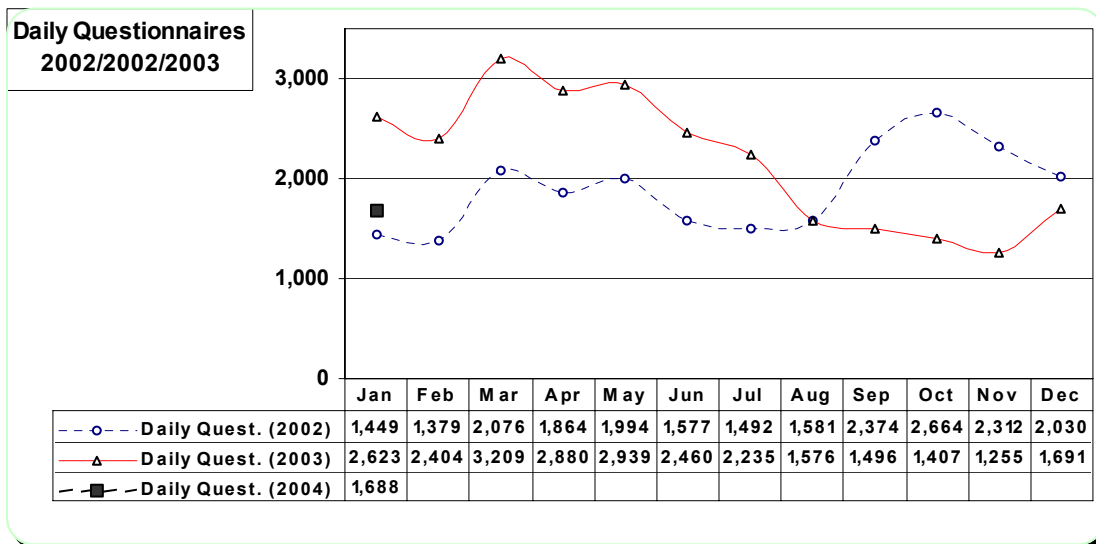


WorkNet Customer Service Data for January 2004



The following pages show charts and graphs of data collected from our Day Passes received from our customers during the month of January 2004. Data presented in this report are by all locations and then by individual location (Merced, Livingston, and Los Banos). The following text is for all Locations.

Customers

In the month of January 2004, all locations recorded 5,029 sign-ins with 1,688 customers returning the Day Pass and 396 first time visitors. Afternoon was the most popular time for customers to use our services, with 921 customers. Morning received 739 responses from our customers. We have discontinued our extended hours (after 5:00pm) as of the first of July (Although one participant was serviced after 5pm this month).

Customer Employment Status

Of the 1,688 customers that returned the day pass, 27 said they are employed full-time; 25 responded with part-time employment; and 21 responded with temporary employment. Nine hundred twelve customers responded with not employed. Seven hundred three customers did not respond to this question.

How did you hear about us?

Returning customers complete this question during the first full week of January and then receive a shorten version of the Day Pass which excludes this question. Two hundred six returning customers responded to this question with 62 responses of Walk-in. The next most frequent response was newspaper ads with 36 responses. Of the 396 first time visitors, 250 responded to this question. Friend/Family was the most frequent response

Customer Service Data for January 2004

with 81 responses. Walk-in with 43 responses, is the next most frequent response. EDD was the 3rd most frequent response with 53 responses.

Customer Satisfaction Question

For all locations, customer satisfaction questions received ratings between 9.51 and 9.55 with "Time it took staff to assist you" receiving the highest rating of 9.55. For customers that rated our services with a five or less, "Were you satisfied with the services?" and "Did we help you today?" had the highest dissatisfaction with 7 responses each.

How do our customers use our services?

In the month of January, our customers report using the computer most often with 1.262 responding to this question. Computer usage is broken out into five categories with CalJobs/Internet Job Search receiving the most responses (636); Resume/Cover Letter was second with 191 responses.

For non-computer related services, Job Listing was the most often used service by our customers, with 265 responses. Plato lab was the next most often used service with 262 responses.

The following list of remaining services is in the order most used by our customers:

| | | | |
|-----------------|------------------|-----------------|-------------------------|
| Telephone (247) | Fax (229) | Copier (195) | Resource Library (36) |
| Workshop (22) | Orientation (22) | Typewriter (20) | Skills Certificate (17) |

First Impressions (First Time Customers)

For the month of January, all locations recorded 396 first time customers. Three hundred forty-one of our first time customers would refer our services to others (3 participants would not refer our services to others). Customers Satisfaction questions received ratings from 9.52 to 9.55 with "Courtesy of Staff" having the highest rating.

Have questions, comments, or suggestions about this monthly report, please email them to pitd26@co.merced.ca.us.

**Summary Data for Customer Service for January 2004
(Day Pass Information)**

| | Jan 03 | Nov-03 | Dec-03 | Jan-04 |
|-----------------------------|---------------|---------------|---------------|---------------|
| Daily Sign-ins | 5,417 | 3,563 | 3,976 | 5,029 |
| Daily Questionnaires | 2,623 | 1,225 | 1,691 | 1,688 |
| First Visit | 395 | 190 | 268 | 396 |

Customer Satisfaction

| | | | | |
|--|------|------|------|------|
| Courtesy of Staff | 9.46 | 9.73 | 9.67 | 9.52 |
| Time it took for staff to assist you | 9.41 | 9.68 | 9.61 | 9.55 |
| Did you get the information you needed | 9.45 | 9.72 | 9.66 | 9.54 |
| Were you satisfied with the services? | 9.47 | 9.69 | 9.61 | 9.51 |
| Did we help you today? | 9.42 | 9.69 | 9.64 | 9.51 |

