report. If you have any questions or would like to discuss our findings further, please don't hesitate to reach out to us.

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Q1 - Q4

November 2024 - July 2025