

Worknet Customer Service Report

June 2011

	Jun-10	Jun-11	May-11	Apr-11
All Locations Combined				
Visits				
Return Visits (Total Visits - First Visit Registrations)	4096	3725	3321	3167
First Visits (New Registrations)	704	499	333	324
Total Visits (Unique Visitors per Day)	4800	4224	3654	3491
Total Visitors (Unique Visitors per Month)	2041	1704	1462	1408
What did our customers use?				
Career Assessment	144	81	85	85
Certificate Test	130	109	89	59
Copier	377	349	327	290
EDD/Unemployment	55	44	55	27
External Web Site Job Referral	2349	2723	2687	1925
Fax	297	226	227	195
Internet Job Search	3189	3011	2611	2358
Job Wall	815	728	543	507
Local Office Orientation - JTA 18	119	79	67	55
Other VOS Internet Services	426	440	370	518
PLATO Lab	810	618	621	617
Resume/Cover Letter/Application JTA 15	1427	1138	983	841
Special Class	25	48	38	53
Staff Appointment	310	134	122	227
Summer Jobs for Youth	30	11	26	11
Telephone	155	104	83	90
Typing Practice	111	108	105	64
Workshop	94	44	39	22
Totals	10863	9995	9078	7944

Results By Location - June 2011

	Merced	Los Banos	All Locations
Visits			
Return Visits	2021	1704	3725
First Visits	320	179	499
Total Visits	2341	1883	4224
Total Visitors*	1051	694	1745
What did our customers use?			
Career Assessment	55	26	81
Certificate Test	76	33	109
Copier	248	101	349
EDD/Unemployment	22	22	44
External Web Site Job Referral	1354	1369	2723
Fax	140	86	226
Internet Job Search	1854	1157	3011
Job Wall	556	172	728
Local Office Orientation - JTA 18	62	17	79
Other VOS Internet Services	253	187	440
PLATO Lab	114	504	618
Resume/Cover Letter/Application JTA 15	765	373	1138
Special Class	11	37	48
Staff Appointment	65	69	134
Summer Jobs for Youth	7	4	11
Telephone	63	41	104
Typing Practice	78	30	108
Workshop	23	21	44

*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.