**BUILDING ACCESS POLICIES AND PROCEDURES**

**PURPOSE**

The policies and procedures contained have been developed to ensure the safety and security of students, faculty, and staff at Fayetteville State University (FSU). The safety and security of the university’s physical space and assets is a shared responsibility of all members of the university community. To meet this obligation, the university has established Building Access Control policy provisions to address the design, administration and management of access control systems and measures to ensure their integrity. Access Control privileges are determined and assigned by university administrators and The Bronco Card Office based on the specific needs and requirements of the university and the key/card holder.

**POLICY STATEMENT**

All keys and access control devices for FSU buildings are the property of the university. Keys and access control devices issued become the individual’s responsibility until termination of employment, or the granted access to an area is no longer needed. Keys are assigned to individuals and shall not be passed along to other departmental personnel, or person hired to replace a departing employee. Student workers may not have keys issued to them with the exception of residential hall keys.

University departments and units are required to manage all keys and access control devices held by their employees. This includes the possession, issuance, and storage of all keys and access control devices. Each campus department or unit will have a Building Liaison to enforce this policy at the local level. The university employee will be accountable for the collection of all issued keys and access control devices and submission to the Bronco Card Office upon termination of employment.

The Human Resources Office provides an employee check out sheet that requires a signature from the Bronco Card Office Manager, or designee(s), indicating that all keys and access control devices have been returned. Again, the university employee will be accountable for the collection of all issued keys and access control devices and submission to the Bronco Card Office. If keys are not returned the employee's final paycheck will be held. Charges for lost keys (see fee table, page 8) will be deducted from the employees pay unless the keys are returned, or other payment arrangements are made.

Individuals are prohibited from unauthorized possession, use, duplication and changes to keys or access control devices. Individuals are also prohibited from bracing open doors equipped with access control devices. Violators of this policy will be subject to disciplinary actions from the university, or criminal charges where appropriate.

Only individual office keys shall be taken off the campus. All other keys shall be secured on the campus prior to leaving at the end of each workday. Under no circumstances are university keys in the possession of trades personnel, contractors, vendors, etc., permitted to be removed from FSU property. (note: a violation of this policy could render an individual responsible for the expense of a re-key for the affected areas and repeat offenses may result in further disciplinary action being taken).

Each campus department is to assign an individual that enforces compliance with this policy by performing key reviews, directing the production of all keys, requiring all card access and clearance requests in writing and annually updating the Building Liaison list.

**REASON FOR POLICY**

This policy implements and sets minimum access standards that must be maintained throughout the university to protect the university's property and assets and to maximize personal safety; and defines door access systems and procedures for university facilities to ensure authorized access.

Providing proper access will help the university achieve its educational and employment goals by promoting personal health and safety, ensure that liability exposure is adequately controlled and minimized, and allow those involved in granting and gaining access to understand their individual responsibilities.

**DEFINITIONS**

**Access Control**

Control of entry/exit to an area by any means (mechanical or electronic):

***Key*** – traditional metal keys, Bronco Card, or any electronic means of access.

***Hardware*** – Currently there are three (3) different methods of Access Control on campus; Blackboard, Persona, and the traditional metal key. The following is a more detailed description of these methods:

**Blackboard Card Access Control System** - A high capacity computerized card access control system, designed with the capability for central system administration by the Bronco Card Office. An electronic or electro-mechanical device replaces or supplements mechanical key access and the Bronco Card is used to unlock doors. Access to specific internal building doors by individuals is determined by the Building Liaison. The system provides entry access to various doors within a building and enables automatic locking and unlocking of specific doors or groups of doors at prearranged times during the day. In buildings with no Building Liaison, the Bronco Card Office/Locksmith Shop can make requests for building locks and unlocks.

***Persona Card Access Control System*** – electronic locks that are currently being used primarily for internal locks. These include mechanical rooms, offices, and other spaces that do not have direct access to the building’s exterior. The Persona system is very much like a hotel access lock, it is a stand-alone, offline lock and unlike Blackboard it only has the capabilities of being programmed locally at the lock with a hand held programmer, and cannot provide remote lockdown. The Persona lock or offline electronic lock stores all access history and is maintained in the lock’s memory which requires periodic visits to download/upload information and for battery replacement. The current version of Persona locks in use is not designed, nor will it be permitted for doors that have access to the building’s exterior.

***Metal Keys*** – The traditional metal key is currently the most widely used system on campus. Although there has been a gradual replacement of traditional keys with electronic locks over the years, the greatest majority of locks on campus are operated with traditional keys.