What did our customer use?

| | | | | |
|-----------------------------|-------|-----|-------|-------|
| Computer | 1,490 | 915 | 1,244 | 1,262 |
| CalJobs/Internet Job Search | 662 | 357 | 555 | 636 |
| Resume/Cover Letter | 214 | 133 | 172 | 191 |
| Typing Practice | 73 | 67 | 54 | 84 |
| Typing Certificate | 13 | 17 | 22 | 27 |
| Career Exploration | 71 | 52 | 42 | 57 |
| Job Listing | 426 | 175 | 257 | 265 |
| Fax | 299 | 173 | 206 | 229 |
| Copier | 234 | 117 | 154 | 195 |
| Telephone | 330 | 142 | 193 | 247 |
| Typewriter | 31 | 13 | 18 | 20 |
| Resource Library | 37 | 26 | 27 | 36 |
| Skills Certificate | 15 | 9 | 21 | 17 |
| Plato Lab | 499 | 189 | 181 | 262 |
| Workshop | 29 | 28 | 57 | 22 |
| Orientation | 25 | 13 | 13 | 22 |

How did you hear about us?

| | | | | |
|----------------|----|----|----|----|
| Newspaper ad | 7 | 24 | 10 | 36 |
| Radio ad | 0 | 4 | 1 | 6 |
| Flyer/Brochure | 0 | 5 | 2 | 7 |
| Friend/Family | 4 | 35 | 9 | 27 |
| EDD | 0 | 28 | 14 | 29 |
| Merced Mall | 13 | 4 | 0 | 2 |
| Billboard | 0 | 5 | 0 | 0 |
| TV ad | 0 | 4 | 0 | 0 |
| Internet | 0 | 8 | 10 | 8 |
| Walk-in | 0 | 55 | 31 | 62 |
| CalWORKs | 3 | 30 | 11 | 25 |
| Phonebook | 1 | 8 | 4 | 4 |

Na = Not Asked

Marketing advertisements for January 2004.

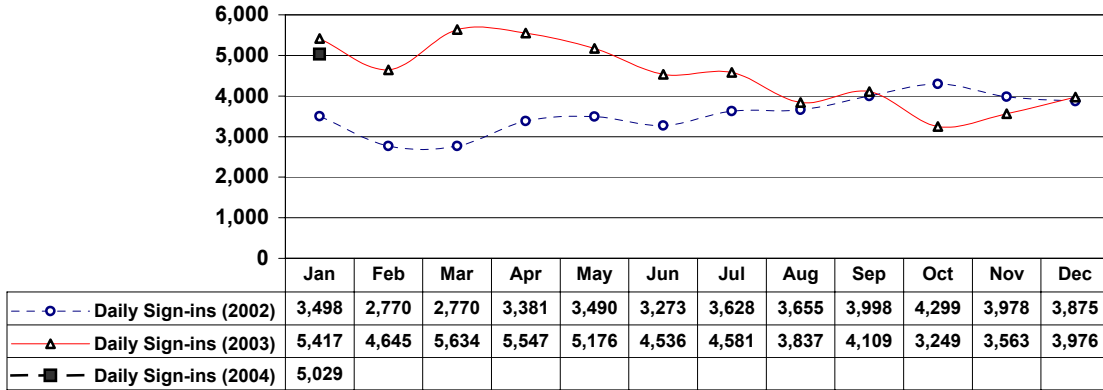
01/6-10, 13-17, 20-24, 27-31/2004: Various Newspaper Ads

01/1-31/2004: Radio Advertisements with KABX, KIBG, KBRE, and KYOS

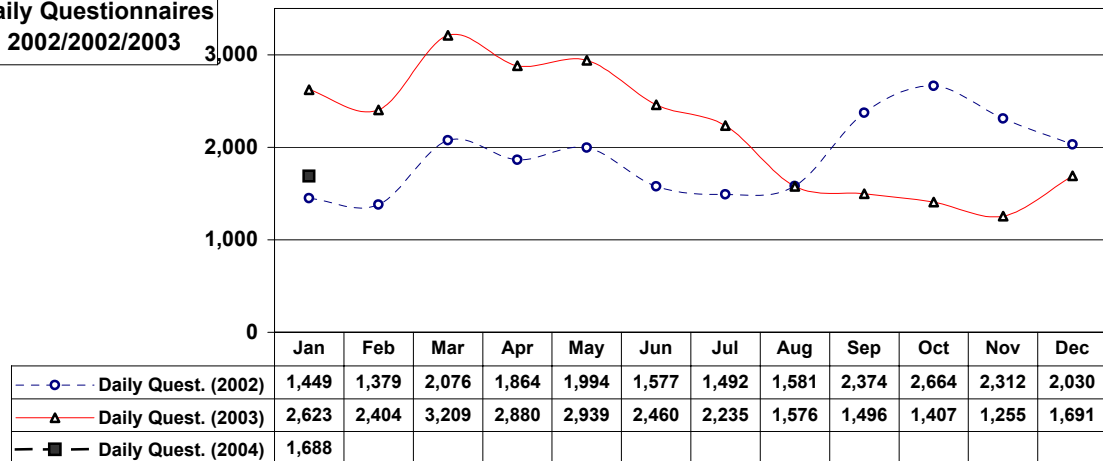
Worknet Signs placed inside all Merced "The Bus" buses.

