

KEYS/FOBS CONTROL PROCEDURES

Related Board of Trustees Policy: N/A

Approval: 3.27.14

Revision: 7.16.15

NC Statewide Technology Standards:

Purpose: The Keys/Fobs Control Procedures is designed to promote a secure campus environment and to maintain a comprehensive system to efficiently manage the control, dissemination, use, and possession of keys/fobs throughout the campus. Individuals may be authorized to receive keys/fobs to conduct their work while appropriately limiting access.

General Procedures

1. Craven Community College's Security Department and Facilities Department are responsible for maintaining the College's keys/fobs and for authorizing the dissemination of keys/fobs. The Facilities Department is responsible for maintaining and distributing keys/fobs, and Campus Security is responsible for determining the level of access that will be granted to individual employees and setting access times to the buildings. IT Services will be contacted to coordinate any repairs or additions.
2. Those seeking keys/fobs to a campus building or office must request it through their supervisor. Permission can only be granted by management at the Executive Director level or higher.
3. Access to areas that are locked at all times is strictly limited. Authorization of the person who is responsible for the area is required.
4. The Facilities Department will fabricate all keys/fobs and perform all lock changes for Craven's facilities, except for work performed by on-site contractors under the direction of Facilities Department Management.
5. Records of keys/fobs to college facilities, including the names of individuals to whom keys/fobs are issued and dates of issue/return/loss will be maintained by the Security Department. Keys/fobs will not be duplicated, except by the Facilities Department.
6. All persons issued keys/fobs shall at all times be held responsible and accountable for their keys/fobs and shall not transfer or loan them to another individual. Individuals and their supervisor must personally sign for their keys/fobs.
7. Appropriate administrators may request the issuance of keys/fobs only as necessary and in accordance with the keys/fobs eligibility criteria and the keys/fobs issuance procedures below.

Keys/Fobs Eligibility Criteria

Master Keys/Fobs

Distribution of grand master and building master keys/fobs shall be highly restricted. Master keys/fobs will only be distributed upon the approval of the Vice President of Administrative Services.

1. At no time will master keys/fobs be issued whenever the issuance is determined to compromise the safety and security of the campus.
2. In no case shall the issuance of keys/fobs be authorized by the same person to whom the keys/fobs are to be issued.

Type of Keys/Fobs - Authorization Required

- **Grand Master** – Access to all buildings on the New Bern and/or Havelock campuses – Vice President Administrative Services.
- **Building Master** – Access to all locks within the building - Vice President of Administrative Services and senior leadership with prior approval by Vice President of Administrative Services.
- **Sub-Master/Individual** – Access to a group or individual lock(s) within a building - Department Head or Executive Director.

Keys/Fobs Request Procedures

Employees

1. Keys/fobs may be requested for full-time and part-time **permanent** employees of Craven Community College for the duration of employment through their supervisor. Permission can only be granted by supervisors at the Executive Director level or higher.
2. Students or volunteers shall not be issued keys/fobs.
3. Supervisors can request keys/fobs for a new employee on the New Employee setup form through the helpdesk@cravenc.edu. If it is an existing employee, the supervisor can submit the request directly to Facilities at facilities@cravenc.edu.
4. Facilities will review the request and, once all information is verified, deliver the keys/fobs to Campus Security.
5. Campus Security will contact the employee for delivery.
6. The employee will be required to sign a receipt for the authorized keys/fobs.
7. All keys/fobs must be returned to Campus Security at termination of employment. The employee's final paycheck may be held pending return or clearance of outstanding keys/fobs.

8. Periodic departmental audits of issued keys/fobs may be requested to ensure policy compliance.
9. Requests for duplicates of keys/fobs that cannot be accounted for will not be authorized until a report is filed with Campus Security.

Contractors

1. Keys/fobs required by contractors or other non-college users to access areas on campus to conduct their work must be authorized by Facilities or IT Management. Keys/fobs will be stored at the Campus Security office for hired contractors.
2. Campus Security shall be forwarded the names of any contractors authorized to receive access to certain facilities/areas by Facilities or IT Services. Contractors authorized to receive access must show photo identification to sign out and return keys/fobs to the Campus Security Office. Campus Security will record and maintain this information.
3. Keys/fobs issued to contractors must be returned at the end of each business day. At no time will a contractor be allowed to keep keys/fobs overnight. All costs related to unreturned keys/fobs will be the responsibility of the contractor and/or his or her company to which the keys/fobs were issued and final payment for services provided will not be made until all issued keys/fobs are returned.

