

CITIZENS

I-CAN CITIZEN CENSUS:

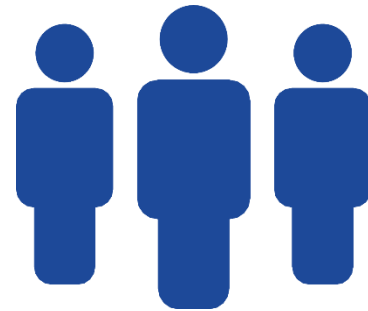
The following indicators will be the source of the above sub-category:

- ❖ No of Registered Citizen
- ❖ Citizen Gender
- ❖ Citizen Age group
- ❖ Citizen Focus Group (new indicator)
- ❖ Citizen Qualifications
- ❖ Home Language (new indicator)
- ❖ Citizen Nationality
- ❖ Population Group (new indicator)

NO OF REGISTERED CITIZENS

This indicator focuses on the citizens registered at the I-CAN Centre.

- ❖ **911** I-CAN users registered since Sept 2015.
- ❖ An average of **5** citizens register everyday
- ❖ For this month (MAY 2016), **82** users registered



Week no.	21	22	20	19	23
Registrations per week	21	13	24	21	3
Total Registrations	82				

CITIZEN GENDER

This indicator focuses on tracking the Gender of citizens accessing the Centre.

TOTAL MALES & FEMALES

The following stats shows the overall citizens registered based on their gender as well as the total number of citizens registered for this month based on their gender

421
May:47



490
May:35

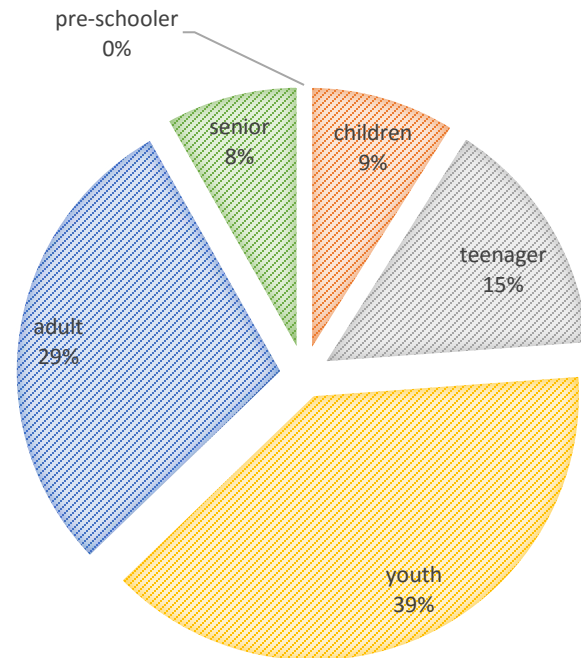


CITIZEN AGE GROUPS

The following indicator focus on citizens age, as it divides citizens in to respective age groups:

- ❖ Pre-schooler: 3–5 years' old
- ❖ Children: 6-12 years' old
- ❖ Teenager: 13-17 years' old
- ❖ Youth: 18-29 years' old
- ❖ Adult: 30-49 years' old
- ❖ Senior: >50 years' old