**WorkNet - Annual Comparison
2002 - 2003 - 2003 - YTD**

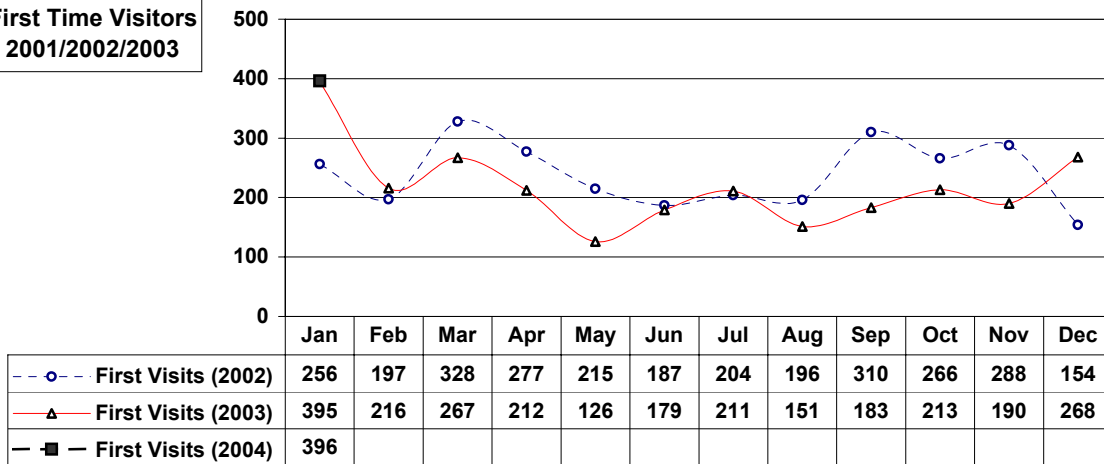
**Daily Sign-ins
2002/2003/2004**



**Daily Questionnaires
2002/2002/2003**



**First Time Visitors
2001/2002/2003**



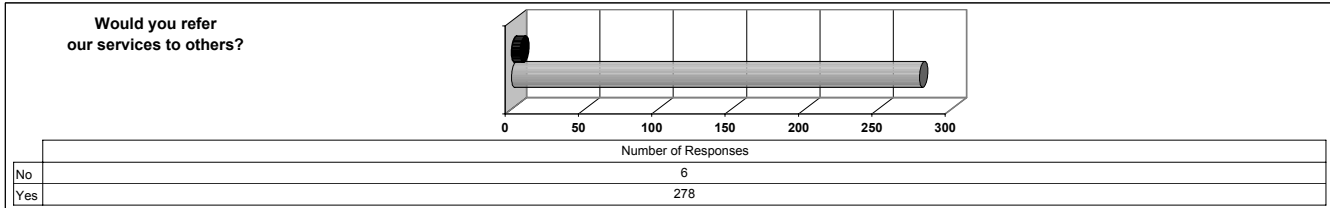
WorkNet: Customer Service/Satisfaction Survey Results (Day Pass)
All Locations - January 2004
Excludes First Time Visitors - See First Impressions

| | |
|---------------------------|-------|
| Number of sign-ins | 5,029 |
| Number of questionnaires | 1,688 |
| Number of First Visitors* | 396 |
| *Merced | 291 |
| *Los Banos | 98 |
| *Livingston | 7 |

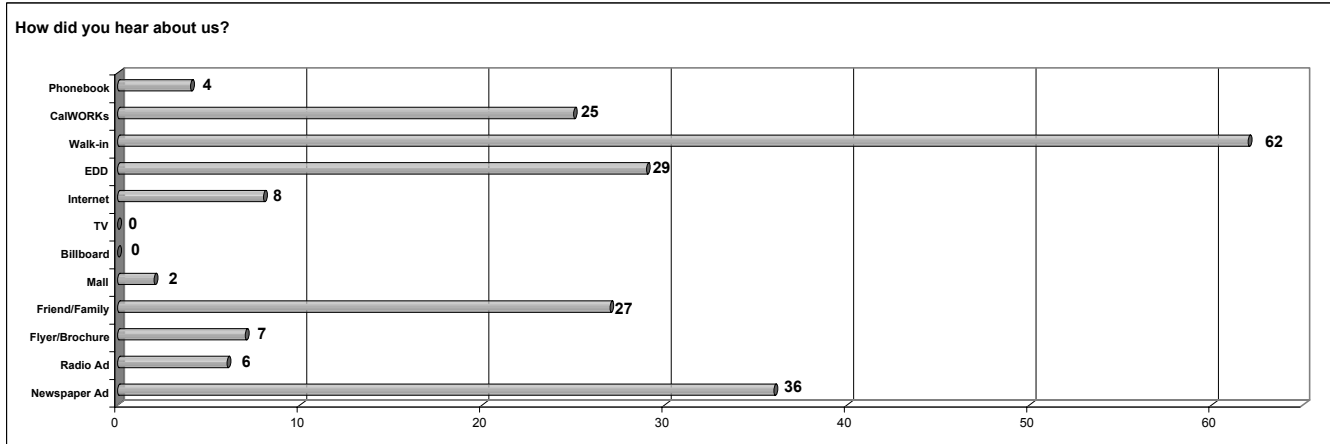
34%

| | | |
|--------------|-----|-------|
| Employed? | # | % |
| Full-time | 27 | 1.6% |
| Part-time | 25 | 1.5% |
| Temporary | 21 | 1.2% |
| Not Employed | 912 | 54.0% |
| No Answer | 703 | 41.6% |

| | |
|---------------|-----|
| Time of Visit | # |
| Morning | 739 |
| Afternoon | 921 |
| After 5 | 1 |
| No Answer | 27 |



