

Worknet Customer Service Report

October 2011

	Oct-10	Oct-11	Sep-11	Aug-11
All Locations Combined				
Visits				
Return Visits (Total Visits - First Visit Registrations)	3903	3132	3387	3819
First Visits (New Registrations)	410	322	374	449
Total Visits (Unique Visitors per Day)	4313	3454	3761	4268
Total Visitors (Unique Visitors per Month)	1736	1508	1618	1748
What did our customers use?				
Career Assessment	89	142	135	194
Certificate Test	143	92	144	118
Copier	300	318	307	376
EDD/Unemployment	71	53	59	69
External Web Site Job Referral	2308	1491	1720	2047
Fax	195	200	222	239
Internet Job Search	3101	2258	2577	3188
Job Wall	739	598	587	793
Local Office Orientation - JTA 18	63	121	104	183
Other VOS Internet Services	346	248	253	340
PLATO Lab	642	372	398	351
Resume/Cover Letter/Application JTA 15	959	618	865	1095
Special Class	86	46	75	70
Staff Appointment	152	237	229	184
Summer Jobs for Youth	15	4	7	4
Telephone	174	82	84	88
Typing Practice	150	81	95	124
Workshop	64	22	36	41
Totals	9597	6983	7897	9504

Results By Location - October 2011

	Merced	Los Banos	All Locations
Visits			
Return Visits	1621	1510	3132
First Visits	205	117	322
Total Visits	1826	1627	3454
Total Visitors*	921	605	1508
What did our customers use?			
Career Assessment	78	64	142
Certificate Test	75	17	92
Copier	196	122	318
EDD/Unemployment	31	22	53
External Web Site Job Referral	860	631	1491
Fax	107	93	200
Internet Job Search	1348	910	2258
Job Wall	398	200	598
Local Office Orientation - JTA 18	69	52	121
Other VOS Internet Services	115	133	248
PLATO Lab	5	367	372
Resume/Cover Letter/Application JTA 15	388	230	618
Special Class	9	37	46
Staff Appointment	110	127	237
Summer Jobs for Youth	3	1	4
Telephone	35	47	82
Typing Practice	52	29	81
Workshop	7	15	22

*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.