

Sam Houston State University
A Member of The Texas State University System

Finance & Operations Policy FO-FM-24
Keys

Building Access

Faculty and staff may be issued keys to University buildings upon recommendation of the department chair or administrative head. Approval of the building liaison or his/her designee is required for all building entrance keys and building master keys.

Keys are issued for entry to University buildings for the purpose of conducting University business only.

An authorized individual entering or leaving a locked building shall not permit any individual to enter who would not normally be permitted to enter the building during the hours it is locked. An authorized individual may have guests so long as the guests stay in the proximity of the faculty or staff member having the assigned key. The authorized individual assumes full responsibility for their behavior.

An individual entering or leaving a locked building shall be responsible for securing the door and may be held responsible for any loss or damage to University property resulting from failure to do so.

The University's hours of business are 8:00 am to 5:00 pm, Monday through Friday. Certain educational buildings are open for classes in the evening. Other facilities are open as scheduled for specific events. It is the policy of the University that other than during normal working hours, all buildings shall be locked unless a scheduled program or activity is in progress.

Individuals who use University buildings after hours are required to carry identification and should be able to provide information about their presence to any officer of the University Police department if so requested.

Duplication and Transfer of Keys Prohibited

Duplication of University keys is strictly forbidden. If a duplication of a key is made or used without University consent and the individual is identified, the key will be recovered and the individual(s) involved shall be reported to their administrative supervisor for employees or Dean of Student Life for students.

In no case is a key to be transferred from one individual to another or to be obtained from any other source than from the University. Returned or lost keys left in the custody of Departments will not be retained for any reason. All such keys will be promptly returned to the Facilities Management.

Campus Master Keys

Grand master keys may be issued to the following positions:

President, Vice Presidents, Associate Vice President for Facilities Management, Director of Public Safety Services, Assistant Director of Public Safety Services, Public Safety Services Officers, Director of Plant Operations, Director of Facilities Planning and Construction, and Director of Building and Landscape Services.

Grand masters for all other positions authorized to use them shall be issued on a daily basis as needed and returned to lock boxes at the end of the shift.

Keys Not on University Master System

Areas or offices will not be taken off the grand master system unless specifically approved by the President.

Keys to cabinets, lockers, and drawers within buildings or residence halls are not covered under the provisions of this policy. Facilities Management 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.

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Students

Students will not be issued keys to buildings unless signed out from a University department's lock box inventory of keys.

Contractors

Contractors will be encouraged to perform all work in buildings during regular hours to negate the need for issuing building keys. Contractors will not be issued grand master keys. Building master keys may be issued to contractors when required for the scope of work, but only after coordination with the building liaisons and resident departments in the building. The use of construction cores and construction keys for contractors will be used whenever possible on renovations to avoid re-keying the entire building.

Key Authorization Procedures

General

Facilities Management Customer Service has the responsibility of coordinating key issues and will receive requests for keys, notify key recipients of completed key requests, issue keys, receive keys when returned, issue key return receipts to employees to process out through their departments and provide assistance as necessary for departments to track individuals with access to their areas. Contact Customer Service 4-3663 for assistance in processing your key request.

A Key Tracking System has been developed for many campus facilities which have undergone re-keying. This system is available on SAM Web under the Facilities Management tab. Users can access this system to order keys for their areas. Multiple keys to a room or building are only authorized for Chairs/Directors/Deans/Vice Presidents under lock box procedures outlined in this policy. The Key Tracking System also allows Chairs/Directors and higher to delegate request/approval authority to someone else in the event they are absent. This option should be used carefully and authority should be revoked when no longer needed.

For those buildings not on the Key Tracking System, paper requests are required and forms may be found on the campus forms site or at the Facilities Management Home Page.

Key Requests for Non Resident Hall Buildings

All requests for keys to University buildings will be submitted through the Key Tracking System. If a building cannot be found on the Key Tracking System, a Key Request form signed by the department chair or director should be completed with all approvals and sent to Facilities Management. Key Request forms are available in the Forms section of the University Policies and Procedures. A link to the Key Request form and the Key Tracking System can be found on the Facilities Management Home Page.

For written or typed key requests other than building entrances, building masters and grand masters, the department chair or director will approve all keys for areas under their responsibility and will forward all key requests to Facilities Management Customer Service.

Written or typed key requests for building entrances or building masters will be approved by the appropriate chair/director and forwarded to the assigned building liaison for approval before sending on to Facilities Management Customer Service.

All Key Tracking System requests will be routed automatically to approving authorities.

The Associate Vice President for Facilities Management will review and approve all key requests.

Key requests for grand masters will be forwarded through the assigned building liaison and to the appropriate Vice President for approval.

Keys for Residence Hall Occupants

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Occupants of Residence Halls will receive keys to their rooms during their check-in and room assignment with the Department of Residence Life.

The Office of Residence Life will request all keys using the Key Tracking System and keys will be issued to occupants from department lock box inventories.

Contractors

Contractors needing keys for work on campus will request keys through the office of Facilities Planning and Construction who will complete and forward key requests for approval by the Associate Vice President for Facilities Management.