| Customer Satisfaction Questions | No Answer | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | Rating |
|---|-----------|---|---|---|---|---|---|----|----|----|-----|--------|
| Courtesy of Staff | 1,399 | 3 | 0 | 0 | 2 | 1 | 6 | 10 | 8 | 25 | 234 | 9.52 |
| Time it took for staff to assist you | 1,398 | 2 | 1 | 0 | 2 | 1 | 5 | 8 | 13 | 18 | 240 | 9.55 |
| Did you get the information you needed? | 1,398 | 4 | 0 | 0 | 1 | 2 | 4 | 4 | 17 | 19 | 239 | 9.54 |
| Were you satisfied with the services? | 1,397 | 2 | 0 | 1 | 2 | 2 | 4 | 7 | 19 | 21 | 233 | 9.51 |
| Did we help you today? | 1,397 | 3 | 1 | 0 | 1 | 2 | 5 | 5 | 16 | 24 | 234 | 9.51 |



Service Data

| | January | | | | | | | | | | | | | | Total | | | | | | | | | |
|-----------------------------|---------|----|----|----|----|----|----|----|----|----|----|----|-----|----|-------|----|----|----|-----|-----|----|----|----|-------|
| | 1 | 2 | 5 | 6 | 7 | 8 | 9 | 12 | 13 | 14 | 15 | 16 | 20 | 21 | | 22 | 23 | 24 | 26 | 27 | 28 | 29 | 30 | |
| Day of Week | TH | F | M | T | W | TH | F | M | T | W | TH | F | T | W | TH | F | S | M | T | W | TH | F | | |
| Number of Questionnaires | 1 | 51 | 98 | 85 | 73 | 82 | 95 | 85 | 62 | 64 | 87 | 55 | 105 | 98 | 92 | 71 | 1 | 88 | 121 | 108 | 76 | 90 | | 1,688 |
| Computer | | 42 | 77 | 71 | 53 | 68 | 69 | 65 | 45 | 45 | 66 | 36 | 75 | 80 | 66 | 47 | 1 | 64 | 90 | 78 | 52 | 72 | | 1,262 |
| CalJobs/Internet Job Search | | 19 | 40 | 36 | 26 | 42 | 36 | 43 | 28 | 25 | 23 | 20 | 30 | 40 | 39 | 21 | 1 | 29 | 38 | 38 | 20 | 42 | | 636 |
| Resume/Cover Letter | | 5 | 13 | 13 | 6 | 11 | 16 | 13 | 6 | 4 | 12 | 9 | 11 | 11 | 7 | 12 | | 8 | 13 | 11 | 3 | 7 | | 191 |
| Typing Practice | | 1 | 3 | 6 | 5 | 4 | 5 | 3 | 2 | 1 | 2 | 1 | 3 | 4 | 4 | 4 | | 7 | 7 | 9 | | 13 | | 84 |
| Typing Certificate | | 1 | 2 | 2 | 1 | 3 | 2 | 2 | | | | | 3 | 2 | | 1 | | 2 | 1 | | | 5 | | 27 |
| Career Exploration | | 1 | 1 | 3 | | 2 | 1 | 2 | 3 | 4 | 3 | 4 | 2 | 6 | 2 | | | 4 | 10 | 2 | 1 | 6 | | 57 |
| Job Listing | | 9 | 15 | 17 | 7 | 9 | 18 | 12 | 9 | 9 | 7 | 11 | 19 | 16 | 13 | 6 | 1 | 15 | 19 | 13 | 10 | 30 | | 265 |
| Fax | | 8 | 15 | 11 | 11 | 17 | 18 | 15 | 7 | 6 | 10 | 13 | 16 | 12 | 6 | 12 | | 11 | 13 | 14 | 5 | 9 | | 229 |
| Copier | | 5 | 13 | 11 | 12 | 9 | 14 | 8 | 6 | 5 | 10 | 8 | 12 | 12 | 7 | 10 | | 8 | 9 | 17 | 9 | 10 | | 195 |
| Telephone | | 8 | 16 | 7 | 11 | 13 | 16 | 11 | 12 | 8 | 13 | 12 | 13 | 12 | 9 | 10 | | 12 | 15 | 17 | 9 | 23 | | 247 |
| Typewriter | | 2 | 1 | 2 | | 2 | 2 | 1 | | | 1 | | | 1 | 1 | 1 | | 1 | 2 | 1 | | 2 | | 20 |
| Resource Library | | 2 | 2 | 3 | 1 | 1 | 3 | 2 | | 1 | 2 | | 1 | 3 | 2 | 3 | | | 6 | 2 | | 2 | | 36 |
| Skills Certificate | | 1 | | 1 | | | 3 | | 1 | | 1 | | 2 | 2 | | 1 | | 1 | 1 | 1 | | 2 | | 17 |
| Plato Lab | | 7 | 11 | 8 | 10 | 10 | 15 | 11 | 12 | 16 | 11 | 10 | 19 | 13 | 25 | 13 | | 11 | 22 | 16 | 10 | 12 | | 262 |
| Workshop | | 1 | | | | 1 | 1 | 1 | 1 | 1 | 1 | 1 | | | | | | 1 | 4 | 2 | 2 | 6 | | 22 |
| Orientation | | 1 | 2 | | | | | | 1 | | 1 | 1 | 4 | | | | 1 | | 1 | 2 | 6 | 2 | | 22 |