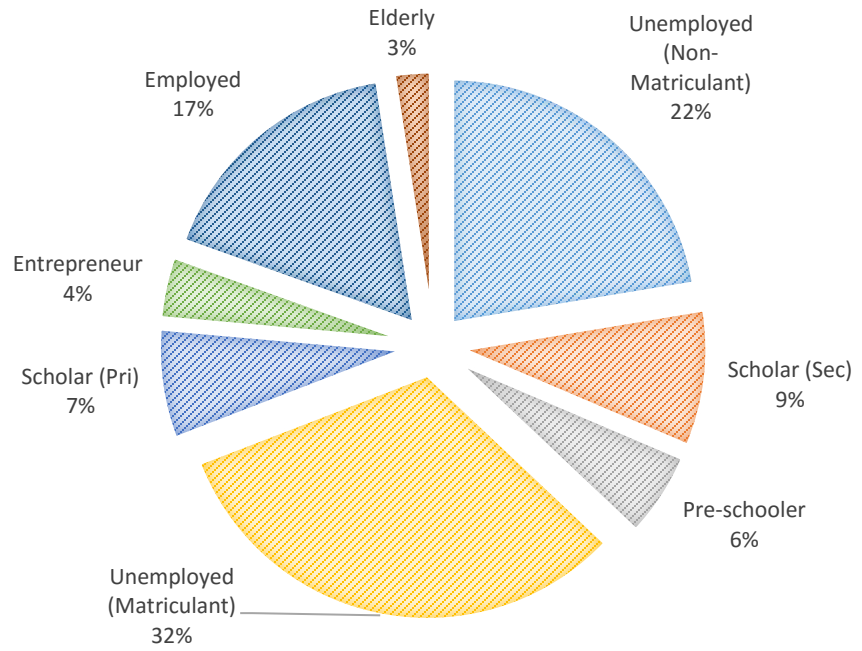
age groups	
pre-schooler	0
children	83
teenager	138
youth	361
adult	269
senior	76
all	927
maximum age	76
minimum age	6
average age	27.726



CITIZEN FOCUSED GROUP

This chart below splits the number of registered citizens into specific focus groups:

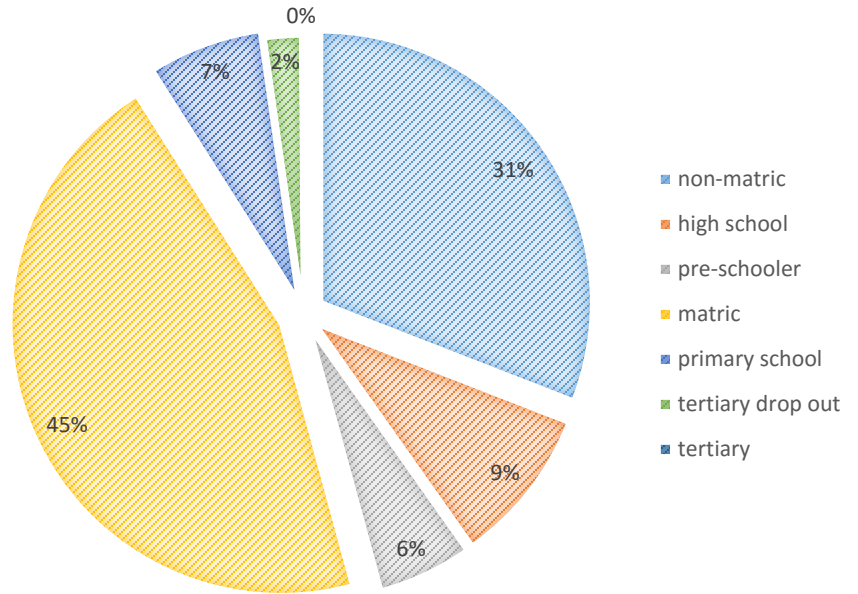
focus group	total
Unemployed (Non-Matriculant)	203
Scholar (Sec)	82
Pre-schooler	51
Unemployed (Matriculants)	291
Scholar (Pri)	66
Entrepreneur	37
Employed	155
Elderly	22
TOTAL	907



CITIZEN QUALIFICATION

The following indicator splits the citizens based on their qualification.

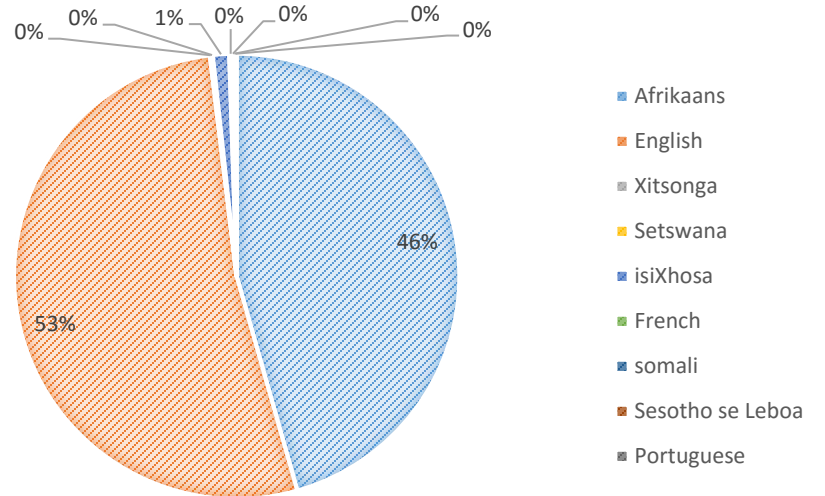
qualification	
non-matric	289
high school	87
pre-schooler	52
matric	423
primary school	63
tertiary drop out	20
tertiary	1
Total	935



