

# Worknet Customer Service Report

August 2011

	Aug-10	Aug-11	Jul-11	Jun-11
<b>All Locations Combined</b>				
<b>Visits</b>				
Return Visits (Total Visits - First Visit Registrations)	4631	3819	3059	3725
First Visits (New Registrations)	596	449	359	499
Total Visits (Unique Visitors per Day)	5227	4268	3418	4224
Total Visitors (Unique Visitors per Month)	2084	1748	1509	1704
<b>What did our customers use?</b>				
Career Assessment	163	194	99	81
Certificate Test	111	118	111	109
Copier	374	376	316	349
EDD/Unemployment	61	69	44	44
External Web Site Job Referral	2560	2047	2330	2723
Fax	244	239	216	226
Internet Job Search	3576	3188	2652	3011
Job Wall	798	793	614	728
Local Office Orientation - JTA 18	123	183	62	79
Other VOS Internet Services	428	340	363	353
PLATO Lab	852	351	296	618
Resume/Cover Letter/Application JTA 15	1136	1095	1015	1138
Special Class	105	70	54	48
Staff Appointment	290	184	116	134
Summer Jobs for Youth	11	4	10	11
Telephone	190	88	94	104
Typing Practice	122	124	105	108
Workshop	71	41	26	44
Totals	11215	9504	8523	9908

## Results By Location - August 2011

	Merced	Los Banos	All Locations
<b>Visits</b>			
Return Visits	2210	1598	3819
First Visits	299	150	449
Total Visits	2509	1748	4268
Total Visitors*	1116	646	1748
<b>What did our customers use?</b>			
Career Assessment	138	56	194
Certificate Test	94	24	118
Copier	260	116	376
EDD/Unemployment	38	31	69
External Web Site Job Referral	1184	863	2047
Fax	145	94	239
Internet Job Search	1967	1221	3188
Job Wall	537	256	793
Local Office Orientation - JTA 18	130	53	183
Other VOS Internet Services	189	151	340
PLATO Lab	4	347	351
Resume/Cover Letter/Application JTA 15	717	378	1095
Special Class	7	63	70
Staff Appointment	120	64	184
Summer Jobs for Youth	3	1	4
Telephone	53	35	88
Typing Practice	82	42	124
Workshop	28	13	41

\*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.