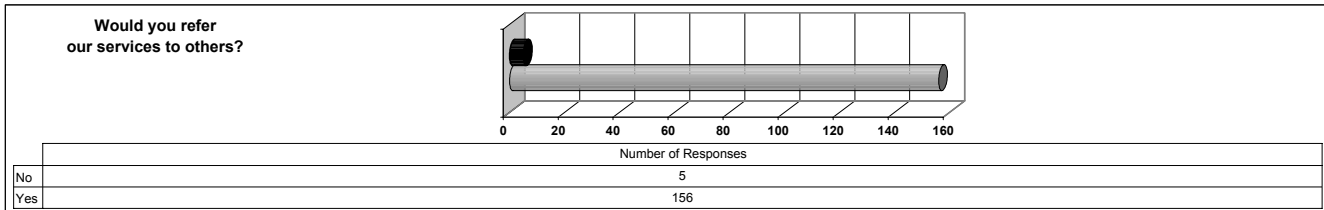
WorkNet: Customer Service/Satisfaction Survey Results (Day Pass)
Merced - January 2004
Excludes First Time Visitors - See First Impressions

| | |
|---------------------------|-------|
| Number of sign-ins | 3,026 |
| Number of questionnaires | 896 |
| Number of First Visitors* | 291 |

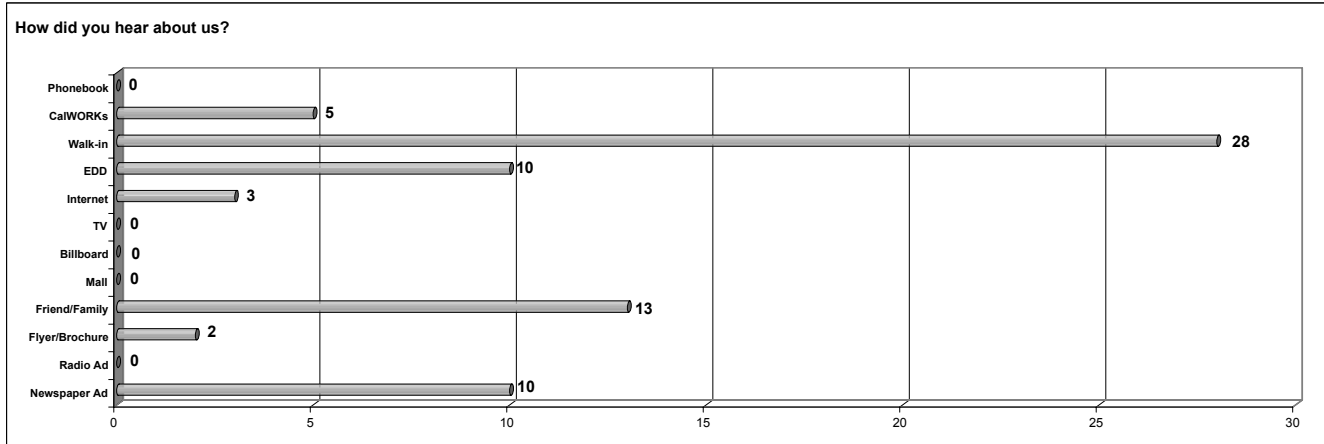
30%

| Employed? | # | % |
|--------------|-----|-------|
| Full-time | 15 | 1.7% |
| Part-time | 16 | 1.8% |
| Temporary | 21 | 2.3% |
| Not Employed | 830 | 92.6% |
| No Answer | 14 | 1.6% |

| Time of Visit | # |
|---------------|-----|
| Morning | 299 |
| Afternoon | 583 |
| After 5 | 0 |
| No Answer | 14 |



| Customer Satisfaction Questions | No Answer | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | Rating |
|---|-----------|---|---|---|---|---|---|---|---|----|-----|--------|
| Courtesy of Staff | 731 | 3 | 0 | 0 | 1 | 0 | 4 | 6 | 4 | 21 | 126 | 9.42 |
| Time it took for staff to assist you | 731 | 2 | 1 | 0 | 1 | 0 | 4 | 5 | 7 | 14 | 131 | 9.45 |
| Did you get the information you needed? | 731 | 2 | 0 | 0 | 1 | 1 | 3 | 3 | 8 | 18 | 129 | 9.49 |
| Were you satisfied with the services? | 730 | 1 | 0 | 1 | 2 | 0 | 4 | 6 | 9 | 17 | 126 | 9.42 |
| Did we help you today? | 730 | 2 | 1 | 0 | 1 | 1 | 4 | 3 | 8 | 18 | 128 | 9.42 |