HOME LANGUAGE

The following indicator monitors citizens home language.

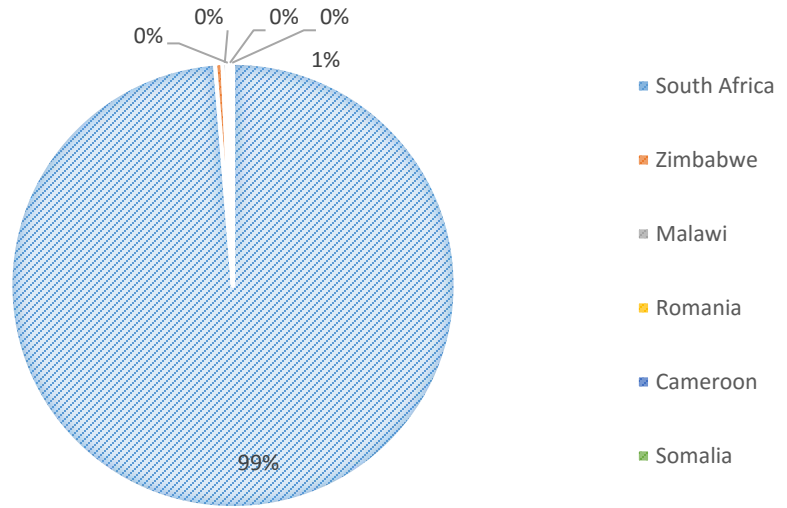
Home Language	
Afrikaans	426
English	490
Xitsonga	1
Setswana	1
isiXhosa	11
French	2
somali	1
Sesotho se Leboa	1
Portuguese	1
Total	934



NATIONALITY

This graph below shows the nationality of users accessing the I-CAN Centre.

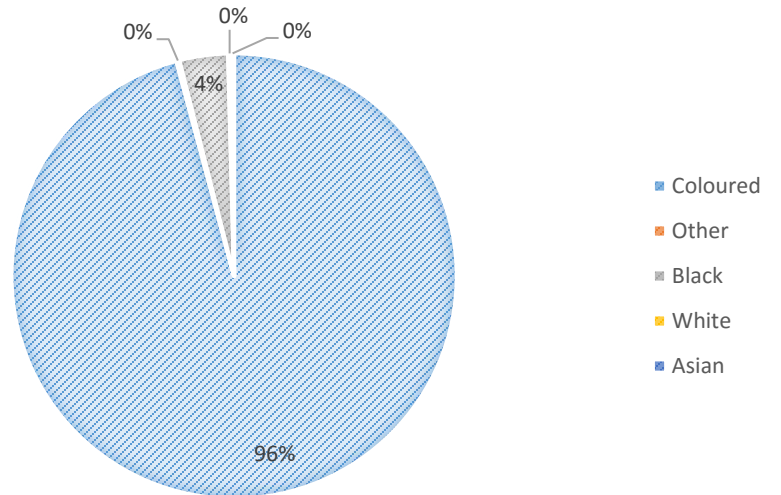
nationality	
South Africa	922
Zimbabwe	5
Malawi	3
Romania	1
Cameroon	2
Somalia	1
Total	934



POPULATION GROUP

This graph below shows the population group of users registered at the I-CAN Centre.

