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LAMAR UNIVERSITY
MANUAL OF ADMINISTRATIVE POLICIES AND PROCEDURES

SECTION: Facilities Management **MAPP: 04.02.03**
AREA: Administrative Services

SUBJECT: Key and Electronic Access Control

POLICY

I. POLICY STATEMENT

A. Lamar University (LU) is committed to protecting University property as well as the people who work, study, visit, or live on campus. A critical way that Lamar enhances security is through its policies and procedures on key and electronic access control. A carefully monitored and well-maintained key and electronic access control system helps to increase security by restricting access to campus facilities to those who have been authorized to enter these facilities by means of a University-provided key or electronic access.

B. Waiver of any provision of this policy requires the written approval of the University President or the President's Designee ("designee").

II. PURPOSE AND SCOPE

A. Lamar University has developed this key and electronic access control policy to achieve accountability for all keys and electronic access to University buildings, facilities, and other property; to provide appropriate security; and to reduce the University's risk of property loss.

B. This policy covers entry or access to all buildings, facilities, and property controlled by Lamar University.

C. Lamar uses both hard keys and electronic access to manage entry to University buildings, facilities, and other property. This hybrid entry system results in different policies and procedures regarding issuance and use of keys and electronic access. These differences are indicated in this policy.

D. Keys to cabinets, lockers, and drawers within buildings or residence halls are not covered under this policy. Facilities Maintenance will furnish such keys upon request, but the issue, control, and recovery of these keys are the responsibility of the administrator in charge of the area. For safety and security reasons, a spare key will be maintained at the Lamar University Police Department.

III. DEFINITIONS

A. **Campus.** All buildings, facilities, and property under the control of the University, regardless of whether these are located on the main University campus or elsewhere.

B. **Electronic Access.** Electronic access provides a means of controlling entry to a building, facility, or other property beyond the traditional mechanical key. Electronic access can be accomplished through access cards (e.g., swipe cards, proximity cards), codes, biometric entry, smartphones, and other means. An access card may be a stand-alone card, or its access features may be integrated into another card such as an employee ID. At LU, electronic access privileges are added to an employee's Lamar University ID card, rather than stand-alone access cards being issued.

C. **Key.** Also known as **Hard Key**. Traditional mechanical key inserted into a physical lock to gain access to a building, facility, locked item (e.g., file cabinet, mechanical equipment), or other property.

D. **President's Designee ("Designee").** A Lamar University employee designated beforehand to perform certain stated functions of the University President when the President is not able or available to perform his/her usual duties. In this policy, this individual may be referred to either as the "President's Designee" or "designee."

IV. POLICY ROLES AND RESPONSIBILITIES

A. It is the responsibility of the Associate Vice President for Facilities Management to oversee the Lamar University Key and Electronic Access Control Policy.

B. The Associate Vice President for Facilities Management reports directly to the Vice President for Finance and Operations, under whose Division this policy falls.

PROCEDURES

V. KEY AND ELECTRONIC ACCESS APPROVALS: SIGNATURE AUTHORIZATION LIST

A. **Keys.** University departments/units are responsible for providing to Facilities Maintenance a current signature authorization list of the Vice President, Director, Dean, Chair, and/or other Department/Unit Head for all key requests by that department or unit. Because Lamar uses a three-level key system (Change Keys, Master Keys, Grand Master Keys), departments/units should specify the level of key being requested and the authorities who will need to approve that level (i.e., a Master Key will require a higher level of authorization than a Change Key).

B. **Electronic Access.** As with hard keys, departments/units are responsible for providing to Facilities Maintenance a current signature authorization list for electronic access requests from that department or unit. However, while a single key can only open the lock(s) it is mechanically "keyed" to open, an LU employee ID card may be granted different and changing electronic access privileges over the life of the card. For this reason, when requesting electronic access, departments or units should specify the access privileges being requested (building, office(s), parking lot, etc.) for a single ID card and the authorities who will need to approve these privileges.

Note. New key and electronic access requests will be honored only when accompanied by the appropriate authorization signatures.

