

Worknet Customer Service Report

March 2011

	Mar-10	Mar-11	Feb-11	Jan-11
All Locations Combined				
Visits				
Return Visits (Total Visits - First Visit Registrations)	4773	3879	3218	3815
First Visits (New Registrations)	419	371	343	421
Total Visits (Unique Visitors per Day)	5192	4250	3561	4236
Total Visitors (Unique Visitors per Month)	2319	1711	1454	1643
What did our customers use?				
Career Assessment	330	142	109	114
Certificate Test	64	177	63	86
Copier	387	391	306	365
EDD/Unemployment	108	50	49	60
External Web Site Job Referral	0	2395	2041	2339
Fax	1482	286	200	243
Internet Job Search	2585	2762	2411	3066
Job Wall	340	578	476	609
Local Office Orientation - JTA 18	277	31	38	60
Other VOS Internet Services	0	425	375	378
PLATO Lab	851	750	616	735
Resume/Cover Letter/Application JTA 15	940	928	885	1216
Special Class	140	53	81	46
Staff Appointment	467	289	258	220
Summer Jobs for Youth	31	7	10	13
Telephone	86	132	91	125
Typing Practice	213	121	74	111
Workshop	101	29	35	43
Totals	8402	9546	8118	9829

Results By Location - February 2011

	Merced	Los Banos	All Locations
Visits			
Return Visits	1977	1902	3879
First Visits	207	164	371
Total Visits	2184	2066	4250
Total Visitors*	989	722	1711
What did our customers use?			
Career Assessment	110	32	142
Certificate Test	96	81	177
Copier	265	126	391
EDD/Unemployment	22	28	50
External Web Site Job Referral	1242	1153	2395
Fax	191	95	286
Internet Job Search	1614	1148	2762
Job Wall	449	129	578
Local Office Orientation - JTA 18	13	18	31
Other VOS Internet Services	168	257	425
PLATO Lab	153	597	750
Resume/Cover Letter/Application JTA 15	582	346	928
Special Class	9	44	53
Staff Appointment	140	149	289
Summer Jobs for Youth	3	4	7
Telephone	93	39	132
Typing Practice	54	67	121
Workshop	16	13	29

*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.