Population group	
Coloured	896
Other	2
Black	33
White	2
Asian	2
Total	935



I-CAN SURVEY

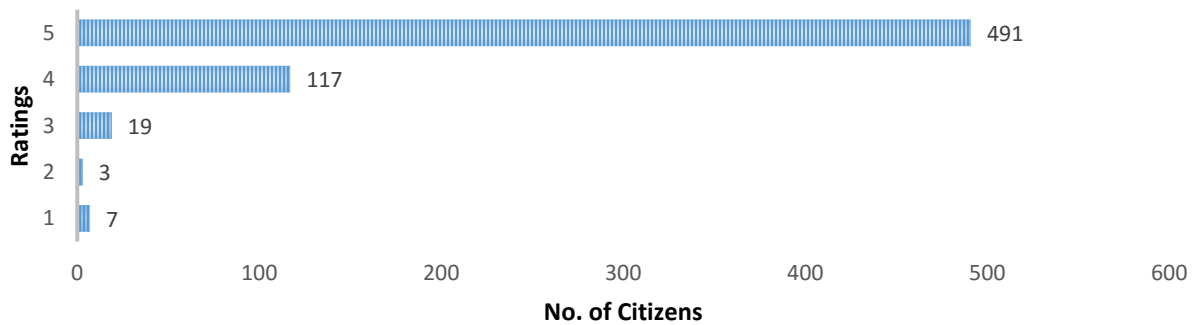
The following indicators will be the source of the above sub-category:

- ❖ Experience at I-CAN
- ❖ Feelings about I-CAN
- ❖ Friendliness of Staff
- ❖ Recommendations to friends and family.
- ❖ Applications Used.

EXPERIENCE AT THE I-CAN

The graph below shows citizens rating their experience at the I-CAN Centre from 1 to 5:

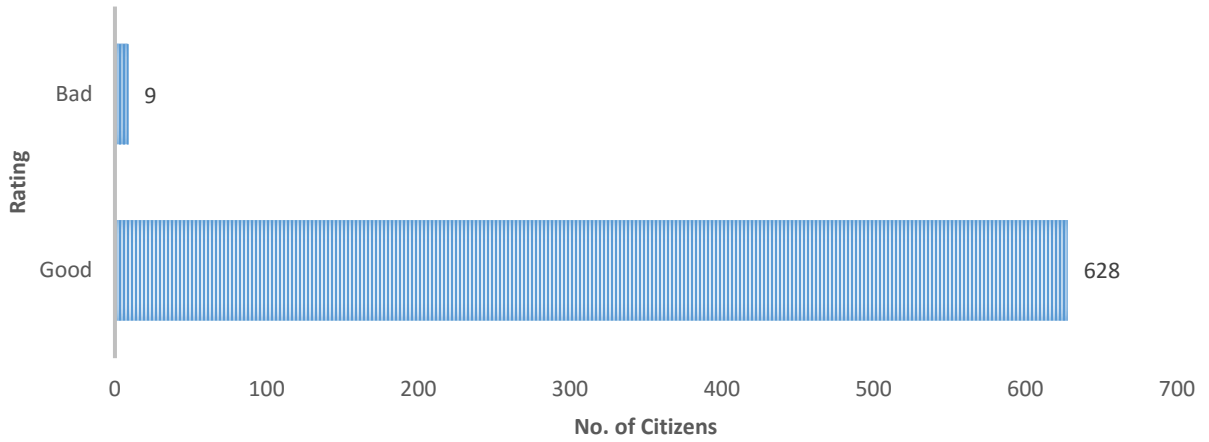
- ❖ 1 – Very Poor
- ❖ 2 – Poor
- ❖ 3 – Okay
- ❖ 4- Good
- ❖ 5- Excellent



