

Worknet Customer Service Report

July 2010

	Jul-09	Jul-10	Jun-10	May-10
All Locations Combined				
Visits				
Return Visits (Total Core Svcs - First Visit Registrations)	4923	10997	10868	9313
First Visits (New Registrations)	531	687	704	549
Total Visits (Core Svcs Used)	5454	11684	11572	9862
Total Visitors (Unique Visitors)	2532	2084	2042	1788
What did our customers use?				
Career Assessment	213	150	144	179
Certificate Test	47	158	130	132
Copier	416	394	377	340
EDD/Unemployment	90	46	55	78
External Web Site Job Referral	0	2349	2349	1556
Fax	1430	260	297	260
Internet Job Search	2478	3418	3189	2659
Job Wall	398	858	815	753
Local Office Orientation - JTA 18	196	92	119	192
Other VOS Internet Services	0	599	427	409
PLATO Lab	816	716	814	869
Resume/Cover Letter/Application JTA 15	886	1230	1427	1078
Special Class	84	25	25	64
Staff Appointment	439	304	310	332
Summer Jobs for Youth	628	23	30	24
Telephone	124	174	155	215
Typing Practice	190	140	111	112
Workshop	174	61	94	61

	Merced	Los Banos	Wardrobe	All Locations
By Location - July 2010				
Visits				
Return Visits	7271	3543	183	10997
First Visits	408	240	39	687
Total Visits	7679	3783	222	11684
Total Visitors*	1382	716	91	2084
What did our customers use?				
Career Assessment	99	51	0	150
Certificate Test	140	18	0	158
Copier	337	57	0	394
EDD/Unemployment	38	8	0	46
External Web Site Job Referral	1552	739	58	2349
Fax	207	53	0	260
Internet Job Search	2302	1076	40	3418
Job Wall	708	145	5	858
Local Office Orientation - JTA 18	23	34	35	92
Other VOS Internet Services	338	248	13	599
PLATO Lab	238	472	6	716
Resume/Cover Letter/Application JTA 15	872	334	24	1230
Special Class	10	15	0	25
Staff Appointment	127	176	1	304
Summer Jobs for Youth	12	11	0	23
Telephone	136	38	0	174
Typing Practice	93	47	0	140
Workshop	39	21	1	61

*Total visitors count for all locations may be different than the total for each location combined as one person may have visited more than one location during the month.