

## **SPSCC Key Control Policy**

### **Building Security and Key Control**

College facilities are generally open to the public from 8:00am to 10:00pm, Monday through Friday. Certain offices and departments may be open at other times to meet specific needs. Personnel who use buildings after regular hours are asked to notify Security when they are on campus and maintain responsibility for ensuring office lights are turned off and that office doors and outside doors are secured. To facilitate the security of buildings and property, keys to offices and buildings may be obtained upon request from the Dean, Director or respective Vice President. No deposit is required. Deans, directors, and Vice Presidents are responsible for all keys issued to their department and should ensure keys are returned whenever personnel terminate employment.

### **Key Requests**

To request a key, submit a written Key Request to the Security office. The submitted form must be signed by a Dean, Director, or Vice President. These are the only personnel authorized to make requests for keys, card access, or lock changes within their departments. This will help protect property and increase the safety of our students, staff, and college facilities.

When filling out your key request please fill in the information requested at the top of the card. This includes; last and first name, phone number, date the card was filled out, Job title, SID #, college e-mail, and job status (Part-time, Full-Time, Faculty, etc.). If you do not have a State employee number or SPSCC e-mail, please annotate "N/A" in those spaces, however provide the phone number and e-mail address of your Dean, Director, or Vice President so we can contact you when your keys are ready for pick up.

In the boxes available, we only require a building and room number. Our office will determine the specific key you need and whether you need multiple keys to access these rooms. Please do not fill out any information in the box/column titled "**Key#/Card#**" this is for us to fill out. If you do not know the room number or this is a main door to the building, please indicate in the room column "exterior" and we will know the key is for building access.

Staff key requests for individual door keys require approval from their supervisor, and building sub-master keys require approval from the Vice President. Internal personnel changes that include redistribution of keys are handled by the Security staff to ensure all transfers are recorded on employees' Key Agreement form. Upon termination of employment, keys are required to be turned into the Security Office. Key agreements signed by staff and faculty are located in the Security office.

**When you sign for keys you agreeing to abide by the Key Control Policy and are responsible for all keys issued in your name. All keys must be returned directly to Security upon completion of employment.**

**\*Please allow five (5) business days for key requests to be filled.**

Example card below:

Example  
KEY AUTHORIZATION/RECORD

Last Name Doe First Jane MI B Phone xxx-xxxx Date 9/13/15

Job Title Example Coordinator SID 875-99-9999 Email Jdoe@spscc.edu

FT Faculty    Adjunct Faculty    FT Staff    PT Hourly    Student    Other \_\_\_\_\_

BUILDING	ROOM	KEY#/CARD#	OUT	IN	RCVD BY	BUILDING	ROOM	KEY#/CARD#	OUT	IN	RCVD BY
<u>42</u>	<u>222</u>										

Authorized By: \_\_\_\_\_ *(Dean or supervisor)*

Dept. \_\_\_\_\_ *(of Dean or supervisor)* X

X \_\_\_\_\_ *(Dean or supervisor's signature)* Authorized Signature

Key Holder Signature (SIGN AT PICKUP) \_\_\_\_\_

Date (at pickup) \_\_\_\_/\_\_\_\_/\_\_\_\_

Figure 1. Sample Key Authorization Card

**Authorized Personnel**

Security Officers patrol 24/7 and investigate after hour use of all buildings to determine unauthorized presence. Staff and faculty should strive to maintain the highest level of security to protect SPSCC property.

The Security office is responsible for the control of key and card access. This includes the issuing of keys, card access, record keeping and lock change authorizations. Please report any lost or misplaced keys immediately to Security.

**Issuing Guidelines**

Keys will be issued according to the following guidelines:

- Each full-time employee or other authorized individual will be issued keys granting them access to their building and office.
- Deans, Directors, and Vice Presidents may be issued a master key for the building

- Grand Master keys will be issued only with the approval of the President.

### **Electronic Access**

Faculty and staff may be issued an electronic access card. Campus Security is responsible for issuing these cards for building access. Requests are based on buildings and rooms equipped with electronic card readers.

Administrative and software control of the electronic access system is the joint responsibility of both Security and the Information Technology Department. The college retains the right to change access levels and deny access based upon security issues.

### **Staff and Faculty Responsibilities**

A person entering the building after it has been secured accepts responsibility for the security of that building until he/she leaves the building.

Staff and other authorized individuals should check to see that the door they enter is latched sufficiently to prevent anyone from entering after them. Staff and other authorized individuals should also secure the exit doors when they leave the building. If unable to do so, contact the Campus Security Office to request assistance and advise them of the problem

The use of buildings that have been previously secured should be limited to those staff or other authorized personnel engaging in legitimate College or instructional activity. These persons should have a definite need or purpose to enter that particular building. The buildings or rooms they enter should be the ones they would use during their normal course of work.

### **Room Access**

To gain access to appropriate areas on Campus, prior written approval by a department head must be on file. A Key Request Form once completed may be brought in or sent inter-office to the Security Department.

### **Key Request & Insurance Liability**

Keys issued are the responsibility of the individual to whom issued. No area will be opened for anyone without proper authorization. In compliance with fire and safety regulations, personal locks are prohibited on all doors and will be removed if found. (Cabinets, lockers, files, etc. may be secured with personal locks).

Part-time or adjunct faculty employees may be issued key(s) upon special request by the Department Dean. Keys for part-time faculty or employees are normally limited to a key for their specific office or an adjunct office, or classrooms. They are not eligible for exterior building keys.