VI. UNIVERSITY TRANSITION TO ELECTRONIC ACCESS

A. One of the advantages of electronic access over the traditional key system is that programmed ID cards can be electronically disabled, making it easier to ensure security of campus property in the event of a lost or stolen ID card.

B. As Lamar moves to greater use of electronic access to its facilities, with only a few exceptions, keys (hard keys) will increasingly not be issued to individuals in facilities enabled for electronic access.

1. Master Keys or Grand Master Keys may continue to be issued to emergency personnel and other critical employees (e.g., Division Heads, Executive Associates, Custodial Staff) who may be needed to control entry and exit if the electronic system fails.

VII. KEYS

A. ISSUING KEYS

1. Keys will only be issued to LU employees with documented approval of the employee's Department/Unit Head or other appropriate supervisor.

2. To request a key for an employee, an authorized representative of the employee's unit or department completes the ***Lamar University Key/Electronic Access Request Agreement*** ("Request Agreement"). This form must be manually signed (ink signatures, no electronic signatures or stamps) by the officials authorized to approve the issuing of keys for that specific area.

3. Once the Request Agreement has been completed and signed, the department or unit forwards the form and any other required documentation to Facilities Maintenance, which reviews and approves the key to be produced if there are no remaining questions or concerns. Once the requested key is produced, Facilities Maintenance notifies the key requestor (the employee) that the key is available for pick-up at Facilities Maintenance.

4. To take possession of the key, the requestor/employee must do the following:

    a) Personally pick up the key at Facilities Maintenance. A substitute ***cannot*** pick up keys.

    b) Present a valid Lamar University ID.

    c) Read and agree to the terms and conditions of this LU Key and Electronic Access Control Policy.

d) Sign the Request Agreement in person at Facilities Maintenance, acknowledging receipt and responsibility for use of the key and understanding of this policy.

Note. Keys must be picked up within 30 days of issuance or the key request becomes invalid.

5. To protect the LU community and property, employees must not loan or give possession of keys to another person, nor may employees modify or alter keys in any way.

6. Employees are absolutely prohibited from duplicating keys.

7. If multiple copies of the same key are deemed necessary for release to a single person, the request must be accompanied by a justification and approved by a supervising Director/Unit Head, Dean, equivalent supervisor, or higher-level authority, where appropriate.

8. Each key request generates a new Request Agreement. The release of multiple copies of the same key to a department/unit is tracked on a single Request Agreement, which must be justified and signed by a supervising Director/Unit Head, Dean, equivalent supervisor, or higher-level authority, where appropriate.

Note. If a University department/unit or employee wishes to provide a staff member or student with a duplicate key, that department/unit or employee will assume the full responsibility for doing so, including financial charges associated with keys not returned. It is the responsibility of the employee or department/unit that was issued the key from Facilities Maintenance to collect the key from the student or staff member, when there is no longer a need, and return it to Facilities Maintenance.

9. Transferring of keys between employees is prohibited. When an employee transfers to a different department/unit or moves to a new location, keys must be returned to Facilities Maintenance, and a key for the new office will be issued upon approval of a new key request.

10. Damaged, worn, or broken keys will be exchanged or replaced at no charge. Employees should contact Facilities Maintenance for assistance.

B. RETURNING KEYS

1. DEPARTING EMPLOYEES

a) When an employee leaves the University, the departing employee must return all keys to the Office of Human Resources (HR) as part of the employee exiting process. This return of keys must be done before the employee receives full clearance from HR.

b) Departing employees must never turn over their keys to their supervisor, co-worker, or the employee taking their place. Departing employees who have signed a Request Agreement may be financially liable for all unreturned keys.

c) When HR receives notification that an employee is leaving the University, HR requests, and Facilities Maintenance provides, the employee's signed Request Agreement, or in the case that Request Agreements were not created at time of issue, the latest inventory/audit report, for use in the employee's exiting process.

d) During the employee exiting process, HR takes custody of keys from the employee and indicates that the keys have been received in the HR section of the Exit Checkout Form.

e) If a key or keys listed as issued on the Request Agreement are not returned by a departing employee, HR documents the unreturned keys on the Request Agreement and on the Exit Checkout Form and reports to the departing employee's immediate supervisor that keys have not been returned. The employee may be financially liable for the cost to reproduce any lost keys, or for other expenses required to mitigate security vulnerabilities resulting directly from the key loss.

f) Human Resources provides a copy of the signed Request Agreement, along with all returned keys, to Facilities Maintenance. Departing employees should request a copy of the signed Request Agreement for their records. Departing employees should ensure that they have received this documentation as this is the official record indicating that the former employee is no longer responsible for the keys.

