



University Access Control Policy and Procedures

Area:	Division of Facilities Services	Number:	
Applies to:	All University Faculty, Staff, and Students	Issued:	July 1, 2018
Sources:		Revised:	
		Reviewed:	
Policy Owner:	Associate Vice-President, Facilities	Page(s):	7

I. Purpose

1. To achieve maximum security while maintaining reasonable usability of University facilities.
2. To maintain consistent control of the University's key system including key duplication and distribution.
3. To maintain an audit trail for all keys issued.

II. Policy Statement

Access to all University buildings is provided through either a manual key system and/or card swipe access. All University door locks shall be keyed within this system. Faculty and Staff will be issued building access and keys on a need-for-access basis only. Keys and Card Swipe access are issued for entry to University buildings for the purpose of conducting University business only. The number of keys issued will be kept to a minimum and duplicates will not be issued to individuals.

University keys issued by DFS are not to be reproduced, duplicated, or obtained from a source other than DFS. Should an employee violate this provision of the Policy, they may be subject to disciplinary action which could include termination.

All buildings shall be locked in order to maintain the security of the building and its contents other than during normal operating hours or upon special request. An individual entering or leaving a locked building shall be responsible for securing the doors and may be held responsible for any loss or damage from failure to do so.

Working with the approved/assigned Department Chair, Area Director, Division Head or Dean, DFS will determine the keying and issuance of all keys. All lock and key work shall be done through the University Lockshop. Unauthorized door locks are prohibited, and when found, will be removed and appropriate charges made to the responsible College or Department. No other sources for keys are authorized. All keys issued remain the property of the University. Once issued, the control of these keys is the responsibility of the individual key holder, College, and Department.

Access to buildings can be provided to individuals for buildings equipped with electronic locks. An electronic lock may be provided on one exterior door of each major building for access during periods when the building is secured. This system will be installed and controlled by the University Lockshop except where noted in Section 3.2 below. Installation of card swipe systems on exterior building doors is determined by DFS. Colleges or Departments may request the installation of a card swipe system for interior doors through the University's work order system. A funding source must be provided at the time of the request. The University Lockshop will purchase the required materials and oversee installation.

III. Exclusions (if applicable)

1. Emergency Procedures – The Public Safety Department should be contacted for emergency access to a building during periods that the building is secured.
2. Auxiliary Services and Residence Hall building access and key control procedures are managed by Auxiliary Services and University Housing respectively.
3. Keys to vehicles, cabinets, lockers, display cases, and desks are not covered under this policy.

IV. Procedures (if applicable)

1. Responsibilities

a. The Division of Facilities Services

- i. Create and maintain the University's lock and key system including schematics, codes, product standards, and service equipment.
- ii. Issue keys with properly signed authorization forms and maintain records of same.
- iii. Maintain computer database of all keys, locks, and associated building and room numbers that they operate; maintain database of all key holders.
- iv. Audit keys as deemed necessary by the AVP of Facilities Services.
- v. Restore physical building security in a timely manner any time key control has been compromised.
- vi. Develop keying schedules, re-key and stock necessary locks, cylinders, key blanks and related hardware.
- vii. Inform key holders of their responsibilities for ensuring that keys are safeguarded, properly used, and returned to DFS/Service Response upon the request of the issuing authority.

b. Deans/Department Chairs/Area Directors/Division Heads

- i. Authorize Key Request Forms for personnel within your area of responsibility.
- ii. Scan and return the completed form to dfs-armstrongliberty@georgiasouthern.edu (Armstrong or Liberty campuses) or srcwork@georgiasouthern.edu (Statesboro campus) at least three days prior to obtaining keys.
- iii. Ensure authorized key holders are abiding by all items in section 4.C "Key Holders – University Personnel and Students" below.
- iv. Deans/Division Heads – Authorize Building Master level keys within your area of responsibility (See Section 7 below).