The safekeeping of keys is the responsibility of all faculty and staff. The Key Agreement Form is our record of key ownership. Key Agreements must be signed in exchange for the use of building keys. Cost of rekeying may be the responsibility of the division or department requesting change.

If it is determined that the employee is responsible for the loss or damage of a key or employee ID badge the cost is as follows:

- \$10.00 per key.
- \$10.00 for employee ID badges when they have access to buildings.
- \$20.00 for master keys
- All other costs will be assessed per item.

### **Lost/Stolen Keys**

Should any key be lost or stolen, Security staff must be notified immediately. A determination will be made by the staff on the need to re-key any door(s) or buildings. A loss of a sub master or master key falls under the responsible division or department and they will be charged for any re-keying that results.

### **Definitions**

The following definitions are specific to the terms of this procedure and do not modify or revise similar terms as used in related procedures or collective bargaining agreements.

- (1.) Key - a mechanical key or electronic access card.
- (2.) Key holder - anyone who has been issued a key or card under this procedure.
- (3.) Grand Master Key - A key that activates all door locks in a building.
- (4.) Master Key – A key that activates all groups of locks under different master keys within one building
- (5.) Sub-Master Key - A key that activates a given group of locks within a building
- (6.) Building Entrance Key - A key that activates the lock only on one or more outside entrance doors to a building.
- (7.) Proximity Card - Dependent on programming a card that will activate card reader equipped facilities
- (8.) Designee - A full-time college employee appointed by a Vice President or Dean to act in their behalf. No more than two may be appointed in any one department.

### **Daily Sign-Out- Individual**

Requests may be made to allow an individual to sign a key(s) out on a daily basis. This process takes place in the Security Office. A Daily Sign-Out Authorization form must be filled out and approved by the individual responsible for the area. An I.D. must be presented when signing out the key.

### **Room Authorization - Individual/Group**

Room Authorization forms are used to allow an individual or class to access a secured area outside of normal class hours. The Faculty/Staff member must have authority over the room (s). After the Security Office approves the request, the form is filed at the Security Office. Upon request of an authorized individual and after presenting SPSCC I.D., Security will open the area. The same individual should secure the area when finished.

## **FAQ**

1. How long does it take to get my keys? Usually five days depending on the locksmith's work load. Seasonal orders take longer, be assured we are working to get your keys to you as soon as possible. If your key order has been longer than two weeks, please call and let us know.
2. When should I order keys? Before ordering a key, make sure you don't ALREADY have that key. Please avoid ordering duplicates because this can slow the processing. Duplicates are strongly discouraged. The best time to order is once you know that you will need them. Please allow sufficient time for processing. Try to avoid last minute orders.
3. Who is the approver for my key request? This is usually the Dean, Director, or Vice President. They may have named a proxy. Please verify that you know who your approver is and that you type in their email accurately and obtain a signature. Mistakes in their address will delay the entire process.
4. May I fax a key request in? No. We are working with IT on a future electronic solution.
5. Why doesn't my key work or fit in the door? Double check your key order for accuracy prior to sending to Key Control. Orders are filled based on the information supplied to us. It is also possible the key was a miss-cut key or simply worn out. Return the key for a replacement. When the key is returned to Key Control, the key is attached to a Key Return Slip with the key holder information and an explanation of the problem. Key Control will provide this information to the locksmith for corrective action.
6. Are there certain times to avoid ordering a key? You may order keys at any time. Key Control's heavy orders are seasonal and the rush is toward the start and end of each quarter including summer classes. During a seasonal rush, you can expect longer processing times.
7. My keys are lost, what next? You must notify your department and make a Security report. Obtain all report numbers for your records. You are financially responsible for the cost of replacement keys. Payment can be made to the Business Office. Bring the receipt to Security with a new completed key request form for the replacements.
8. What if I find the keys I reported lost? Return them to Security along with the replacement keys for confirmation. A refund order will be issued to reimburse you the cost for the replacement keys.
9. Why am I required to pay? If you have a locked record, you most likely have failed to return the keys after meeting your project obligations, your graduation, or employment with the college.

10. So I found the keys but I live out of state, now what? Notify the Security Office that you found the keys. You may send them certified mail (insured). Once the keys are received, the fee hold will be removed. If desired, we can call and let you know the status.
11. Can I have a duplicate set of keys made, one for backup? No. The less keys you have, less likely it is to lose control over them.
12. What if my locks have been changed and the keys are not any good? You are still responsible for the return of the keys to Security. The key(s) may not work now, but they could very well work in other areas of the campus. You should return them at your earliest convenience.
13. May I turn in keys for other persons? The key holder remains responsible for the keys until they are returned. This is strongly discouraged.
14. Is it okay to have my secretary pick up my keys for me? No. You must show proof of identification to Security and personally sign for the keys.
15. What is a key audit? A key audit is done annually and is used to help departments/colleges and the key holder to do a review of their keys and return what is no longer needed.
16. My keys haven't arrived. Should I submit another Key Request? No, not unless asked to do so by Security. Duplicating an order dramatically slows down the processing of other keys.
17. I need keys immediately. Can a "RUSH" be placed on the order? Most everyone is in a rush to receive their keys. All key orders are treated equally and processed as soon as possible. Our past experience has shown that most "RUSH" orders were not picked up in a timely manner and some violated the 30-day hold policy and were returned to the locksmith shop. Under true emergency conditions, an order may move ahead of others at the discretion of the Campus Security Supervisor and Locksmith personnel (having to obtain your keys before you leave on vacation does not constitute an emergency).