2. **TRANSFERRING EMPLOYEES**

a) If an individual is still employed by the University but transfers to a different office or building, the employee must return the key or keys of the previous office or building to Facilities Maintenance.

b) After keys are returned, Facilities Maintenance indicates on the signed Request Agreement that the employee has returned the keys. Facilities Maintenance provides a copy of the Request Agreement to the employee for the employee's records. Employees should ensure that they have received this documentation as this is the official record indicating that the employee is no longer responsible for the keys.

3. **KEYS NO LONGER NEEDED**

a) At times, an employee may not be leaving the University or transferring but simply has no further use for a key. In these cases, to be relieved of responsibility for the key, the employee should return the key to Facilities Maintenance.

b) Facilities Maintenance indicates on the signed Request Agreement that the employee has returned the key. Facilities Maintenance provides a copy of the Request Agreement to the employee for the employee's records. Employees should ensure that they have received this documentation as this is the official record indicating that the employee is no longer responsible for the key.

VIII. STUDENTS: KEYS AND ELECTRONIC ACCESS

A. Except for extraordinary circumstances, students, including graduate assistants and student workers, are not issued "hard" keys to any University facility other than their residence hall rooms. If a University department/unit or employee wishes to provide a student with a key, that employee or department/unit will assume the full responsibility for doing so, including financial charges associated with keys not returned. It is the responsibility of the employee or department/unit that was issued the key from Facilities Maintenance to collect the key from the student, when there is no longer a need, and return it to Facilities Maintenance.

B. In buildings and facilities that are access-card enabled, students may have access privileges added, when appropriate, to their student ID cards.

IX. ELECTRONIC ACCESS

A. GRANTING ELECTRONIC ACCESS

1. Stand-alone access cards are not issued to LU employees. Instead, employees use their valid Lamar University employee ID as their electronic access card. When held up to an electronic sensor (lock), the employee's ID card verifies identity and simultaneously verifies the employee's approved access to the building, facility, or other campus property that the employee is authorized to enter.

2. The procedure to grant electronic access is very similar to "hard" key issue, with several differences. For example, requestors/employees are not required to physically appear at Facilities Maintenance for electronic access to be granted. Additionally, since no key or separate access card is being issued, a signature by the individual being granted electronic access is not required.

3. To have access privileges added to a valid LU employee ID, the ***Lamar University Key/Electronic Access Request Agreement*** ("Request Agreement") is completed and turned in to Facilities Maintenance. This form must include the name and "L" number of the employee who will be receiving access and be manually signed (ink signatures, no electronic signatures or stamps) by the officials authorized to approve access for all entry points within a specific area.

4. Since access is controlled electronically, upon receipt of the completed Request Agreement, Facilities Maintenance will make the required electronic updates to the employee's ID, and access privileges will be immediately granted.

5. Authorized officials requesting electronic access for employees will include an expiration date on the Request Agreement for the employee who will receive access. If this information is not provided, the employee's access will be automatically disabled at the end of the current academic semester.

B. DISABLING ELECTRONIC ACCESS

1. When an employee departs the University, transfers, or no longer needs certain electronic access privileges, Facilities Maintenance must be notified so that access privileges can be immediately disabled. Informing Facilities Maintenance immediately will help protect campus safety.
2. Human Resources can notify Facilities Maintenance when an employee departs the University so that electronic access privileges can be disabled.

