

Worknet Customer Service Report

September 2011

	Sep-10	Sep-11	Aug-11	Jul-11
All Locations Combined				
Visits				
Return Visits (Total Visits - First Visit Registrations)	3966	3385	3819	3059
First Visits (New Registrations)	502	374	449	359
Total Visits (Unique Visitors per Day)	4468	3759	4268	3418
Total Visitors (Unique Visitors per Month)	1787	1618	1748	1509
What did our customers use?				
Career Assessment	99	135	194	99
Certificate Test	134	144	118	111
Copier	364	307	376	316
EDD/Unemployment	57	59	69	44
External Web Site Job Referral	2625	1720	2047	2330
Fax	198	222	239	216
Internet Job Search	3175	2577	3188	2652
Job Wall	730	587	793	614
Local Office Orientation - JTA 18	99	104	183	62
Other VOS Internet Services	289	251	340	363
PLATO Lab	722	398	351	296
Resume/Cover Letter/Application JTA 15	943	865	1095	1015
Special Class	62	74	70	54
Staff Appointment	156	228	184	116
Summer Jobs for Youth	13	7	4	10
Telephone	215	84	88	94
Typing Practice	113	95	124	105
Workshop	83	36	41	26
Totals	10077	7893	0	0

Results By Location - September 2011

	Merced	Los Banos	All Locations
Visits			
Return Visits	1786	1593	3385
First Visits	255	119	374
Total Visits	2041	1712	3759
Total Visitors*	1012	640	1618
What did our customers use?			
Career Assessment	83	52	135
Certificate Test	103	41	144
Copier	205	102	307
EDD/Unemployment	35	24	59
External Web Site Job Referral	851	869	1720
Fax	124	98	222
Internet Job Search	1561	1016	2577
Job Wall	375	212	587
Local Office Orientation - JTA 18	60	44	104
Other VOS Internet Services	132	119	251
PLATO Lab	3	395	398
Resume/Cover Letter/Application JTA 15	523	342	865
Special Class	12	62	74
Staff Appointment	132	96	228
Summer Jobs for Youth	2	5	7
Telephone	38	46	84
Typing Practice	53	42	95
Workshop	22	14	36

*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.