Service Data

| | January | | | | | | | | | | | | | | Total | | | | | | |
|-----------------------------|---------|----|----|----|----|----|----|----|----|----|----|----|----|----|-------|----|----|----|----|----|-----|
| | 2 | 5 | 6 | 7 | 8 | 9 | 12 | 13 | 14 | 15 | 16 | 20 | 21 | 22 | | 23 | 26 | 27 | 28 | 29 | 30 |
| Day of Week | F | M | T | W | TH | F | M | T | W | TH | F | T | W | TH | F | M | T | W | TH | F | |
| Number of Questionnaires | 31 | 56 | 49 | 43 | 48 | 50 | 39 | 28 | 18 | 54 | 16 | 61 | 62 | 49 | 31 | 42 | 67 | 56 | 53 | 43 | 896 |
| Computer | 28 | 47 | 43 | 34 | 40 | 41 | 33 | 23 | 15 | 43 | 12 | 50 | 56 | 44 | 26 | 36 | 57 | 47 | 42 | 38 | 755 |
| CalJobs/Internet Job Search | 8 | 17 | 19 | 8 | 18 | 11 | 15 | 9 | 7 | 10 | 5 | 16 | 26 | 24 | 7 | 14 | 19 | 18 | 13 | 18 | 282 |
| Resume/Cover Letter | 2 | 6 | 9 | 2 | 7 | 4 | 4 | 3 | 2 | 7 | 3 | 9 | 7 | 5 | 5 | 3 | 7 | 8 | 1 | 3 | 97 |
| Typing Practice | 1 | 2 | 3 | 4 | 2 | 2 | 1 | | | | | | 1 | 4 | 2 | 3 | 6 | 2 | | 3 | 36 |
| Typing Certificate | 1 | 2 | | 1 | | | 2 | | | | | 1 | 2 | | 1 | 1 | 1 | | | 4 | 16 |
| Career Exploration | 1 | 1 | 1 | | | 1 | 2 | 2 | | 1 | 1 | 1 | 2 | | | | 6 | | | 3 | 22 |
| Job Listing | 5 | 8 | 11 | 5 | 4 | 4 | 7 | 6 | 5 | 3 | 5 | 14 | 10 | 9 | 2 | 8 | 14 | 5 | 8 | 15 | 148 |
| Fax | 4 | 8 | 7 | 3 | 7 | 4 | 5 | 2 | 5 | 6 | 5 | 11 | 9 | 3 | 6 | 3 | 8 | 7 | 4 | 5 | 112 |
| Copier | 4 | 7 | 7 | 9 | 5 | 4 | 4 | 3 | 3 | 7 | 2 | 10 | 9 | 2 | 5 | 3 | 6 | 9 | 9 | 6 | 114 |
| Telephone | 3 | 9 | 2 | 7 | 5 | 4 | 4 | 4 | 4 | 8 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 6 | 7 | 11 | 108 |
| Typewriter | 1 | 1 | | | | | | | | | | | | 1 | 1 | 1 | | | | | 9 |
| Resource Library | 1 | 1 | 1 | 1 | | | 1 | | | | | | | 1 | 1 | | 3 | 1 | | | 11 |
| Skills Certificate | 1 | | 1 | | | | | | | | | 1 | 1 | | | | 1 | | | | 5 |
| Plato Lab | 1 | 3 | 1 | 1 | 1 | 2 | 4 | | | 2 | | 1 | | 1 | | | 5 | 2 | 5 | 1 | 30 |
| Workshop | 1 | | | | | 1 | | | | | | | | | | | 3 | 1 | | 1 | 7 |
| Orientation | 1 | 2 | | | | | 1 | | | | | | | | | | 1 | | | 1 | 6 |

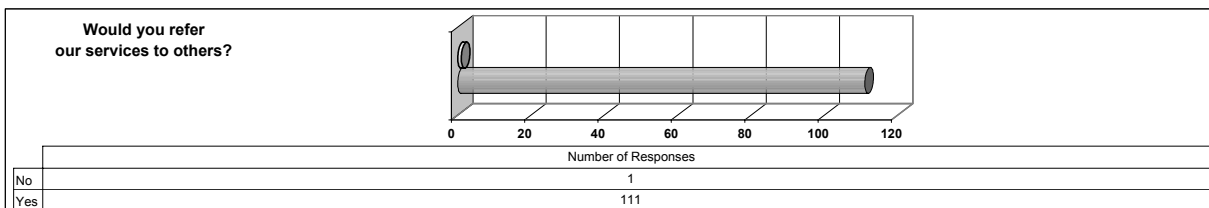
WorkNet: Customer Service/Satisfaction Survey Results (Day Pass)
Los Banos - January 2004
Excludes First Time Visitors - See First Impressions

| | |
|---------------------------|-------|
| Number of sign-ins | 1,897 |
| Number of questionnaires | 766 |
| Number of First Visitors* | 98 |

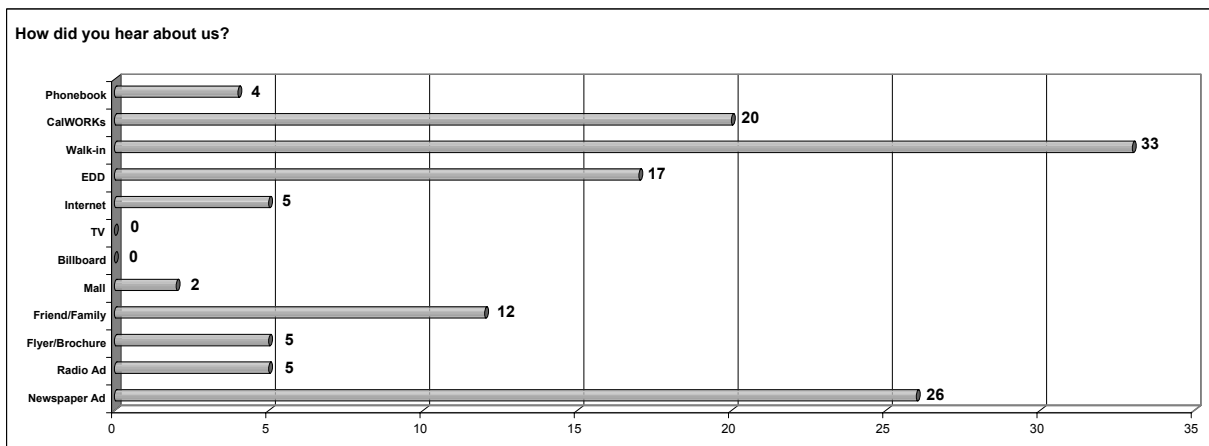
40%

| Employed? | # | % |
|--------------|-----|-------|
| Full-time | 12 | 1.6% |
| Part-time | 9 | 1.2% |
| Temporary | 0 | 0.0% |
| Not Employed | 82 | 10.7% |
| No Answer | 663 | 86.6% |

