ITS provides some services to students

By SHARADHA MADHARAN

When a computer crashes or students can’t connect to the Internet, ITS is in the first place to look. But some services might not be on their radar.

ITS offers a variety of services to students and faculty, ranging from handling problems with cable televisions and land line phones to fixing hardware and software problems with computers. It also handles network issues and can even recover lost files from your computer’s hard drive.

A service that might not be on their radar is therikes.

"We have been able to recover lost files from an entire drive," said IT specialist Elizabeth Coughlin. "We have been able to recover lost files from a hard drive that was not even on the network, which means that the files must have been on an external drive."

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"We try to get the word out as much as we can," said ITS telephone representative Tim Mills. "We do have issues that we have to deal with, but this is the first time she visited the Help Desk."

"The first time I saw there was a problem with the software and that the computer was not connected to the network, so we had to work on that first. We had to look at the software and make sure that it was compatible with the computer she was using."

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The average journal price was $12 higher in 2010.

"And that’s the context — the bigger system of commodifying scholarly information. And we’re seeing a lot more different ways of doing that."