***Access*** – The ability to enter a university space by means of a traditional metal key, Bronco Card, or any electronic means of entry.

***East Campus Master Key*** – Include any combination of electronic card access and traditional metal keys that open multiple doors on the FSU’s East Campus. East Campus Master Keys are only distributed to the following personnel:

* University Police Department
* Planning and Construction Department
* Director of Facilities Management
* University Locksmith’s

***West Campus Master Keys*** – Include any combination of electronic card access and traditional metal keys that open multiple doors on FSU’s West Campus. West Campus Master Keys are only distributed to the following personnel:

* University Police Department
* Planning and Construction Department
* Director of Facilities Management
* University Locksmith’s

***Building Sub-Master Keys (M Keys)*** – Include any combination of electronic card access and traditional metal keys that open primarily mechanical room doors on the FSU campus. Building Sub-Master Keys are only issued to the following personnel:

* Facilities Maintenance Staff
* University Locksmith’s

***Building Entrance w/Card Access*** – Issued to all faculty and staff; no students.

***Residence Keys*** – Include any combination of electronic card access and traditional metal keys that open doors within a student’s assigned living area on the FSU campus. Students are only issued access for the building in which they live and Bronco Cards will register invalid when used in another residential building. Office Master Keys are only distributed to the Residential Life Office and must be approved by the assigned Building Liaison:

**Specialized Security Key Systems** - Any specialized security lock or change of keying for special areas which utilize a manual/mechanical or electrical push-button, combination lock, with key-override. Also applies to any individual application using a specialized key core that is not operable with the building master keying system.

**Building Standards**

The university’s component standard on all new construction/alterations and remodeling are as follows:

Access Control is divided into two categories: external perimeter building Access Control and interior access and security. To the maximum extent possible and where technically feasible, authentication, authorization and Access Control practices for the university must address the following standards:

* Exterior doors: Blackboard On-Line Locks - Each building achieves perimeter access through any door that opens to the outside through an online system of card readers. External perimeter access control is maintained via building time schedules.
* Interior doors: Persona Off-Line Locks - Interior access control is determined by the needs of the individual schools, departments, and staff on a building by building basis. No outside access is provided through a Persona lock. In certain circumstances, such as in areas where a higher level of security is necessary, i.e. spaces where money, data equipment, or Police evidence are stored, an opportunity exists for the installation of Blackboard On-Line locks to achieve the extra level of security that is necessary.

Other existing locking systems such as traditional metal cylinders, pin pad locks, etc. are being phased out by the University and all new doors and new lock installations must follow the university component standards outlined in this policy.

Access Control is to be included in the review of new construction, alterations, remodeling, etc… to ensure that the component standards outlined in this policy are followed. All installations are to require the services of a Blackboard Certified Installation Firm and to be included in the construction package specifications.

**Access Control File**

Critical records maintained at the university level. Critical records include such items as key codes, key copy numbers, and access control database as well as departmental control access data.

**Building Liaison**

For purposes of this policy, the Building Liaison is the term used to describe an employee appointed by the Vice Chancellor, Dean, Director, Division Head, or Department Head to be responsible for the adherence and implementation of this policy. This role may have a variety of titles.

**Key Coding**

Numerical combinations which control the variety of keys a department uses without jeopardizing access control.

**Key/Card Holder**

Any university employee, student, volunteer, alumnus, outside vendor, or visitor authorized to be in the possession of an access device.

**Bronco Card**

Comprised of the physical card, the data, and the photograph printed on and/or encoded in the card. Serves as a multi-authentication of identity, and verifies eligibility for discretionary campus services dining hall, library, building access, etc., as may be required by a university department.

**RESPONSIBILITIES**

**All University Personnel**

Sign documentation recording the issuance of the access control device. Maintain, secure and be responsible for any access control device(s) issued. Accountable for reporting loss or theft of access control keys to the Bronco Card Office/Locksmith Shop within twenty-four (24) hours of discovery of theft or loss. Return all keys/cards issued to the Bronco Card Office upon terminating from the university.

**Vice Chancellor’s, Deans, Directors, Division Heads, and Department Heads**

Communicate this policy and procedure to affected staff, faculty, and students, support programs implementing this policy and provides resources for units to comply with this policy.

**Building Liaison**

Building Liaisons facilitate communications and administrative processes between the occupants and users of assigned buildings and other university units to coordinate building usage, access, maintenance, and safety procedures in accordance with applicable policies. Building liaisons will also facilitate implementation and training for technology tools to manage building usage, access, and maintenance.