Lost or Stolen Keys/Fobs

1. Lost or stolen keys/fobs must be reported immediately to Campus Security (ext. 7261 or 7400).
2. Security will generate a report for the lost keys/fobs documenting the circumstances of the loss. Replacement of keys/fobs will not be issued unless report is completed.
3. Replacement keys/fobs must be ordered using the "Lost Key/Fob Form." Signature of appropriate authorizing party's must be obtained prior to submitting the form to Campus Security.

Charges

1. There may be a \$25 charge for any lost keys/fobs which will be paid to the bursar's office. Lost keys/fobs charges will be refunded if the keys/fobs are found and turned in to Campus Security within 30 days of loss.
2. If the lock-core must be changed for security reasons, actual costs of accomplishing this work will be determined by the Facilities Management Department and the cost may be charged to the department originally authorizing the keys/fobs and/or the individual to whom the keys/fobs were issued.
3. A request to have the lock-core changed can be initiated by a Vice President or Executive Director after consultation with Facilities Management locksmith and Campus Security.

Keys/Fobs and Building Security

1. The individual to whom keys/fobs is issued is personally responsible for the use until returned to Campus Security.
2. Keys/fobs holders shall not prop or otherwise hold doors or windows open or leave them unlocked. Doors and windows will remain closed and locked at all times.
3. Contact Security if for some reason you cannot lock a door with your key/fob.

Unlock Requests

In the event access to an otherwise secured area is required, the following procedures should be followed:

General Classrooms

Building custodians are responsible for unlocking general classrooms.

High Security Classrooms

Access to high security classrooms are managed by fob access. Only those authorized by the person who controls the classroom may be allowed admittance. It is strongly recommended that access authorization be obtained well in advance of the scheduled use of the area.

NOTE: Campus Security will not allow persons not previously authorized into a high security classroom without the permission of the person in charge of the classroom.

Offices

Individuals locked out of their own offices should contact the Campus Security (ext. 7261 or 7400) for assistance. An officer will be sent to verify identification and unlock the area in question.

NOTE: Campus Security will only unlock offices for individuals assigned to that office. Requests by individuals for access into an office not their own will not be admitted without the approval of the person who occupies that office or an Administrator. Exceptions may be made based on extenuating circumstances at the discretion of the Campus Security with proper identification of the party requesting access and documentation as to the reason why access is needed.

Emergency Access

In case of emergencies (e.g. urgent maintenance, fire, etc.), the Campus Security and Facilities may need to enter a secured campus area. Once the emergency is addressed, every reasonable effort will be made to contact the individual responsible for the area entered so as to advise him/her of the need to access their area.

Campus Security will email each department head or his/her designee once a year to request updated emergency contact information. Department heads are strongly encouraged to provide Campus Security with emergency notification information and to regularly update the information on file in the event contact needs to be made during emergencies.

Notification will be made to the department head or other person whose name is on file as an emergency contact for the department when emergency access to an area is required.

After Hours Access

Campus buildings are accessible to members of the campus community, guests and visitors during normal hours of business and during designated hours on weekends and holidays, depending on the variety of events and activities taking place on campus. Once buildings are secured, full time employees requiring access to academic or administrative buildings on campus must contact the Campus Security at 252 638-7261 to obtain access. If a part-time employee needs access after hour(s) an employee's department head should contact security for access during non-work hours at ext. 7261.

Under no circumstance will access be granted whenever that access is determined to compromise the safety and security of the community and/or the College's facilities.

Facilities and IT Management Access (Off-hours):

Facilities/IT Management Supervisors should notify Campus Security when practical if staff need to be on campus during off-hours. Facilities and IT Management staff that are required to access areas on campus during off-hours are required to check in and out with Campus Security. Campus Security will document the arrival and departure times of the staff, the location accessed and the reason access was needed.

Summary

The goal of these procedures is to encourage all members of the college community to take responsibility for ensuring building security by complying with the key/fob control measures outlined herein. Keys/fobs are the College's property and may be recovered at any time. Unauthorized fabrication, duplication, possession, or use of keys/fobs to facilities to Craven Community College is a violation of this policy and employees found in violation may be subject to disciplinary action up to and including termination of employment. Non-employees, contractors, etc. found in possession of unauthorized college keys/fobs will have their keys/fobs confiscated and the individual or individuals will be removed from campus.