

# **University Facilities Management (UFM) Access Control Procedure (non-residence areas)** Date of Issue: October 16, 2019

## **A. PURPOSE**

University Facilities Management's (UFM) Lock Shop Access Control Procedure is established with the purpose of promoting a secure campus environment and maintaining a comprehensive system to effectively manage the dissemination of keys and other entry devices throughout the Kent State University campus. Individuals may be authorized to gain entry to specific areas in order to conduct their work while limiting access so as not to compromise the security of students, staff, faculty, and guests.

It is essential for access control to uphold the integrity of office and building security. This procedure describes the means and methods by which control, dissemination, use, and possession of keys and cards allowing access to University facilities shall be managed. The UFM Lock Shop is always available to assist campus departments with access control and facility access procedures.

## **B. GENERAL PROCEDURES**

The UFM Lock Shop is responsible for maintaining and archiving the University's access control system, including authorizing the dissemination of keys and access cards. University keys and other entry devices are Kent State University property and may be recovered at any time. Unauthorized fabrication, duplication, possession, or use of access control devices is a violation of this procedure. Employees found in violation of the procedure may be subject to disciplinary action up to and including termination from employment. Keys and access cards found in the possession of unauthorized non-employees, contractors, etc. shall be confiscated, a police report filed, and the individual(s) shall be escorted from the secured area. If the unauthorized use involves a person(s) assigned to a construction project managed by the Officer of the University Architect, the situation will be referred to the OUA to resolve.

Design of the University's keying system other than residence halls is the responsibility of the UFM Lock Shop. The design shall ensure security while allowing reasonable convenience to personnel occupying the space. The UFM Lock Shop shall fabricate **all** keys and perform **all** lock changes for non-residence University facilities. Work performed by on-site contractors shall be done so under the direction of the UFM Lock Shop. The UFM Lock Shop is responsible for the documentation and maintenance of all records relating to access to University facilities. These records include the names and banner numbers of individuals to whom they are issued, and dates of issue/return/loss. University keys shall not be duplicated by anyone other than the UFM Lock Shop staff.

Key and access requests shall be reviewed by the UFM Lock Shop and processed for completion within three (3) working days. All access requests to high security areas (e.g. alarmed areas, etc.), or where access is otherwise restricted, shall be reviewed by the UFM Lock Shop to confirm that the appropriate authorization has been received and adequate security measures are maintained.

**NOTE:** Except for Public Safety Personnel, access to alarmed areas is strictly limited to **only** those with approval of the person in control of that area, without exception.

It is the responsibility of each department to adequately maintain control over the distribution of departmental keys and access cards. Department heads are expected to comply with the access control procedure and to assure that all keys and access devices are retrieved from personnel who leave the employment of Kent State University. All collected keys and cards are to be returned in-person immediately to the UFM Lock Shop upon exit.

Any individual that has been issued Kent State University keys or access cards shall be held solely and utterly responsible for their security and use. Individuals shall not transfer or loan their access devices to another individual.

Kent State University access devices shall always remain in the name of the issued recipient including past employees who have not yet turned in their keys and cards. If any investigations should arise, all active records shall remain available until access devices are returned to the UFM Lock Shop for removal from the database and proper disposal.

Appropriate administrators may request and delegate the issuance of access devices only as necessary and in accordance with the Key Eligibility Criteria and Key Issuance Procedures specified below.

### **C. KEY ISSUANCE PROCEDURES**

The building/department authorized key representative is the person designated, in writing by the building curator/department head, to handle the common tasks of creating key and access requests by submitting the required forms and work orders. It is highly recommended that there is only one (1) representative per building/department designated.

When ordering keys and access cards it is imperative to be as specific as possible and provide details about the areas required. The request should list every door needed including room numbers and avoid any generalizations (i.e. "all of the computer rooms"). This should help to avoid confusion and/or delays in processing your request. Including all of the required information (i.e. complete names, banner numbers, and existing card numbers) will expedite the process.

### Mechanical Hard Keys

Mechanical hard keys are only issued to Kent State University employees with a valid banner number. Keys shall not be directly issued to students or temporary employees. Those seeking a mechanical hard key to a building or office under the direction of their own department shall contact the authorized key representative within their department to fill out a work request. If a mechanical hard key is needed for another building/department that is **NOT** part of the department of the requestor, the key request must be initiated by the building/department where access is requested. To clarify, only those in control of the area may request and authorize key(s) to that area.