Building liaisons will serve as a primary Point of Contact for questions about these procedures. Normally, one building liaison will be designated for each building, although more may be designated based on number of occupants and users of specific buildings and the nature of the facility. Based on the distinctive needs of some divisions and units, the roles of Building Liaisons are, or will be incorporated into the job descriptions of existing positions.

This role is called a Building Liaison at FSU. Current supervisors must agree for staff to serve in this capacity. Appointments must be made in consultation with building constituents, especially those in administrative roles. FSU staff members who are already serving in the roles on an informal basis should be given first consideration. Building Liaisons must be part of an existing administrative office and provisions made to have a second person to serve as a “back-up” Building Liaisons. Building Liaisons must be notified in writing upon appointment of duties and have position descriptions amended.

**Bronco Card Office/University Locksmith Shop**

Oversees the service program for access systems and maintains access control files for the campus. Directs the fabrication of all keys for campus spaces, mechanical access control, and specialized security keys and manages a service program for all maintenance and repair work regarding mechanical and electronic access systems.

Approves all new access control systems and modifications to existing systems and serves as the authorized custodian for access control as well as all keys to FSU facilities. Conducts key control reviews on FSU as needed to determine the adherence to this policy and establishes procedures to govern issuance and control of keys. Maintains and updates key information; consults with university partners concerning records of keys lost or stolen.

**Departments**

Each department head will assume accountability for all re-keying costs resulting from violations of this policy by their faculty, staff or students. Violations include, but not limited to, altering keys, locks or mechanisms, installation of padlocks on university spaces (i.e. offices, labs, etc…), damaging, tampering or vandalizing any university lock or hardware. It will be the determination of the Department Head to enforce disciplinary action to include written warning, repayment of charges, and/or possible termination of employment.

**Vice Chancellor for Business and Finance**

Has overall responsibility for safety, security and emergency response functions at the university, as delegated by the Chancellor; provides resources, support and funding to facilitate the university's compliance with this policy.

**Determining Eligibility for Access**

**A. Mechanical Keys and Bronco Card Access**

Faculty and staff will be issued the minimum number of keys at the lowest level of access needed to perform their job responsibilities based on actual need and with written approval of their Dean, Director, Department Chair, or Division Vice Chancellor.

Eligibility to each key type is determined by the Bronco Card Office Management. Guidelines for eligibility are as follows:

|  |  |  |
| --- | --- | --- |
| Key Type | Access Level | Eligibility to Carry |
| East Campus Master Key | Provide the widest access to a number of facilities on East Campus | Limited to the University Police Department, Planning and Construction Department, Director of Facilities Management, and University Locksmith’ |
| West Campus Master Key  | Provide the widest access to a number of facilities on West Campus | Limited to the University Police Department, Planning and Construction Department, Director of Facilities Management, and University Locksmith’s |
| Building Sub-Master (M Keys) | Will operate primarily mechanical room doors | Limited to Facilities Management Staff and University Locksmith’s |
| Building Entrance with Card Access | Operates card reader doors only | Issued to all faculty and staff; no students |
| Specialized key security systems (uniquely coded access system, operating independent of building master system) | Will open electrical and mechanical rooms, elevator control rooms, and other high-risk specialized areas | Chancellor, Vice Chancellors, Deans, Directors, Division Heads, Department Heads |

**B. Special Security Keying**

Special security keying is discouraged and will be reserved only for high risk applications where it is determined that an extreme level of security control is warranted. Typical installations might include rooms containing dangerous mechanical equipment, or research areas containing hazardous or infectious agents. Eligibility for changing to a security keying system is evaluated jointly by the requesting Department Head, the Building Liaison, and Bronco Card Office Management with final approval from the Vice Chancellor for Business and Finance.

**C. Card Access Control Systems**

Eligibility for installation for a card access control system will be evaluated jointly by the requesting Department Head, Bronco Card Office Management, and the University Police Department. Requests for new installations, conversions, or upgrades must be done through a Facilities Maintenance Project Manager in conjunction with the Bronco Card Office administrator.

Eligibility for access to controlled areas will be determined by the Department Head at time of request.