- v. Report lost or stolen keys immediately through the appropriate Department Head to University Police Department, and DFS/Service Response. Any re-keying expenses to correct deficiencies in security due to a lost, stolen, misplaced, or un-returned key will be the responsibility of the College or Department which authorized the issuance of the key. Any and all lost key costs/fines will be remitted to the DFS Administrative account.
- c. Key Holders – University Personnel and Students
- i. Follow this procedure for obtaining keys: Obtain a Key Request Form via the online Key Request Form from the Facilities Services webpage.
 - ii. Return the completed Key Request Form to dfs-armstrongliberty@georgiasouthern.edu (Armstrong or Liberty campuses) or srcwork@georgiasouthern.edu (Statesboro campus) at least three days prior to obtaining keys.
 - iii. Visit Facilities Services to sign for and pick up your keys when notified.
Unless other arrangements are made with DFS Service Response, keys not picked up within ten working days/2 weeks of notice will be returned to the Lockshop and a new key form must be submitted to obtain keys.
 - iv. Assume responsibility for the safekeeping of the key and its use.
 - v. It is understood that University keys will not be loaned or made available to others per the Key Request Form signed by the key holder.
 - vi. Ensure that all doors used are secured when leaving a locked campus building.
 - vii. Protect keys from loss, theft, or unauthorized use.
 - viii. Report lost or stolen keys immediately through the appropriate Department Head to University Police Department, and DFS/Service Response.
 - ix. Upon separation from the University, return all keys to DFS/Service Response.
 - 1. Do not return keys to Department Heads, Department Admins, transfer keys to other employees, etc.
- d. Key Holders – Contractors, Consultants, Vendors, and Other Non-University Personnel
- i. Sign a completed Contractor Key Request Form and obtain all required approvals.
 - ii. Pick up keys from DFS Service Response Monday through Friday between 8 AM and 4 PM.
 - iii. Present a photo ID and personally sign for all issued keys.
 - iv. Return all keys upon completion of the project to DFS Service Response Monday through Friday between 8 AM and 4 PM.
 - v. Assume responsibility for the safekeeping of the key and its use. When leaving a campus area or building ensure that all doors are secured as they were upon arrival.
 - vi. It is understood the key will not be loaned or made available to others outside of the contractor's supervision per the key request form signed

- by the key holder.
- vii. Protect keys from loss, theft or unauthorized use.
- viii. Report lost or stolen keys immediately through the appropriate Project Manager/University Contact, to the University Police Department, and DFS/Service Response. Any re-keying expenses to correct deficiencies in security due to a lost, stolen, misplaced, or un-retained key will be the responsibility of the Contractor.
- ix. For short term daily check-out of keys (less than 5 consecutive days), a contractor/vendor may check out keys from the front desk of DFS/Service Response Monday through Friday between 8am and 4pm. Keys must be returned by 4:00 p.m. daily.

2. Electronic Building Access Procedures

a. Students

- i. Students may be granted electronic building/rooms access during periods the building is secured. The responsible University employee will complete the Electronic Access Authorization and Acceptance Form. The responsible Dean, Department Chair, Area Director must approve the form. The form must be typed and all blanks/spaces completed before submitting to Facilities Services. The spaces for "Date for Access to Begin" and "Access to Expire" must be completed as well as "Times Needed for Access".
- ii. Students may receive electronic access for a maximum of one year per request. If access is needed beyond one year, then a new request will need to be submitted to extend their access.
- iii. Please make sure the requesters have received an Eagle I.D. from the I.D. Center prior to submitting the requests. If they are requesting 24 hour access for the building/room then 24 hours can be used in both spaces for "Times Needed for Access" or it can be limited as per the times provided.

b. Rosters

- i. Departments having classes that require all students enrolled to have electronic building/room access can complete a single form for each class and attach the class roster provided it is in a typed spreadsheet format and includes First & Last Names as well as full Eagle I.D. numbers for each individual.
- ii. Access can be provided per semester or per year and the Service Response department will notify the Dean or Department Chair when the rosters have been activated.
- iii. Note that if a Requestor replaces their Eagle ID, they will need to notify Service Response to have it updated/activated in the system before the new card will work.

c. Armstrong and Liberty Campuses

- i. Electronic access control to buildings at these campuses is installed and controlled by Card Services. Installation of card swipe systems on exterior building doors is determined by Facilities Services. Installation of card swipe systems on interior building doors may be requested by Deans, Department Heads, Area Directors or Division Heads. Card Services will purchase the required materials and

oversee installation, but all associated costs with the installation will remain the responsibility of the requesting College or Department.

3. Lost, Stolen, Un-returned, and Broken Keys

a. Lost or Stolen Keys

- i. Report lost, stolen, or misplaced keys immediately through the appropriate Dean, Department Chair, Area Director, or Division Head to the University Police Department and DFS/Service Response.
- ii. If keys are stolen, a police report must be filed detailing the circumstances of the theft.
- iii. If keys are lost or misplaced, a police report needs to be filed indicating the last known whereabouts for the keys.
- iv. All rekeying to restore security and associated costs/fines will be the decision of the AVP of Facilities Services.
- v. A new key request must be processed for replacement keys.
- vi. Any re-keying expenses to correct deficiencies in security due to a lost, stolen, misplaced, or un-returned key will be the responsibility of the College or Department which authorized the issuance of the key.

b. Un-Returned Keys

- i. It is the responsibility of the authorizing Department Chair, Dean, Area Director or Division Head to make every effort to ensure keys from personnel separating from the University are relinquished to DFS/Service Response during the exit process. If efforts fail to obtain the keys they should be considered lost, with the above procedures followed.

c. Broken or Damaged Keys

- i. If a key is broken or otherwise damaged, the pieces must be returned to Facility Services and a work order generated for the replacement of the broken key.
- ii. If a key is broken off in a lock, notify DFS/Service Response immediately.
 1. A new key will be issued after damage verification.