### Mechanical Hard Keys for Students

Keys required by Students for the purpose of academia or student employment must be issued in the name of the Kent State University employee responsible for the Students. It is imperative that the responsible employee maintain documentation as to who is using the keys, why they are necessary, when the keys were turned over to the Student, and the expected date of return. It is the responsibility of the Kent State employee to collect and return the issued keys to the UFM Lock Shop. The UFM Lock Shop shall perform audits of Student issued keys as necessary to protect the integrity of the campus.

### Electronic Key Cards

Electronic key cards may be issued to any member of the Kent State University community with a valid banner number. Those seeking access with an electronic key card to a building or office under the direction of their own department shall contact the authorized building/department key representative within their department to submit a work request and an Electronic Lock Form. If electronic key card access is needed for another building/department that is **NOT** part of the department of the requestor, the Electronic Lock Form must be forwarded to the building/department where access is needed for authorization and a work order submitted. To clarify, only those in control of the area may authorize access to that area.

**NOTE:** The UFM Lock Shop utilizes two (2) different electronic lock manufacturers. Each manufacturer requires a separate electronic key card. Each Kent State University banner number is limited to **ONE** (1) card per lock manufacturer system.

“Visitor cards” may be issued in special circumstances. They shall be given a maximum of four (4) month expiration. The visitor card shall be issued in the department head’s name. The department head is fully responsible for any visitor card(s) in his/her name at the discretion of the UFM Lock Shop. There is a maximum of three (3) visitor cards per department/building. Visitor cards are allowed access to a maximum of ten (10) rooms on each card.

Full-time employees shall be granted access for a maximum of five (5) years. This term may be limited at any time at the discretion of the UFM Lock Shop. Temporary employee access shall expire at the end of employment or six (6) months, **whichever is sooner**. All others shall be issued with a maximum one (1) year expiration that may be limited by the UFM Lock Shop. Shorter expirations may be requested to accommodate departmental needs.

An expired card may be reactivated. The building/department authorized key representative must submit a work request to renew the expired card, including the name, banner number and existing card number. The existing card shall be returned to the UFM Lock Shop during pick-up hours. A work order number shall be required for re-encoding.

Cards that have been expired in the system for more than one year shall be permanently deleted to allow for more efficient system operation. Once a card has been deleted there shall be a full charge to download all of the necessary access for that cardholder should he/she need reinstated.

#### Key Order Pick-up

Normal lead time for completion is three (3) business days. At the start of each semester, additional time up to two (2) weeks may be required due to increased key order volume. All orders shall be processed and completed as soon as possible. Once the key request work order is completed the requestor shall receive an automated email. Upon receipt, requestor may visit the UFM Lock Shop during designated pick-up hours.

**NOTE:** Please bring the work order number to the Lock shop when picking up keys/cards. A printed copy of the automated completion email will be helpful in expediting the process.

### **D. KEY ELIGIBILITY CRITERIA**

#### Master Keys

Distribution of grand master, building master, and department master keys shall be restricted to those approved based on a need to perform essential duties. Master keys shall only be distributed upon the approval of the Department Head responsible for that area. All requests for master keys shall be reviewed by the UFM Lock Shop to ensure proper security protocols are followed. A master key shall **NEVER** be issued whenever the issuance of such a key is determined to compromise the safety and security of the community.

Type of Key Authorization Required

Type of Access	Access	Authorization Required
Grand Master	Access to all university buildings	UFM Lock Shop Supervisor
Building Master	Access to all locks within building	Building Curator
Sub-Master	Access to a group of locks within building	Department Head or Chair
Individual Door Lock	Access to specific doors/rooms within a building	Department Head or Chair

Mechanical Rooms and Custodial Closets

Only maintenance technicians and Public Safety Personnel shall have access to mechanical rooms. Only custodians shall have access to custodial closets. Special circumstances may be considered on a case-by-case basis provided that the proper authorization is obtained. Mechanical room keys and mechanical room master keys shall require the authorization of an Assistant Director, Associate Director, or Director of the UFM Department. In the case that he/she is not available **AND** an immediate decision is required, the UFM Lock Shop Supervisor shall make the decision. Custodial closet keys and custodial master keys shall only be authorized by the Assistant Director of UFM that is in charge of those areas. If he/she is not available **AND** an immediate decision is required, the UFM Lock Shop Supervisor shall make the decision.

