

Worknet Customer Service Report

April 2011

	Apr-10	Apr-11	Mar-11	Feb-11
All Locations Combined				
Visits				
Return Visits (Total Visits - First Visit Registrations)	4152	3161	3879	3218
First Visits (New Registrations)	833	324	371	343
Total Visits (Unique Visitors per Day)	4985	3485	4250	3561
Total Visitors (Unique Visitors per Month)	2043	1482	1711	1454
What did our customers use?				
Career Assessment	219	85	142	109
Certificate Test	206	59	177	63
Copier	423	290	391	306
EDD/Unemployment	74	27	50	49
External Web Site Job Referral	1598	1925	2395	2041
Fax	295	195	286	200
Internet Job Search	2930	2358	2762	2411
Job Wall	905	507	578	476
Local Office Orientation - JTA 18	115	55	31	38
Other VOS Internet Services	483	518	425	375
PLATO Lab	993	617	750	616
Resume/Cover Letter/Application JTA 15	1362	841	928	885
Special Class	98	53	53	81
Staff Appointment	391	221	289	258
Summer Jobs for Youth	24	11	7	10
Telephone	233	90	132	91
Typing Practice	156	64	121	74
Workshop	102	22	29	35
Totals	10607	7938	9546	8118

Results By Location - April 2011

	Merced	Los Banos	All Locations
Visits			
Return Visits	1535	1626	3161
First Visits	195	129	324
Total Visits	1730	1755	3485
Total Visitors*	837	645	1482
What did our customers use?			
Career Assessment	50	35	85
Certificate Test	44	15	59
Copier	182	108	290
EDD/Unemployment	12	15	27
External Web Site Job Referral	927	998	1925
Fax	126	69	195
Internet Job Search	1328	1030	2358
Job Wall	378	129	507
Local Office Orientation - JTA 18	21	34	55
Other VOS Internet Services	235	283	518
PLATO Lab	117	500	617
Resume/Cover Letter/Application JTA 15	481	360	841
Special Class	6	47	53
Staff Appointment	94	127	221
Summer Jobs for Youth	4	7	11
Telephone	61	29	90
Typing Practice	39	25	64
Workshop	14	8	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.