| Time of Visit | # |
|---------------|-----|
| Morning | 430 |
| Afternoon | 327 |
| After 5 | 1 |
| No Answer | 8 |



| Customer Satisfaction Questions | No Answer | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | Rating |
|---|-----------|---|---|---|---|---|---|---|---|---|-----|--------|
| Courtesy of Staff | 653 | 0 | 0 | 0 | 1 | 1 | 2 | 4 | 3 | 4 | 98 | 9.64 |
| Time it took for staff to assist you | 653 | 0 | 0 | 0 | 1 | 1 | 1 | 3 | 4 | 4 | 99 | 9.68 |
| Did you get the information you needed? | 653 | 2 | 0 | 0 | 0 | 1 | 1 | 1 | 7 | 1 | 100 | 9.60 |
| Were you satisfied with the services? | 653 | 1 | 0 | 0 | 0 | 2 | 0 | 1 | 8 | 4 | 97 | 9.63 |
| Did we help you today? | 653 | 1 | 0 | 0 | 0 | 1 | 1 | 2 | 6 | 6 | 96 | 9.63 |



Service Data

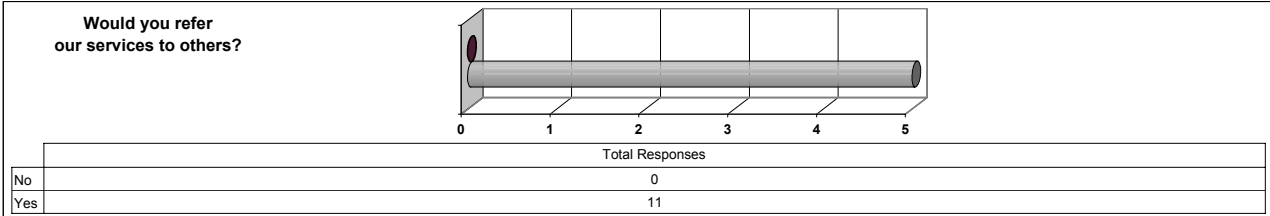
| | January | | | | | | | | | | | | | | Total | | | | | | |
|-----------------------------|---------|----|----|----|----|----|----|----|----|----|----|----|----|----|-------|----|----|----|----|----|----|
| | 1 | 2 | 5 | 6 | 7 | 8 | 9 | 12 | 13 | 14 | 15 | 16 | 20 | 21 | | 22 | 23 | 26 | 27 | 28 | 29 |
| Day of Week | TH | F | M | T | W | TH | F | M | T | W | TH | F | T | W | TH | F | M | T | W | TH | F |
| Number of Questionnaires | 1 | 18 | 42 | 34 | 29 | 33 | 44 | 44 | 34 | 45 | 33 | 36 | 44 | 36 | 39 | 39 | 43 | 53 | 50 | 23 | 46 |
| Computer | | 13 | 30 | 26 | 18 | 27 | 27 | 30 | 22 | 29 | 23 | 21 | 25 | 24 | 19 | 20 | 25 | 33 | 30 | 10 | 33 |
| CalJobs/Internet Job Search | | 11 | 23 | 17 | 17 | 24 | 24 | 27 | 19 | 18 | 13 | 14 | 14 | 14 | 13 | 14 | 15 | 19 | 19 | 7 | 23 |
| Resume/Cover Letter | | 3 | 7 | 4 | 4 | 4 | 12 | 8 | 3 | 2 | 5 | 5 | 2 | 4 | 1 | 7 | 4 | 6 | 3 | 2 | 4 |
| Typing Practice | | | 1 | 3 | 1 | 2 | 3 | 2 | 2 | 1 | 2 | 1 | 3 | 3 | | 2 | 4 | 1 | 7 | | 10 |
| Typing Certificate | | | | 2 | | 3 | 2 | | | | | | 2 | | | | 1 | | | | 1 |
| Career Exploration | | | | 2 | | 3 | | | 1 | 4 | 2 | 3 | 1 | 4 | 2 | | 4 | 4 | 2 | 1 | 3 |
| Job Listing | | 4 | 7 | 5 | 2 | 4 | 13 | 5 | 3 | 4 | 4 | 5 | 5 | 6 | 3 | 4 | 7 | 5 | 7 | 2 | 15 |
| Fax | | 4 | 7 | 4 | 7 | 10 | 14 | 9 | 5 | 1 | 4 | 8 | 5 | 3 | 2 | 5 | 8 | 5 | 7 | 1 | 4 |
| Copier | | 1 | 6 | 4 | 3 | 4 | 10 | 4 | 3 | 2 | 3 | 6 | 2 | 3 | 5 | 5 | 5 | 3 | 8 | | 4 |
| Telephone | | 4 | 7 | 5 | 3 | 8 | 12 | 7 | 8 | 4 | 5 | 7 | 8 | 7 | 4 | 5 | 5 | 10 | 11 | 2 | 12 |
| Typewriter | | | | 2 | | 1 | 1 | 1 | | | | | | 1 | | | | 1 | 1 | | 2 |
| Resource Library | | 1 | 1 | 2 | | 1 | 3 | 1 | | 1 | 2 | | 1 | 3 | 1 | 2 | | 3 | 1 | | 2 |
| Skills Certificate | | | | | | | 3 | | 1 | | 1 | | 1 | 1 | | 1 | 1 | | 1 | | 2 |
| Plato Lab | | 6 | 8 | 7 | 9 | 9 | 13 | 7 | 12 | 16 | 9 | 10 | 18 | 13 | 24 | 13 | 11 | 17 | 14 | 5 | 11 |
| Workshop | | | | | | 1 | | 1 | 1 | 1 | | 1 | | | | | 1 | 1 | 1 | 2 | 5 |
| Orientation | | | | | | | | | | 1 | 1 | 4 | | | | 1 | | | 2 | 6 | 1 |

