

Worknet Customer Service Report

November 2010

	Nov-09	Nov-10	Oct-10	Sep-10
All Locations Combined				
Visits				
Return Visits (Total Core Svcs - First Visit Registrations)	3766	8934	9654	10102
First Visits (New Registrations)	278	384	410	502
Total Visits (Core Svcs Used)	4044	9318	10064	10604
Total Visitors (Unique Visitors)	1853	1674	1738	1787
What did our customers use?				
Career Assessment	202	102	89	99
Certificate Test	23	93	143	134
Copier	373	265	300	364
EDD/Unemployment	91	55	71	57
External Web Site Job Referral	0	2334	2312	2627
Fax	1250	221	195	198
Internet Job Search	2242	2830	3101	3175
Job Wall	321	715	739	730
Local Office Orientation - JTA 18	194	81	63	99
Other VOS Internet Services	0	339	396	312
PLATO Lab	655	484	644	722
Resume/Cover Letter/Application JTA 15	698	895	959	943
Special Class	43	65	86	62
Staff Appointment	322	170	153	156
Summer Jobs for Youth	5	3	15	13
Telephone	95	126	174	215
Typing Practice	95	108	150	113
Workshop	55	48	64	83

Results By Location - November 2010

	Merced	Los Banos	Wardrobe	All Locations
Visits				
Return Visits	5157	3642	135	8934
First Visits	248	118	18	384
Total Visits	5405	3760	153	9318
Total Visitors*	1118	566	76	1674
What did our customers use?				
Career Assessment	69	33	0	102
Certificate Test	74	19	0	93
Copier	203	62	0	265
EDD/Unemployment	33	22	0	55
External Web Site Job Referral	1025	1270	39	2334
Fax	154	67	0	221
Internet Job Search	1822	979	29	2830
Job Wall	612	103	0	715
Local Office Orientation - JTA 18	13	25	43	81
Other VOS Internet Services	167	165	7	339
PLATO Lab	168	315	1	484
Resume/Cover Letter/Application JTA 15	576	310	9	895
Special Class	22	43	0	65
Staff Appointment	72	91	7	170
Summer Jobs for Youth	3	0	0	3
Telephone	71	55	0	126
Typing Practice	46	62	0	108
Workshop	27	21	0	48

*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.