

Worknet Customer Service Report

January 2011

	Jan-10	Jan-11	Dec-10	Nov-10
All Locations Combined				
Visits				
Return Visits (Total Visits - First Visit Registrations)	4331	3815	2765	3539
First Visits (New Registrations)	408	421	329	384
Total Visits (Unique Visitors per Day)	4739	4236	3094	3923
Total Visitors (Unique Visitors per Month)	2140	1643	1409	1670
What did our customers use?				
Career Assessment	243	114	102	89
Certificate Test	29	86	93	143
Copier	390	365	265	300
EDD/Unemployment	95	60	55	71
External Web Site Job Referral	0	2339	2328	2308
Fax	1385	243	221	195
Internet Job Search	2540	3066	2830	3101
Job Wall	299	609	715	739
Local Office Orientation - JTA 18	181	60	81	63
Other VOS Internet Services	0	378	332	396
PLATO Lab	781	735	484	642
Resume/Cover Letter/Application JTA 15	867	1216	895	959
Special Class	109	46	65	86
Staff Appointment	399	220	169	152
Summer Jobs for Youth	55	13	3	15
Telephone	52	125	126	174
Typing Practice	155	111	108	150
Workshop	63	43	48	64
Totals	7643	9829	8920	9647

Results By Location - January 2011

	Merced	Los Banos	All Locations
Visits			
Return Visits	1977	1838	3815
First Visits	228	193	421
Total Visits	2205	2031	4236
Total Visitors*	1045	695	1643
What did our customers use?			
Career Assessment	77	37	114
Certificate Test	57	29	86
Copier	249	116	365
EDD/Unemployment	38	22	60
External Web Site Job Referral	1116	1223	2339
Fax	162	81	243
Internet Job Search	1788	1278	3066
Job Wall	431	178	609
Local Office Orientation - JTA 18	10	50	60
Other VOS Internet Services	185	193	378
PLATO Lab	171	564	735
Resume/Cover Letter/Application JTA 15	686	530	1216
Special Class	20	26	46
Staff Appointment	115	105	220
Summer Jobs for Youth	5	8	13
Telephone	92	33	125
Typing Practice	35	76	111
Workshop	20	23	43

*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.