WorkNet: Customer Service/Satisfaction Survey Results (Day Pass)
Livingston - January 2004
Excludes First Time Visitors - See First Impressions

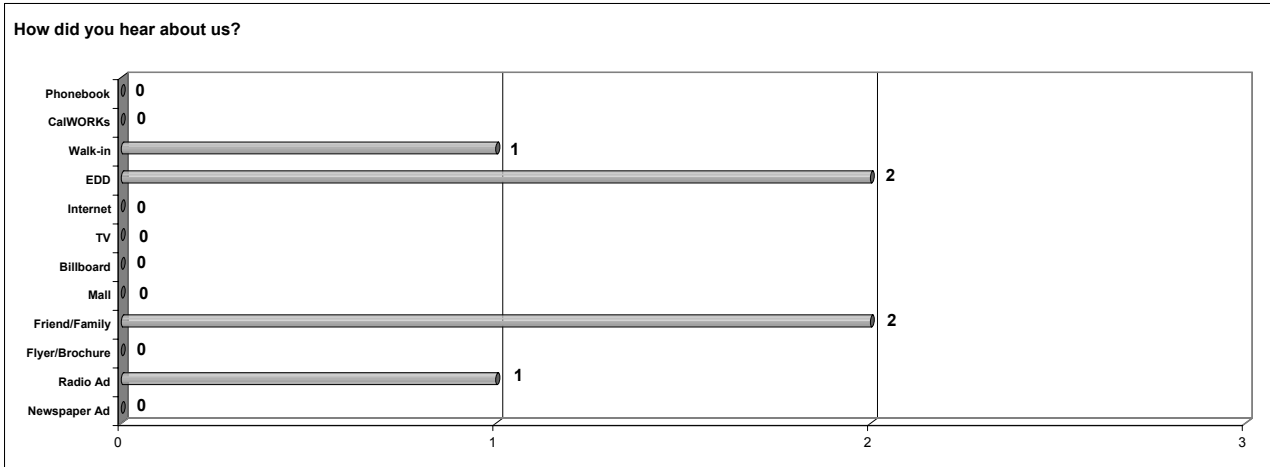
| | | |
|---------------------------|-----|-----|
| Number of sign-ins | 106 | |
| Number of questionnaires | 26 | 25% |
| Number of First Visitors* | 7 | |

| | | |
|------------------|----------|----------|
| Employed? | # | % |
| Full-time | 0 | 0.0% |
| Part-time | 0 | 0.0% |
| Temporary | 0 | 0.0% |
| Not Employed | 0 | 0.0% |
| No Answer | 26 | 100.0% |

| | |
|----------------------|----------|
| Time of Visit | # |
| Morning | 10 |
| Afternoon | 11 |
| After 5 | 0 |
| No Answer | 5 |



| Customer Satisfaction Questions | No Answer | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | Rating |
|---|-----------|---|---|---|---|---|---|---|---|---|----|--------|
| Courtesy of Staff | 15 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 10 | 9.82 |
| Time it took for staff to assist you | 14 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 0 | 10 | 9.67 |
| Did you get the information you needed? | 14 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 0 | 10 | 9.67 |
| Were you satisfied with the services? | 14 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 0 | 10 | 9.67 |
| Did we help you today? | 14 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 0 | 10 | 9.67 |



Service Data

| | January | | | | | | | | | | | | | | Total | |
|-----------------------------|---------|---|---|----|---|----|----|----|----|----|----|----|----|----|-------|----|
| | 2 | 6 | 7 | 8 | 9 | 12 | 14 | 16 | 22 | 23 | 24 | 26 | 27 | 28 | | 30 |
| Day of Week | F | T | W | TH | F | M | W | F | TH | F | S | M | T | W | F | |
| Number of Questionnaires | 2 | 2 | 1 | 1 | 1 | 2 | 1 | 3 | 4 | 1 | 1 | 3 | 1 | 2 | 1 | 26 |
| Computer | 1 | 2 | 1 | 1 | 1 | 2 | 1 | 3 | 3 | 1 | 1 | 3 | | 1 | 1 | 22 |
| CalJobs/Internet Job Search | | | 1 | | 1 | 1 | | 1 | 2 | | 1 | | | 1 | 1 | 9 |
| Resume/Cover Letter | | | | | | 1 | | 1 | 1 | | | 1 | | | | 4 |
| Typing Practice | | | | | | | | | | | | | | | | 0 |
| Typing Certificate | | | | | | | | | | | | | | | | 0 |
| Career Exploration | | | | | | | | | | | | | | | | 0 |
| Job Listing | | 1 | | 1 | 1 | | | 1 | 1 | | 1 | | | 1 | | 7 |
| Fax | | | 1 | | | 1 | | | 1 | 1 | | | | | | 4 |
| Copier | | | | | | | | | | | | | | | | 0 |
| Telephone | 1 | | 1 | | | | | 1 | | | | 2 | | | | 5 |
| Typewriter | 1 | | | | | | | | | | | | | | | 1 |
| Resource Library | | | | | | | | | | | | | | | | 0 |
| Skills Certificate | | | | | | | | | | | | | | | | 0 |
| Plato Lab | | | | | | | | | | | | | | | | 0 |
| Workshop | | | | | | | | | | | | | | | | 0 |
| Orientation | | | | | | | | | | | | | | | | 0 |