**Key Request Procedures**

All keys must be requested on the FSU Key Request form provided by the Bronco Card Office or by clicking the general key request form available on the Bronco Card Office web site. The completed request forms must contain the signatures of the requestor, the appropriate Department Chair and Dean/Director before they will be processed. Once signed, the forms go to the Bronco Card Office Manager, or designee, at the Bronco Card Office located on Grace Black Circle. The requesting university employee will be contacted via e-mail when the keys are ready (within 3 to 5 business days) and may pick-up and sign for them at the Bronco Card Office.

East Campus, West Campus and Building Sub-Masters keys require the signature of the appropriate Vice Chancellor, the Campus Police Chief and Bronco Card Office Management. The FSU Master Key Request form should only be completed after approval from Bronco Card Office Management.

[*Key Request Form*](http://www.uncfsu.edu/Documents/Facilities-Management/forms/Key_Request_Form_REV.%20Update_1.docx)

[*Master Key Request Form*](http://www.uncfsu.edu/Documents/Facilities-Management/forms/Key%20Request%20Form%20Master%20Bldg.xlsx)

**Denied Key Requests**

The Bronco Card Office Manager, or designee, will deny key requests if, but not limited to, any of the following apply to the request:

* missing authorizing signatures or other required information
* insufficient information (i.e. status: full-time, part-time, etc.…)
* request is for an exterior door without approval from the respective Vice Chancellor, Campus Police Chief and Bronco Card Office Management
* request is for an area that is not under the requestor's or the signing Dean's or Director's cognizance
* request is for an unauthorized person (i.e. student, or student worker, master key request)
* previous key has been issued to the requestor for the same area
* request is for a lost or stolen key and a loss or theft report has not been filed with Campus Police
* request is for a master key/building key

Understanding these requirements will help expedite key requests.

**Charges for Key Loss**

Report lost keys immediately to the University Police Department and the Bronco Card Office. Initially all keys will be issued by the Bronco Card Office/Locksmith Shop without charge to university employees to whom the keys are assigned. Keys are assigned with the expectation that the user will return them at the completion of their need to possess them. Lost keys will be assessed a fee of $25 per key for FSU employees and there is no indication that it is necessary to re-key the affected area. In some isolated instances, the University Police Department and Bronco Card Office Management may determine that re-keying is necessary as a result of lost keys for security reasons. Should it be necessary to re-key a building or an area due to lost keys, an employee departing without retuning keys, departmental concern for physical security or determination that unauthorized duplicate keys have been made, the department will be assessed the actual cost of re-keying and re-issuing of keys to the affected spaces.

Since a housing deposit is required of all resident students, no additional deposit will be collected from students for keys to student housing. However, in the case of a lost key in a residence hall or apartment, the lock may be changed to render the lost/stolen key inoperable. A fee of $65 will be charged to individual students for a replacement key.

Requested fees for services are as follows:

|  |  |
| --- | --- |
| **Requested Service** | **Amount** |
| East Campus Master Key | Parts and Labor |
| West Campus Master Key | Parts and Labor |
| Sub Master (M Key) | Parts and Labor |
| Replacement Door Lock | Parts and Labor |
| Exterior Door Key | $200.00 per Lock |
| Cylinder Replacement | $ 50.00 |
| “G” or “J” Operating Key | $ 25.00 |
| Re-Key of Office Lockset | $ 25.00 |
| Additional Key | $ 10.00  |
| Door Unlock | $ 20.00 |
| Lost Key Replacement | $ 25.00 |
| Lost Key Replacement (student) | $ 65.00 |
| Picking of Desk/Cabinet Lock | $ 20.00 |

The above costs are based on the importance of and potential risks associated with the various type of key and further highlight the reason for not leaving campus with keys other than those necessary to access an office or work area (“G” or “J” Operating Keys). If an East or West Campus Master Key is lost or stolen, it will require the re-keying of all building access doors to include the cost of replacement parts and labor. Charges will be billed to the department of the East or West Campus Master Key holder. As noted above the replacement cost for an East or West Campus Master Key will be determined according to the individual building as each building will have varied access points that will require re-keying.

Duplicating or replacing keys through an agency, company, or private business other than the FSU Locksmith Shop is STRICTLY PROHIBITED and is a breach of this access control policy. When such violations are discovered the locks will be promptly removed and discarded and the appropriate Vice Chancellor, Dean, or Department Chair, as well as the University Police Department will be notified. Any damage or repair necessitated by the removal of unauthorized locks will be the responsibility of the department found in violation of this policy to also include replacement costs of all materials used and labor costs incurred.

**Lock Service Charges**

Defective, inoperable, and broken locks will be repaired or replaced by the Bronco Card Office/Locksmith Smith with chargeback to the respective department, unless covered under the manufacturer warranty. When such locks are repaired, or replaced, they will be set-up for operation on the existing key.