Demo

FEELINGS ABOUT I-CAN

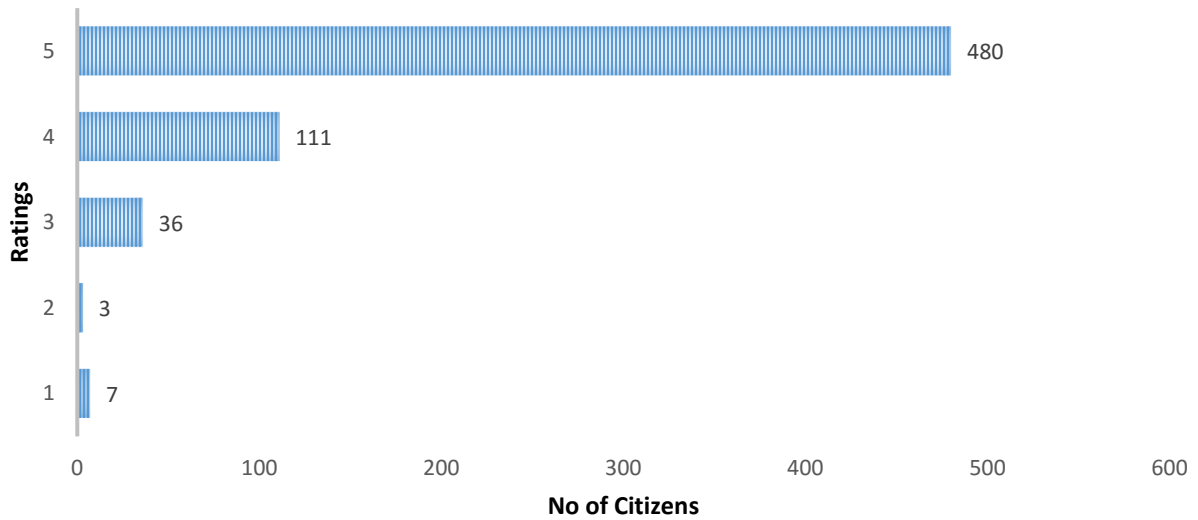
The stats below indicate citizens rating based on their feeling at I-CAN Centre:



Demo

FRIENDLINESS OF STAFF

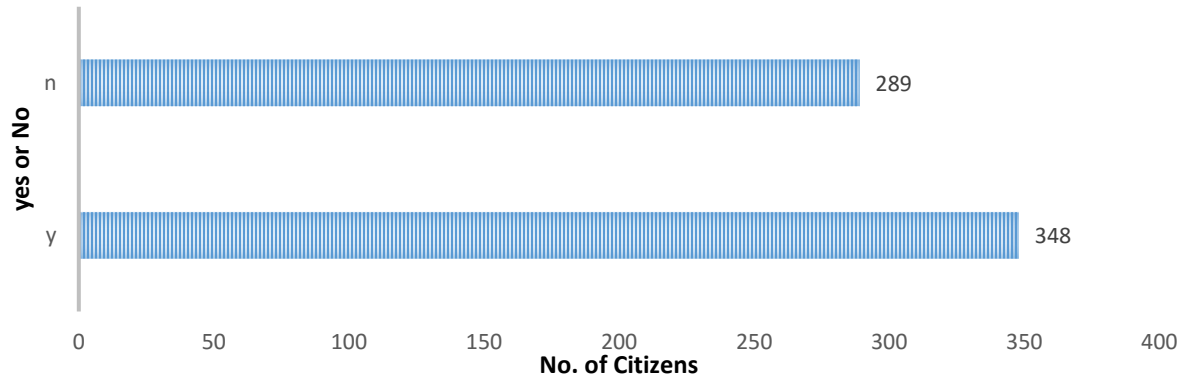
The following stats shows citizens rating of staff friendliness at the I-CAN Centre:



Demo

RECCOMENDATIONS

Citizens were asked if they would recommend I-CAN to other people and 54% indicated they would.