3. Employees who transfer or no longer need electronic access to a specific area should contact Facilities Maintenance to have their previous access privileges disabled. Transfer employees may need to submit a new ***Lamar University Key/Electronic Access Request Agreement*** for access to their new campus location.

X. LOST/STOLEN KEYS AND ID CARDS, REPLACEMENTS, AND SECURITY CONCERNS

A. LOST OR STOLEN KEYS

1. Employees who have lost a key or had their key stolen must immediately notify the Lamar University Police Department and their immediate supervisor. They must also initiate a Lost/Stolen Property Report. To request a replacement key, the employee provides Facilities Maintenance with a copy of the Lost/Stolen Property Report and, in addition, initiates a new Lamar University Key/Access Card Request Agreement.

   Note. Employees who suspect that their keys have been stolen or lost should notify the Lamar University Police Department and their immediate supervisor as soon as possible, to discuss how to proceed until the keys are found or can be reasonably verified as stolen or lost.

2. When keys are lost or stolen, the Department/Unit Head and his or her supervisor, after consultation with the Campus Police Chief and the Director of Facilities Maintenance and Operations, will assess the level of compromised security and decide whether locks should be rekeyed to protect employees and property.

3. The department/unit, through its budget, will bear all costs of replacing all keys, and lockset cores if necessary, to reduce security risks. This process may include reissuance of keys to other occupants of the office or building. Upon request by the department/unit, Facilities Maintenance will acquire the necessary supplies and equipment, assist the department to implement the necessary key and lock changes, and use interdepartmental billing to charge the department for actual costs.

4. Keys are created with varying levels of access and may contain varying levels of security. A single key may control a single office only or may control multiple offices or an entire building. Depending on the key, a lost or stolen key may cause a minor security concern or, potentially, a major security breach.

B. **LOST OR STOLEN ID CARDS (ELECTRONIC ACCESS)**

1. Employees who have lost their employee ID card or had their ID card stolen must immediately notify Facilities Maintenance, Administrative Services, and their immediate supervisor. Facilities Maintenance will disable electronic access privileges connected to the lost or stolen ID card. Administrative Services will advise the employee on how to cancel the previous ID card and obtain a new ID card.

XI. RECORDKEEPING

A. **KEYS**

1. Facilities Maintenance maintains a current record of Request Agreements that document keys issued to employees and keys returned by employees who are departing LU, transferring to another office, or otherwise no longer need the key.

2. Facilities Maintenance also maintains a current computer database specifically identifying keys created, keys issued, and keys returned, including serial number identification, to aid in key inventory control, accounting, and tracking.

3. Facilities Maintenance maintains documentation of the last key/electronic access inventory or audit (see Section XV, Physical Inventories).

B. **ELECTRONIC ACCESS**

1. Facilities Maintenance maintains digital records of all current Request Agreements that document electronic access requested for employees.

2. Upon notification that an employee no longer requires electronic access, the authorization is electronically disabled, and the associated Request Agreement is removed from the files.

3. Facilities Maintenance maintains documentation of the last key/electronic access inventory or audit (see Section XV, Physical Inventories).

XII. LEVELS OF KEY/MASTER KEYS

A. Lamar University currently uses a three-level key system consisting of three “layers” of keys: (1) Grand Master Keys (highest level of key access), (2) Master Keys (middle level of access), and (3) Change Keys (lowest level of access). The three key levels are explained below.

1. **Grand Master Key.** The most powerful key is a Grand Master Key, which is used to access multiple Master Key systems. A Grand Master Key will open every master system under it, and the subsequent Change Keys under those master systems. Grand Master Keys are considered controlled items and are only issued to select individuals who have a verified need. The University President or designee must approve all requests for a Grand Master Key.

Note. University buildings, offices, and other areas of campus will not be taken off the Grand Master Key system unless specifically approved by the President or designee.

2. **Master Key.** The middle layer is the Master Key, which is used to open all keyed locks within a defined group. For example, a Building Master Key might open the entrance and all interior doors of a building. The level of approval for a Building Master Key is generally the Vice President or designee of the controlling Division for that facility. A Sub-Master Key also falls within this middle layer and is typically used to open a select group of interior doors within a facility. The level of approval for a Sub-Master Key is generally the Vice President or designee of the controlling Division for that facility. Master Keys, including Building Master Keys and Sub-Master Keys, are considered controlled items and are only issued to select individuals who have a verified need.

