

Worknet Customer Service Report

November 2011

	Nov-10	Nov-11	Oct-11	Sep-11
All Locations Combined				
Visits				
Return Visits (Total Visits - First Visit Registrations)	3539	3007	3138	3390
First Visits (New Registrations)	384	357	322	374
Total Visits (Unique Visitors per Day)	3923	3364	3460	3764
Total Visitors (Unique Visitors per Month)	1670	1560	1509	1618
What did our customers use?				
Career Assessment	102	171	142	135
Certificate Test	93	87	92	144
Copier	265	291	318	307
EDD/Unemployment	55	57	53	59
External Web Site Job Referral	2328	1296	1491	1720
Fax	221	159	200	222
Internet Job Search	2830	2115	2258	2577
Job Wall	715	557	598	587
Local Office Orientation - JTA 18	81	111	121	104
Other VOS Internet Services	293	195	248	253
PLATO Lab	484	321	378	401
Resume/Cover Letter/Application JTA 15	895	800	618	865
Special Class	65	27	46	75
Staff Appointment	169	233	237	229
Summer Jobs for Youth	3	4	4	7
Telephone	126	99	82	84
Typing Practice	108	75	81	95
Workshop	48	38	22	36
Totals	8881	6636	6989	7900

Results By Location - November 2011

	Merced	Los Banos	All Locations
Visits			
Return Visits	1557	1449	3007
First Visits	234	123	357
Total Visits	1791	1572	3364
Total Visitors*	935	646	1560
What did our customers use?			
Career Assessment	89	82	171
Certificate Test	55	32	87
Copier	172	119	291
EDD/Unemployment	33	24	57
External Web Site Job Referral	649	647	1296
Fax	83	76	159
Internet Job Search	1226	889	2115
Job Wall	326	231	557
Local Office Orientation - JTA 18	67	44	111
Other VOS Internet Services	98	97	195
PLATO Lab	5	316	321
Resume/Cover Letter/Application JTA 15	512	288	800
Special Class	7	20	27
Staff Appointment	106	127	233
Summer Jobs for Youth	1	3	4
Telephone	47	52	99
Typing Practice	41	34	75
Workshop	21	17	38

*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.