

Worknet Customer Service Report

May 2011

	May-10	May-11	Apr-11	Mar-11
All Locations Combined				
Visits				
Return Visits (Total Visits - First Visit Registrations)	3852	3318	3166	3886
First Visits (New Registrations)	549	333	324	371
Total Visits (Unique Visitors per Day)	4401	3651	3490	4257
Total Visitors (Unique Visitors per Month)	1788	1461	1407	1660
What did our customers use?				
Career Assessment	178	85	85	143
Certificate Test	132	89	59	177
Copier	340	327	290	391
EDD/Unemployment	78	55	27	50
External Web Site Job Referral	1556	2687	1925	2402
Fax	260	227	195	286
Internet Job Search	2659	2611	2358	2764
Job Wall	753	543	507	578
Local Office Orientation - JTA 18	192	67	55	31
Other VOS Internet Services	409	370	518	428
PLATO Lab	867	621	617	750
Resume/Cover Letter/Application JTA 15	1078	983	841	928
Special Class	64	38	53	53
Staff Appointment	332	119	226	290
Summer Jobs for Youth	24	26	11	7
Telephone	215	83	90	132
Typing Practice	112	105	64	121
Workshop	61	39	22	29
Totals	9310	9075	7943	9560

Results By Location - May 2011

	Merced	Los Banos	All Locations
Visits			
Return Visits	1620	1698	3318
First Visits	176	157	333
Total Visits	1796	1855	3651
Total Visitors*	845	648	1493
What did our customers use?			
Career Assessment	43	42	85
Certificate Test	65	24	89
Copier	230	97	327
EDD/Unemployment	32	23	55
External Web Site Job Referral	1172	1515	2687
Fax	134	93	227
Internet Job Search	1426	1185	2611
Job Wall	419	124	543
Local Office Orientation - JTA 18	36	31	67
Other VOS Internet Services	176	194	370
PLATO Lab	94	527	621
Resume/Cover Letter/Application JTA 15	538	445	983
Special Class	10	28	38
Staff Appointment	63	56	119
Summer Jobs for Youth	15	11	26
Telephone	53	30	83
Typing Practice	63	42	105
Workshop	17	22	39

*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.