3. **Change Key.** The lowest level key is known as a Change Key. These keys operate only one lock on the key system and are typically issued to personnel requiring access to one or two areas. A building entry key or a key to a single interior office would fall into this category. The level of approval for a Change Key is generally the Department/Unit Head (e.g., Chair, Dean, Supervisor, Director).

XIII. LOCK BOXES, "UNISSUED" KEYS, AND THEIR STORAGE AND SECURITY

A. A lock box is a secure storage area for keys issued to a Department/Unit Head (e.g., Chair, Dean, Supervisor, Director) for temporary issue to students or other individuals who are not permanent Lamar University employees and cannot request that a key be issued to them personally. Only Department/Unit Heads are authorized to request and take responsibility for lock box keys.

B. A lock box can be a secured box on a wall, a file cabinet, or a locked desk drawer, all of which will be keyed and controlled by Facilities Maintenance. The Department/Unit Head may assign one or more of his/her staff to administer the issuance of keys from these lock boxes. Departments and units are responsible for developing tracking methods to maintain a complete inventory of all lock box keys as well as to whom the keys are checked out. Lock box keys may be retained in the department or unit for as long as needed.

XIV. CONTRACTORS

A. Contractors who need keys for work on campus will request keys either through the Office of Planning and Construction or the Office of Facilities Maintenance. The Project Manager over the contractors will complete and forward key requests for coordination and approval to the appropriate Department/Unit Head, with coordination and approval by the Associate Vice President for Facilities Management.

B. Facilities Maintenance will sign keys out to contractors on a temporary basis with driver's license identification and will keep Project Managers apprised of outstanding keys. It is the responsibility of the assigned Project Manager to ensure temporary-issue keys are promptly returned by the contractors under their supervision.

XV. PHYSICAL INVENTORIES OF KEYS AND ELECTRONIC ACCESS

A. KEYS

1. Departments and units are responsible and accountable, through the Department/Unit Head, for all keys held that access buildings, classrooms, laboratories, study rooms, offices, file and storage rooms, or any other departmental or unit areas for which a key is required. Department/Unit Heads must take steps to increase compliance with this LU Key and Electronic Access Control Policy by department or unit staff, faculty, and students.

2. Facilities Maintenance coordinates periodic physical inventories of issued keys. As part of the inventory process, Facilities Maintenance forwards the list of keys currently on record, as being issued to each department/unit, to the department/unit administrator responsible for those keys. The administrator then takes steps to make sure all the keys listed on inventory for his or her department are still in the possession of the listed key holder. The department or unit administrator then notifies Facilities Maintenance of any discrepancies on the list so that corrective action can be taken. Unneeded or unidentified keys are returned to Facilities Maintenance.

B. ELECTRONIC ACCESS

1. For inventories of electronic access, Facilities Maintenance forwards the list of individuals who currently have access, by name and level of access, to each responsible department or unit for validation. The department/unit administrator then confirms the accuracy of the list and notifies Facilities Maintenance of any discrepancies, so that corrective action can be taken.

XVI. REVIEW AND RESPONSIBILITY

Responsible Party: Associate Vice President for Facilities Management

Vice President for Finance and Operations

Policy Review: Every two years on or before January 31

XVII. APPROVAL

Edward Craig Ness	01/09/2020
Vice President for Finance and Operations	Date

Kenneth R. Evans	01/09/2020
President	Date

REVISION LOG

Revision Number	Date	Description of Changes
1	1/11/2017	Initial version approved by President.
2	08/09/2019 09/16/2019	Policy revised to meet MAPP formatting requirements and to clarify policies and procedures regarding mechanical/hard keys and electronic access. Emphasis placed on distinguishing the policies and procedures for hard keys from those for electronic access.
	01/09/2020	Updated MAPP approved by President.