Users Hierarchy Of Needs
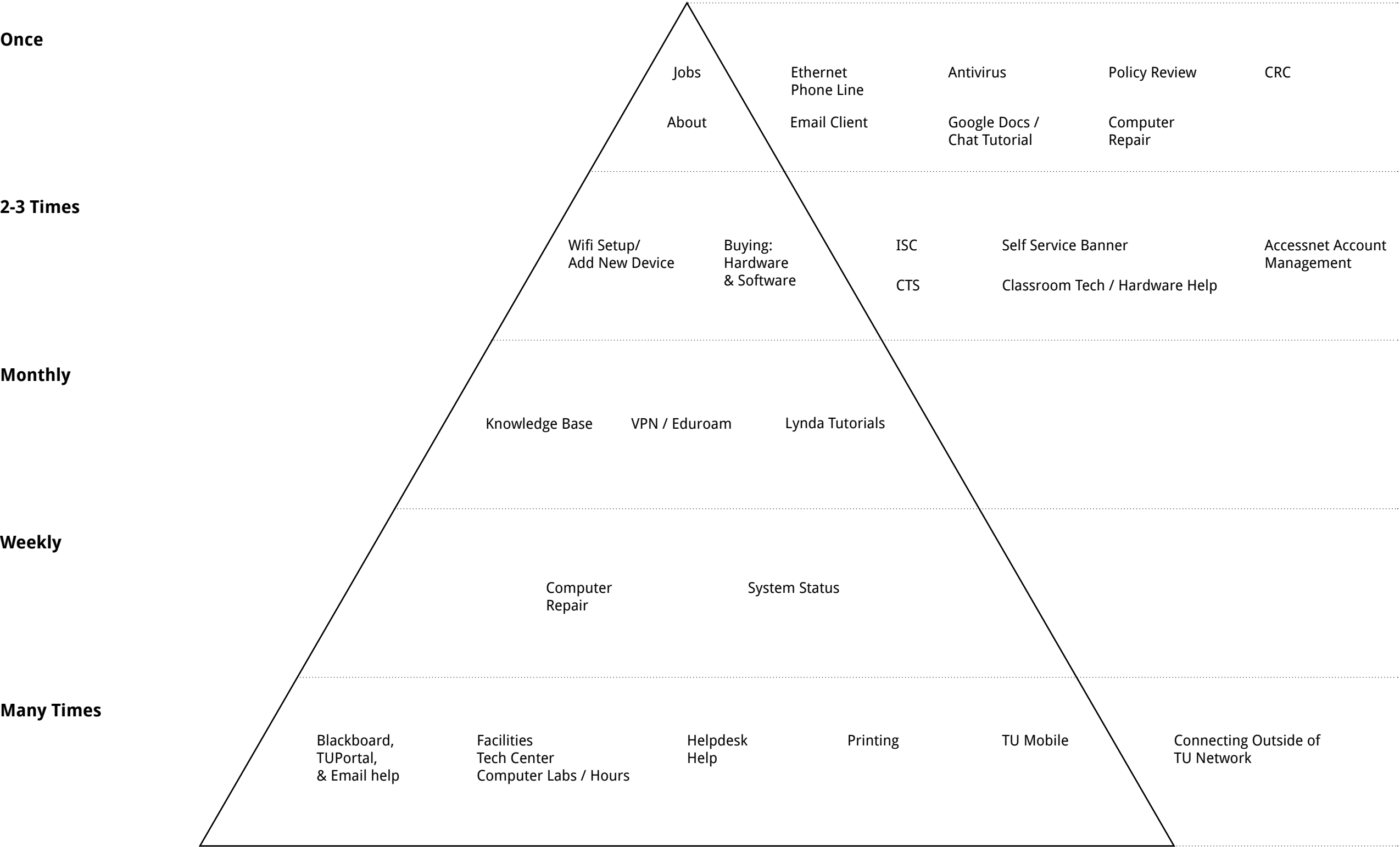
Services of Temple Computer Services Utilized by an average
user frequency during academic year

Once

Jobs — Ethernet Phone Line — Antivirus — Policy Review — CRC

About — Email Client — Google Docs / Chat Tutorial — Computer Repair

2-3 Times

Wifi Setup/ Add New Device — Buying: Hardware & Software — ISC — Self Service Banner — Accessnet Account Management

CTS — Classroom Tech / Hardware Help

Monthly

Knowledge Base — VPN / Eduroam — Lynda Tutorials

Weekly

Computer Repair — System Status

Many Times

Blackboard, TUPortal, & Email help — Facilities Tech Center Computer Labs / Hours — Helpdesk Help — Printing — TU Mobile — Connecting Outside of TU Network

User Group Hierarchy Of Needs

Interactions with Temple Computer Services by number of People

Amounts are estimated for conversational purposes

20% of Users or Less

Jobs

About

Virtual Tour of
Tech Center

Read Awards
& Accolades

20-40% of Users

Lynda Tutorials

Sound Recording
Video Editing

High Performance
Computing

Specialized Labs/
Facilities

40-60% of Users

Self Service
Banner

Google Docs /
Chat Tutorial

ISC

CRC

60%-80% of Users

Buying Software
Discounts

Set Up Phone Line

Antivirus

Computer
Repair

Knowledge
Base

TU Mobile

VPN / Eduroam

80% of Users or More

Blackboard,
TUPortal,
& Email help

Helpdesk
Help

Set Up
Email Client

Connected
Internet In Dorm
Wifi Setup/
Add New Device

Facilities
Tech Center
Labs / Hours

Printing

Accessnet Account
Management

System Status

Connecting
Outside of
TU Network