4. Returning Keys

a. Retirement, Resignation, or Termination of Employment

- i. Permanent Georgia Southern University staff and all faculty shall be required to process through the Georgia Southern University Check-Out procedure upon their separation from the University. This process ensures that all keys are returned to DFS/Service Response. DFS/Service Response will issue a receipt for returned keys to the key holder and send an email notification to the issuing Department Chair, Dean, Area Director or Division Head. Key holders are not relieved of responsibility for keys until they receive this receipt.

b. Transferring Employees

- i. Faculty and staff who change offices within a building or transfer to a different building must return all keys to the DFS/Service Response. Service Response will issue a receipt for returned keys to the key holder for return to the issuing department. Key holders are not relieved of responsibility for keys until they receive this receipt. To obtain keys for the new space, a new Key Request Authorization and Acceptance Form

must be completed, approved, and submitted in accordance with the above procedures.

5. Key Audits

- a. Key Audits will be completed at the discretion of the AVP of Facilities Services.
- b. DFS/Lockshop will develop and send to the college and/or department being audited a list of keys that have been issued for each area. The receiving college/department shall complete an inventory and certify that all keys are accounted for and still in the possession of the individuals noted on the list. Certification must be returned within **thirty days** of initiation of the key audit to DFS/Lockshop. Excess keys can be returned at that time. Agencies will not be issued any additional keys during a key audit until their certification is properly signed and returned. An exception will be made if the department has a new hire during this period requiring keys.
- c. Circumstances may dictate that a Key Audit be performed more than once per year. In these instances, a Key Audit will be authorized by the AVP of Facilities Services. University Lockshop personnel will perform the audit by visiting all members of the college or department being audited to verify that all keys that have been issued are accounted for and still in the possession of the assignee.
- d. Facilities Services/Service Response will maintain a master listing by building of all employees who are designated for electronic access. A complete copy of the list will be provided to the University Internal Auditor as requested for audit purposes.

6. Locks Removed from the University Master Keying System

- a. While all University keys should remain on the master keying system, DFS recognizes there may be areas that, due to security reasons, need to be "off master." These specific areas will normally fall in the High Risk or High Security categories such as hazardous chemical storage rooms, areas where money is stored, or University Police evidence rooms.
- b. Requests for special keying will be forwarded from the appropriate Dean, Area Director, Department Head, or Division Head to Lockshop for consideration. Requests are to be made using the Off Master Lock Form, which can be completed and scanned to dfs-armstrongliberty@georgiasouthern.edu (Armstrong or Liberty campuses) or srcwork@georgiasouthern.edu (Statesboro campus)
- c. Please note that standard University locksets and keyways are still required for these areas.
- d. The AVP of Facilities Services will approve or deny the request.
- e. If the request is denied, a reason for the denial will be supplied to the requestor.
- f. Once the request is approved, the University Lockshop will key the requested areas and cut individual door keys only for those listed on the Off Master Lock Form.
- g. It is understood that, for safety reasons, the University Lockshop and the University Police department will retain access to all areas of campus, including those "offmaster."
- h. Since removal of a lock from the master keying system eliminates access to that area for Custodial Services, Maintenance, and IT Services, a departmental

representative with a key will be required to unlock the space and be present while work is being done.

7. Master Keys

- a. Campus Master Keys are issued on an extremely limited basis and only to those requiring access to all buildings and rooms (for example, University Police and DFS employees). All requests for Campus Master Keys must be approved by the AVP of Facilities Services.
- b. In most instances, Building Master Keys will be authorized rather than providing an individual with a Campus Master Key.
- c. In the event a Campus Master Key is lost or stolen, the University Police and DFS/Service Response as well as the AVP of Facilities Services must immediately be notified so that proper precautions can take place to ensure the security of the campus. Individuals losing a Campus Master Key may be subject to disciplinary procedures and will be fined.
- d. Building Master Keys will be issued minimally and will require the approval of the Division Vice President or the Dean.