

Student Workstation Security Policy

St. Norbert College provides departments with extra computers for use by student employees. Technology Support Services installs security software on all such computers to prevent permanent changes from being made to the computer (details below). Exceptions may be granted for specific reasons at the discretion of Technology Support Services (contact x3552 or chris.brown@snc.edu).

Deep Freeze security software

The security software we use is called Deep Freeze. Deep Freeze works by restoring the computer to its original configuration every time it is restarted. This enables users to do anything they need to do on the computer, while preserving the original setup as configured by Technology Support Services. It provides greater stability and reliability by keeping the computer in its original “clean” state, free of spyware, viruses, and other problems. The College has been using Deep Freeze for years in campus computer labs, and it has proven to be extremely effective, virtually eliminating maintenance problems.

Important caution!

Every time a Deep Freeze computer is restarted, anything saved on the C: drive, as well as any software installed and changes* made, is erased. Once that happens, these things are permanently lost; they cannot be recovered. It is very important that everyone who uses a computer with Deep Freeze understand that they should never save anything on the C: drive. This includes changes made to settings within programs, such as web bookmarks or Word macros.

Saving files

All important files should be saved on the College network. All work that students do for a department should be stored on your department’s J: drive. Students’ personal files should be stored on their M: drives. To request access rights for student employees to folders on a department’s J drive, the students’ supervisor should e-mail the Help Desk at helpdesk@snc.edu or call xHELP (4357). To learn more about network drives, see the handout *Network Drives*, at <http://www.snc.edu/techsupport>.

Emergency saves: In the event that it is absolutely necessary to save something on the hard drive (e.g., if you lose your network connection), there is a small section on the computer’s hard drive, labeled “Save Here,” where files can be stored without being erased by Deep Freeze. This area should not be used for permanent storage. Although it should never be the primary location for saving files, files can also be saved on removable media such as flash drives or CDs.

Installing software and updates

In order to install new programs, the staff member responsible for the computer (not the student employee) must make an appointment for Technology Support Services to come and install it. Please direct these requests to the Help Desk at xHELP (4357) or helpdesk@snc.edu.

Deep Freeze computers automatically receive their updates (anti-virus updates, Windows updates, etc.) in the early morning hours, when they are not being used. At 2:30 a.m., Deep Freeze will restart the computer and “unfreeze” it. The updates will then be installed, and the computer will restart again “frozen” at 4:30 a.m. The computers must be left on overnight in order to receive these updates, but should not be used between 2:30 a.m. to 4:30 a.m.

Please leave all Deep Freeze computers turned on, but not logged in, when you leave for the evening. This means that whenever someone is finished using the computer, they should restart it rather than shutting it down. If you choose, you can also turn off the monitor to save energy. However, the monitors will go into sleep mode automatically after 20 minutes of inactivity (move the mouse or press any key to wake them).

Assistance and Questions

If you have any questions or need more information, contact the Help Desk at (920) 403-HELP (4357) or helpdesk@snc.edu. The Help Desk is for St. Norbert College students and employees only.