**Bronco Card Access Procedures**

The university has a campus-wide card access system that is locally managed by the Bronco Card Office. This system consists of an access control database that is centrally administered, access control hardware that is installed in all buildings, and Bronco ID Cards that are held by individual users. Identification Cards issued by the Bronco Card Office to students, faculty, and staff are used as the access devices for the card access system.

**Issuing Bronco Cards**

New employees to FSU are issued a Bronco Card which is their official identification card as a university employee and to be carried at all times. In order to receive this card the employee must have completed all requirements by Human Resources and communicated to the Bronco Card Office staff.

**Building Access**

All faculty and staff must first obtain a Bronco Card from the Bronco Card Office. Admission to designated buildings will be granted upon proper completion of a Building Access Request Form and submission to the Bronco Card Office by the university employee.

*Building Access Form*

**Building Master Card Key**

Because all levels of master keys open more than one space, additional care must be taken in safeguarding them. Where possible, Building Master Card Keys should be kept in secured storage rather than carried by an individual. If carried, it must be kept on that person at all times and never to be left unattended and subject to retrieval by others.

Failure to report a lost or stolen Building Master Card Key will result in disciplinary action up to and including possible termination of employment.

*Building Master Access Form*

**Lost/Stolen Cards**

Reporting lost/stolen cards is the responsibility of the card holder.  Initially building access cards will be issued by the Bronco Card Office without charge to university employees to whom the card is assigned. If a card is lost or stolen, a $25 fee will be assessed for replacement of each lost or stolen card.

A card holder may not permit any other person to use the card assigned to the card holder. A record is made each time your Bronco Card is used to access a building. You will be implicated if your Bronco Card is used by an unauthorized individual to gain entry to a building. Replacement cards will be issued by the Bronco Card Office and there will be a charge for replacement cards.

**Primary Records**

The Bronco Card Office will maintain the primary records for all cards issued.  Records at a minimum will include the following information for each card issued:

* Card Number
* Issued to (name and Banner ID number )
* FSU Mailing Address
* FSU Telephone Number
* Building Access (building, days, hours)
* Authorizing Department
* Date

On an annual basis, the Bronco Card Office will prepare a list of those cards issued to all faculty, staff, and non-FSU employees on campus.  This list will be distributed to the Building Liaison for verification of the records.  Any corrections to the primary records will be made by the Bronco Card Office based on the information provided by the departments.  While this must be done on an annual basis, an individual department can request a list of all cards issued in its name at any time.

**Delivery of Services**

Under normal circumstances, routine access requests are completed within the following timeframes:

Blackboard – 1 to 2 business days

Persona – 1 to 3 business days

Metal Keys – 3 to 5 business days

Turnaround times may vary depending on priorities, work order volumes, and/or staffing levels.

In the event of a special circumstance and/or an emergency, delivery of service times can be significantly shortened to accommodate the customer’s needs.

**Access Control Policy Violations**

The university regards any violation of this policy as a serious threat to security including security compromises caused by failure to retrieve keys from departing users.

The following acts are, but not limited to, examples of violations of the key policy:

* Loaning keys
* Transfer of keys without authorization
* Unauthorized duplication of keys
* Altering keys, locks or mechanisms, installation of padlocks on university spaces (i.e. offices, labs, etc…)
* Damaging, tampering or vandalizing any university lock or hardware
* Propping doors open
* Admitting unauthorized person(s) into the building
* Failure to return a key when requested by the Bronco Card Office, University Police Department, the issuing department, or upon leaving the employment of the University.
* Failure to report missing key(s) or keycard (s)

Any person causing an unauthorized repair, or altering of a locking device or key, will be in violation of the Key Control Policy, which will result in disciplinary action up to and including termination of employment.

Any person intentionally damaging any locking device, or causing the system to be ineffective or non-functioning will be in violation of the Building Access Policy, which will result in disciplinary action up to and including termination of employment.

**Contractors**

Construction projects or repairs of campus facilities which require the issuance of a key or card access to a contractor must be approved by the Associate Vice Chancellor for Facilities, or their designee. Prior to receiving keys, a release must be signed by the contractor agreeing to deduct funds from their fee if a key is lost, forcing doors to be rekeyed.

Each contractor will also be required to sign for keys and access card prior to being issued. Additionally, keys and the access card must be returned as soon as the work is completed, or the contractor leaves campus.