

Worknet Customer Service Report

February 2011

	Feb-10	Feb-11	Jan-11	Dec-10
All Locations Combined				
Visits				
Return Visits (Total Visits - First Visit Registrations)	4156	3218	3815	2765
First Visits (New Registrations)	343	343	421	329
Total Visits (Unique Visitors per Day)	4499	3561	4236	3094
Total Visitors (Unique Visitors per Month)	2064	1454	1643	1409
What did our customers use?				
Career Assessment	203	109	102	89
Certificate Test	81	63	93	143
Copier	369	306	265	300
EDD/Unemployment	105	49	55	71
External Web Site Job Referral	0	2041	2328	2308
Fax	1199	200	221	195
Internet Job Search	2236	2411	2830	3101
Job Wall	333	476	715	739
Local Office Orientation - JTA 18	205	38	81	63
Other VOS Internet Services	0	375	332	396
PLATO Lab	719	616	484	642
Resume/Cover Letter/Application JTA 15	781	885	895	959
Special Class	149	81	65	86
Staff Appointment	486	258	169	152
Summer Jobs for Youth	63	10	3	15
Telephone	90	91	126	174
Typing Practice	220	74	108	150
Workshop	73	35	48	64
Totals	7312	8118	8920	9647

Results By Location - February 2011

	Merced	Los Banos	All Locations
Visits			
Return Visits	1609	1609	3218
First Visits	171	172	343
Total Visits	1780	1781	3561
Total Visitors*	831	660	1454
What did our customers use?			
Career Assessment	72	37	109
Certificate Test	45	18	63
Copier	216	90	306
EDD/Unemployment	23	26	49
External Web Site Job Referral	1119	922	2041
Fax	111	89	200
Internet Job Search	1396	1015	2411
Job Wall	358	118	476
Local Office Orientation - JTA 18	9	29	38
Other VOS Internet Services	161	214	375
PLATO Lab	122	494	616
Resume/Cover Letter/Application JTA 15	587	298	885
Special Class	12	69	81
Staff Appointment	114	144	258
Summer Jobs for Youth	6	4	10
Telephone	59	32	91
Typing Practice	37	37	74
Workshop	22	13	35

*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.