Keys will be attached to a tamper proof ring and identification plate annotated with restrictions on duplication. Work Control will sign keys out with driver's license identification and keep Facility Project Coordinators apprised of outstanding keys.

Contractors who do not return keys will be subject to lost key fees and their status for further contracts on campus will be reviewed.

Key Issue Procedures

Faculty and Staff

Faculty and Staff will be notified when keys are ready for pick up. Keys may be picked up from Facilities Management Customer Service located at Sam South, behind the University Police Department, next door to Property. Individuals will be asked for their Sam ID. Keys will be listed on a Key Issue Form and the recipient will sign for all keys received.

Residence Hall Occupants

Residence Hall occupants will receive room and exterior door keys for their use upon check-in at their respective Residence Hall.

Contractors

Contractors will be required to show their driver's license as identification and will pick up their keys from Facilities Management Customer Service located in at Sam South next door to property.

Students

Students/Student Workers will only be issued keys for buildings through the department authorizing keys. Keys will be checked out to the student from department lock boxes for the period of time necessary and will be returned to the department when no longer needed or upon their departure.

Key Return Procedures

Faculty and Staff

Departments are ultimately held accountable for keys issued to their employees. Each department will establish internal procedures to ensure departing or transferring employees return key(s) issued by the University to the Facilities Management Customer Service office. Customer Service will annotate the receipt of keys on a Key Return Form and provide a copy to the employee to process out of their department.

Residence Hall Occupants

Residence Hall students will return keys during check out from their rooms.

Contractors

Contractors will return all keys to the Customer Service office.

Student Workers

Departments issuing keys to student workers will establish internal procedures to ensure keys are properly returned to the department when the need no longer exists or the student departs the university.

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Lost, Stolen or Unreturned Keys

Lost, stolen or unreturned keys will be reported to the Associate Vice President for Facilities Management in writing or through the Key Tracking System. A complete explanation of the loss, theft, etc. will be provided in the report. Departments will be responsible for the costs associated with re-keying areas affected by lost keys. Departments may also request, at their expense, lock changes for security reasons. Residence hall occupants will be assessed a lost key fee in accordance with current University Residence Hall guidelines. Contractors will be assessed a re-keying charge for lost keys and subject to administrative review for future contracts.

Lost or Stolen Key Charges

A lost or stolen key charge will be assessed to any faculty, staff, or student who loses or has a key stolen. An invoice for the appropriate charge below will be sent to them from Facilities Management Customer Service. Once the invoice has been paid through the Cashiers Office, replacement keys can be obtained by forwarding a copy of the paid invoice to Facilities Management Customer Service. All key records will then be cleared and a replacement key will be issued if requested. Unpaid key charges will become outstanding debts to the University and listed against individual's accounts. This charge will apply even if a replacement key is not requested. The following charges will apply:

Grand Master	\$1000.00
Building Master	200.00
Utility Master	200.00
Building Entrance	100.00
Department Master	100.00
Department Sub Master	50.00
Classroom Master	50.00
Individual Office or Room	25.00

Exceptions to Key Charges

If it is determined that negligence on the part of the employee did not contribute to the key being lost or stolen, the charges may be waived. The Building Liaison, Department Chair, and the Associate Vice President for Facilities Management will review each case separately and determine any exceptions.

Other Procedures

Keys for Maintenance Use

Maintenance employees (Facilities Management, Information Resources, Telephone Services, etc.) requiring grand master or building master keys for daily duties will be required to check them out on a daily basis from Department lock boxes according to procedures developed by each department. Employees will return keys before departure from work on the same day.

Only workers on call will be allowed to sign grand masters out for a period longer than one day. This is necessary for them to provide quick response to valid emergencies involving safety, security, and health issues.

Storage and Security of Unissued Keys including Lock Box Keys

A lock box is a secure storage area for keys issued to the department chair or director for temporary issue to students or other individuals who are not under SHSU employment and cannot request a key for their personal issue. Only department chairs/directors will be authorized to request and take responsibility for lock box keys.

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. The department chair/director may assign one or more of his/her staff to administer the issuance of keys from these lock boxes. To effectively manage keys under this process, lock boxes will be limited to 250 keys maximum. Those departments presently exceeding this limit should review usage and reduce their inventory.

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Departments 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. To assist those areas where keys are ordered through the Key Tracking System, a check out program is available in the tracking system. See appendix B for instructions.

Lock box keys will be retained in the department for as long as needed.

Key Audits

All departments with lock boxes will perform an audit of keys annually and submit it to Facilities Management Customer Service no later than November 15th. The report should contain a list of all keys and for each key the number of keys on-hand. Any discrepancies in locating all keys should be fully explained.

Changes in department chairs/directors require that the keys be audited for accountability and both the outgoing and incoming chair/director should sign the audit and forward it to Facilities Management Customer Service. The keys will be transferred to the new chair/director.

The Vice President for Finance and Operations may at his/her determination request audits of campus keys.

Revised by: Doug Greening – AVP for Facilities Management – 8/1/2010

Approved by: Dana Gibson, President – 9/1/2010

Next review: 9/1/2011