

Resource Room Services Function Recording the Anonymous JobLink Customer

Overview

A number of customers go to the JobLink Career Center specifically to use the PC workstations in the Resource Room. Some of these customers choose not to provide the personal information required for the creation of a customer account in the JobLink MIS. These services provided through the Resource Room go unreported in the JobLink MIS if the customers do not have an MIS account or use their swipe card in the card reader. A new function has been added to the JobLink MIS to record the number of these anonymous customers that use the Resource Room, as well as, the number of services they used while in the Resource Room.

There are two very distinct ways to count these anonymous Resource Room customers.

1. A staff member can manually go to the Record Anonymous Services page in the JobLink MIS and enter the number of anonymous Resource Room customers and the individual services they used while in the Resource Room. If the JobLink leadership decides that capturing the actual kinds of services are not important, the staff member can choose to only enter the number of anonymous Resource Room customers, without entering the individual Resource Room services received.
2. Special swipe cards representing anonymous customers will be distributed to each JobLink (or may be generated locally by staff). **These cards may only be used at the card readers at the Greeter's Stations.** When a staff member swipes the card once, the number of customers that have used the Resource Room is increased by one.

Record Anonymous Services Page

When the page is first displayed, the Service Date defaults to the current date. The Service date can be changed to any date prior to current date. If no numbers of Resource Room customers have been recorded manually by staff on that day and no customers have used their swipe cards to record Resource Room services, both Total Customers and Daily Total of Number of Customers Receiving Services will be displayed as all zeros. If Resource Room services have been recorded previously that day, all numbers for that date that were recorded and saved earlier will be retrieved and displayed.


Two kinds of numbers are recorded and displayed on this page. The first number is Total Customers. The Total Customers provides the total number of customers (headcount) who used Resource Room services on the date specified as Service Date. This number is the aggregation of the number entered in Number of Customers (the box on the left of Total Customers). The Total Customers will be increased if a positive Number of Customers is entered. On the contrary, if a negative Number of Customers is entered, the Total Customers will be decreased. The second category number is Number of Customers Receiving Services. The Daily Total displays the total number customers who utilized the particular Resource Room service listed on the left side on the date specified.

Similarly, these numbers are the aggregation of the numbers entered in Adjustment box on the left. They are either increased or decreased based on the Adjustments field being positive or negative. Both Total Customers and Daily Total will never go below zero. In addition, since there may be one customer who uses multiple Resource Room services or multiple customers who use the same Resource Room service at different point of time, there is no equality relationship between these two numbers. Also, since the touch screen automatically increases the “customers served” count for all users who check in the system using their own swipe cards, the staff should only include customers that did not check-in using the touch screen system or have a staff member record their Resource Room services.

When all fields are entered correctly, click the Save button on the left of the bottom of the page to submit the recording. The recording process can be done as many times as the staff wants for recording numbers to match the final realistic counts. The Cancel button is used when the number changes on current page should be canceled and the previously saved numbers are preferred. Note that the <enter> key acts like Save button which will save the page data when it is used.

Screen Example

North Carolina



JobLink
Career Center

Career Planning, Training
& Placement Services

Help | Contact Us | FAQ | NC ESC | NC JobLink | NC Commerce

PAUL COLE-JL at ALAMANCE COUNTY JOBLINK CAREER CENTER

Record Anonymous Services

The Anonymous Services page allows users to accurately record the distribution of services to anonymous users of the Resource Center.

Service Date:

Number of Customers: Total Customers: 10

Resource Center Services	Adjustments	Number of Customers Receiving These Services Daily Total
SEARCH THE INTERNET	<input type="text"/>	4
SUBMIT JOB APPLICATIONS/RESUMES	<input type="text"/>	0
PREPARE RESUME	<input type="text"/>	2
SEARCH FOR AVAILABLE JOBS	<input type="text"/>	2
USE EMAIL	<input type="text"/>	0
SEARCH FOR CAREER INFORMATION	<input type="text"/>	0
SEARCH FOR JOB MARKET INFORMATION	<input type="text"/>	2
USE THE PHONE OR FAX MACHINE	<input type="text"/>	0
FILE AN UNEMPLOYMENT INSURANCE CLAIM ONLINE	<input type="text"/>	0
USE MOBILE JOBLINK	<input type="text"/>	0

- Customer Search
- North Carolina Career Compass
- Register Customer
- Record Anonymous Services
- Generate Report
- Change Password
- Reset PIN
- Unassigned Cards
- Documents
- Scheduler
- Staff Acct Mgmt
- Staff Search
- Career Readiness Certificates
- LOGOUT

Counting Anonymous Resource Room Customers Using a Special JobLink Swipe Card

A second method for counting anonymous customers that come to the JobLink for services can be used by staff members. When an Unassigned (Anonymous Customer) Card is swiped on the **Greeter's Station touch screen** it will increase the headcount (total customers) that is displayed on the Resource Room Services screen and reported on the Customers Served version of the new Resource Room Anonymous Services Report.

When a staff member wants to record an anonymous customer using the touch screen a swipe card that has been configured as an "Unassigned Card" must be swiped through the welcome (check-in) touch screen by the Greeter's Station. When the touch screen determines that it is an unassigned card, the anonymous customer headcount is increased and the touch screen returns to the greeting screen. There is no need to confirm the card is an unassigned card or request any services.

The Unassigned Card function from the JobLink MIS menu is used to define a card that can be used to increase the headcount for anonymous customers. Multiple unassigned cards can be created and provided to any staff that work at the Greeter's Station and know when customers enter the office without checking in.