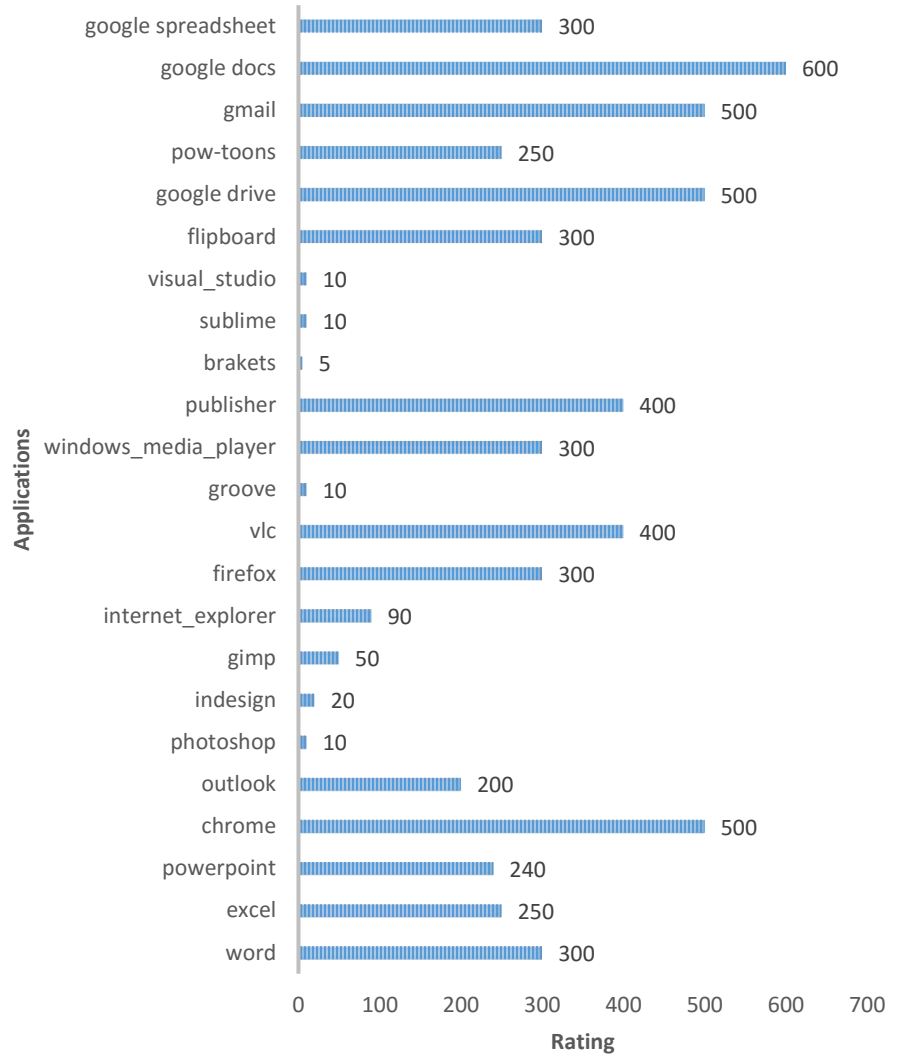


Demo

APPLICATIONS USED

The following indicator monitors the applications citizens access the most. [Demo](#)

Applications used	
Word	300
Excel	250
Power point	240
Chrome	500
Outlook	200
photoshop	10
Indesign	20
Gimp	50
Internet explorer	90
Firefox	300
Vlc	400
Groove	10
Windows media player	300
Publisher	400
Brackets	5
Sublime	10
Visual studio	10
Flipboard	300
google drive	500
pow-toons	250
Gmail	500
google docs	600
google spreadsheet	300