Contractors and other non-University users

Keys required by Contractors scheduled to perform work must be issued in the name of the Kent State University employee responsible for the Contractor while on campus. It is imperative that the responsible employee maintain documentation as to who is using the keys, why they are necessary, when the keys were turned over to the Contractor, and the expected date of return. It is the responsibility of the Kent State employee to collect and return the issued keys to the UFM Lock Shop. The UFM Lock Shop shall perform audits of Contractor issued keys as necessary to protect the integrity of the campus.

**E. LOST OR STOLEN KEYS**

Lost or stolen keys shall be reported immediately to the UFM Lock Shop at extension 2-7846.

Replacement keys must be ordered using the same method as initial issue.

**NOTE:** Work orders to request replacement keys due to loss must be clearly noted as “replacement”.

If the lock-cylinder must be changed for security reasons, actual costs of re-keying shall be determined by the UFM Lock Shop. All charges shall be billed to the department originally authorizing the keys and/or the individual to whom the keys were issued.

A request to have the lock-cylinder changed shall be initiated by the Building Curator/Department head after consultation with the UFM Lock Shop.

Lost Electronic Key Card (Employee)

Charges shall be billed to the department on any work request that is created for the sole purpose of replacing the lost card. A work order must be created for **EACH** lost card. No modifications to access shall be allowed on any work order regarding a lost card.

Type of Access	Cost of Replacement (Labor & Materials)
Single building access	0.5 hours labor + (cost of new card)
Multiple building access	0.5 hours labor x (building quantity) + (cost of new card)
Campus Classroom Master access	3.0 hours labor + (cost of new card)
Grand Master access	12.0 hours labor + (cost of new card)

Lost Electronic Key Card (Student)

Students that have lost their key card shall visit the UFM Lock Shop directly during designated pick-up hours to have their card replaced. Students must have their Flashcard and banner number available at that time. University Facilities Management shall bill the student’s KSU Bursar’s account at \$10.00 per occurrence. No other form of payment shall be accepted.

**F. BROKEN OR DAMAGED KEYS**

In the event that a University building key breaks or becomes damaged, return the key or all pieces of the key to the UFM Lock Shop for an immediate free replacement. No work order shall be required if the key is returned.

## **G. KEY AND BUILDING SECURITY**

The individual to whom keys are issued is personally responsible for the use of said keys until returned to the UFM Lock Shop.

Key holders shall not prop or otherwise hold doors or windows open or leave them unlocked during hours when the facility is normally closed.

Key holders shall not unlock buildings or rooms for others unless the individual has a valid, verifiable reason and proper identification for access, or is known by the employee to have legitimate need for access to the room or building. Key holders are to report suspicious persons or activity to University Police immediately.

If a door cannot be secured with the assigned key after hours, contact University Police at extension 2-2212. Based on the situation Police Services will provide the appropriate assistance to help secure the area.

Employees of University Facilities Management shall not be permitted to remove their University keys from Kent State University property unless on official University business. A set of "take home keys" shall be provided to allow the employee access to his/her time clock and main work area where employee's "main key ring" shall be kept secure. Failure to secure University keys before leaving campus may result in disciplinary action.

All other departments of Kent State University are strongly encouraged to only take as many keys off campus as necessary to gain access to employee's workstation. Additional keys may be issued upon request to create a set of "take home keys" to ensure that master keys (grand/building/department masters) stay locked in a secure location.

## **H. UNLOCK REQUESTS**

Individuals locked out of their own offices or classrooms shall contact a building representative or curator for assistance. After normal business hours the individual shall contact the University Police at extension 2-2212 for assistance. Based on the situation Police Services will provide the appropriate assistance to help the individual who is requesting access to an office or classroom. NOTE: Police Services does not unlock interior doors for scheduled classes or events.

**NOTE:** The UFM Lock Shop and Zone Maintenance **DO NOT** unlock doors for access.

The UFM Lock Shop shall **ONLY** be contacted to repair a malfunctioning lock. Only after a work request is submitted and received shall a locksmith repair the lock to working order so that a valid key may regain access.

## **I. FORMS AND ADDITIONAL INFORMATION**

Please visit the UFM Lock Shop website at [www.kent.edu/ufm](http://www.kent.edu/ufm) for any additional information needed, including the required forms.

After visiting our site, any unanswered questions may be directed to the UFM Lock Shop's office at (330) 672-7846 or email [lockshop@kent.edu](mailto:lockshop@kent.edu)

## **J. SUMMARY**

The goal of this procedure is to encourage all members of the University community to take responsibility for ensuring building security by complying with the access control measures outlined above. Cooperation and compliance with this procedure is required to ensure the safety of our students, staff, faculty, and campus guests.

This procedure is subject to change without notice.