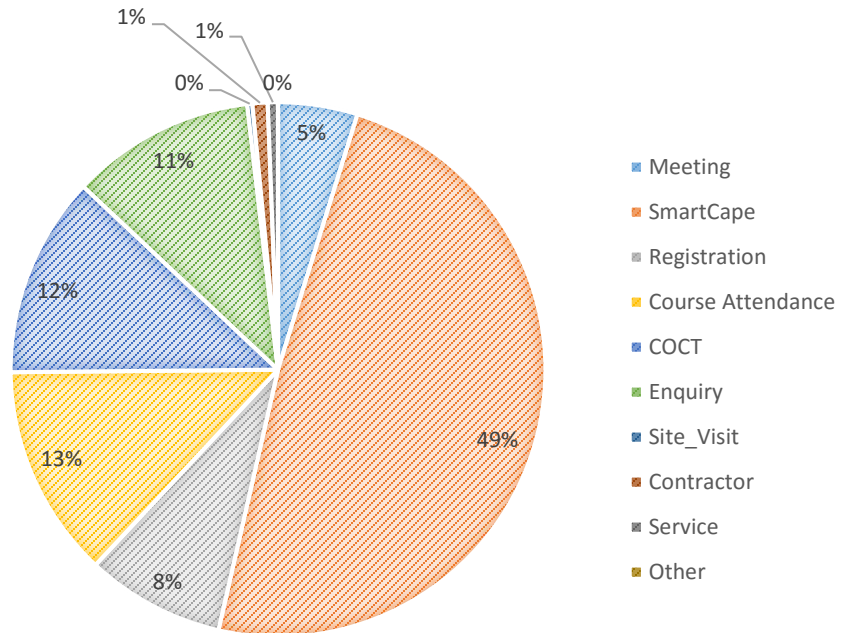
CITIZEN ACCESS

- ❖ Reason for visit
- ❖ Number of Visitors
- ❖ Attendance Per Zone
- ❖ Time Spend (daily) -information provided by Survey
- ❖ No. of Visits to I-CAN (weekly)- information provided by Survey

REASON FOR VIST

The Graph below shows the reason why citizens access the I-CAN Centre. The following graph and table is unique to month of **MAY 2016**

Monthly Overall	
Meeting	47
Smart Cape	477
Registration	82
Course Attendance	126
COCT	119
Enquiry	109
Site Visit	3
Contractor	9
Service	6
Other	0
TOTAL	978
Card tapping	232



NUMBER OF VISITORS

The indicator focuses on the number of citizens accessing the centre. The following table shows the weekly visits and total visits for the month of **MAY 2016**

Week no.	19	20	21	22	23
Visits per Week	143	236	258	224	117
Total Visits	978				

ATTENDANCE PER ZONE

The following indicator shows the weekly attendance per zone for the month of **MAY 2016**.

create zone					
week no.	19	20	21	22	23
attendance per week	2	4	4	3	4
Total attendance (Month)	17				

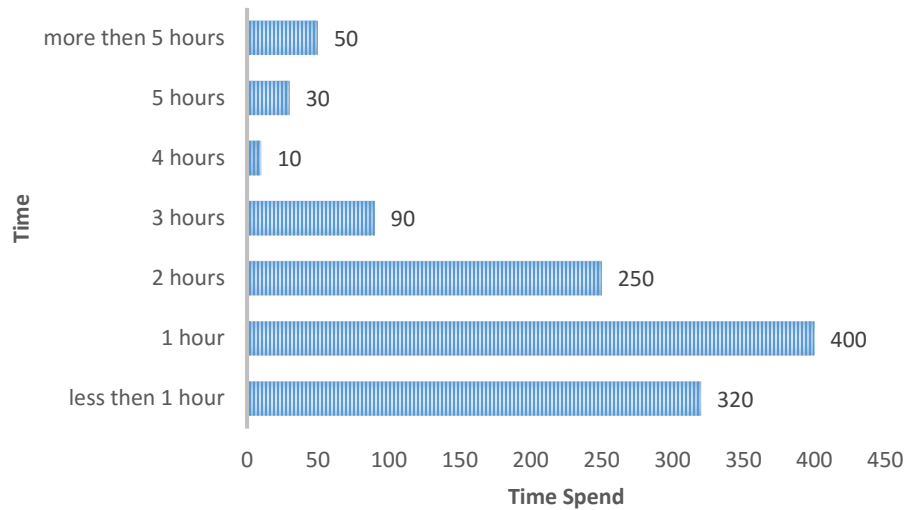
learn zone 1			
week no	19	21	23
attendance per week	23	11	10
Total attendance (Month)	44		

learn zone 2					
week no	19	20	21	22	23
attendance per week	37	28	54	31	27
Total attendance (Month)	177				

TIME SPEND DAILY

The following indicator looks at the average time a citizen spends per day. The indicators information will be extracted from the Citizen Survey. [Demo](#)

Time Spend	
less than 1 hour	320
1 hour	400
2 hours	250
3 hours	90
4 hours	10
5 hours	30
more than 5 hours	50



NO. OF VISITS TO I-CAN (WEEKLY)

The following indicator shows how often citizens visit the I-CAN Centre per week, the following information is extracted from survey. [Demo](#)

visits per week	total
1	400
2	260
3	540
4	70
5	60
more than 5	40

