STANDARD ADMINISTRATIVE PROCEDURE

34.99.99.M0.02   **Access Control at Texas A&M University at Galveston**
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Standard Administrative Procedure Statement

Texas A&M University at Galveston's (TAMUG) Controlled Access Guidelines are established for the purpose of promoting a secure campus environment and for maintaining a comprehensive system to efficiently manage the dissemination of keys throughout the campus. Individuals may be authorized to receive keys to conduct their work while limiting access where appropriate so as not to compromise security.

It is necessary to maintain key control to uphold the integrity of office and building security. This guideline describes the procedures by which control, dissemination, use, and possession of keys to university facilities will be managed. Campus Police assists campus departments with key control and facility access procedures.

Official Procedure

1.   General Procedures

        1.1   Campus Police authorizes the dissemination of keys. University keys are TAMUG property and may be recovered at any time. Unauthorized fabrication, duplication, possession, or use of keys to facilities is a violation of this guideline and employees found in violation of the guideline may be subject to disciplinary action up to and including termination from employment. Non-employees, contractors, etc. found in possession of unauthorized university keys will have their keys confiscated and the individual or individuals will be removed from campus. Campus police may or may not start an official investigation depending on the circumstances.

1.2   Those seeking a key to a university building or office must fill out a Key Requisition form at Facility Services. After a key requisition is received and approved, Facility Services will issue the key or authorize a key to be cut. Design of the university's keying system is the responsibility of Facility Services. The design will ensure security while at the same time reasonable convenience to personnel occupying campus facilities. Facility Services will fabricate all keys. Facility Services will perform all lock changes for university facilities, except for work performed by on-site contractors under the direction of Facility Services. Auditable records of keys to university facilities, including the names of individuals to whom keys are issued, department requesting issue, classification of requestor (faculty/student/staff/campus outsourced staff), dates of issue/return/loss will be maintained by Facility Services. University keys will not be duplicated without a request on file with Facility Services.

1.3   Key requests will be reviewed by Campus Police and generally will be available within three (3) working days. All key requests to high security areas (e.g. alarmed areas) or where access is otherwise restricted will be reviewed by Campus Police to ensure the appropriate authorization is received and adequate security measures are maintained.

       NOTE: Access to alarmed areas is strictly limited and is not authorized under any circumstances without the approval of the person who controls that area.

1.4   Associate Vice President for Administration and Auxiliary Services, or delegate, shall provide final approval on all key requests.

       It is the responsibility of each department to adequately maintain control over the distribution of department keys. Department heads are expected to comply with the key control guideline and to ensure keys are retrieved from personnel who leave the employ of TAMUG University and return those keys to Human Resources. Human Resources will document the keys were returned and then forward them to Facility Services.

1.5   All persons issued TAMUG keys shall, at all times, be held responsible and accountable for their keys and shall not transfer or loan their keys to another individual. Individuals must personally sign for their keys.

1.6   Appropriate administrators may request and delegate the issuance of keys only as necessary and in accordance with the Key Eligibility Criteria and Key Issuance Procedures below.

2.   Key Eligibility Criteria

2.1   Master Keys
Distribution of grand master and building master keys should be highly restricted and follow the authorization described below.

All requests for master keys (grand or building) will be reviewed by Campus Police to ensure proper security protocols are followed. At no time will a master key be issued whenever the issuance of such a key is determined to compromise the safety and security of the community.

Type of Key	Description	Authorization Required
Grand Master	Access to all university buildings	University CEO or designee
Building Master	Access to all locks within building	Vice President responsible for that area
Sub-Master	Access to a group of locks within building	Director/Department Head
Individual door lock		Department Head

3.   Key Request Procedures

3.1   Employees

3.1.1   Keys may be requested for full-time and part-time employees of the University for the duration of employment by completing a Key Requisition form**.**

3.1.2   Submit completed form to Campus Police.

3.1.3   Campus Police will review the key requisition where all information is verified and, then send the requisition to the Associate Vice President for Administration and Auxiliary Services, or delegate.

3.1.4   Associate Vice President for Administration and Auxiliary Services, or delegate, shall provide final approval on all key requests and forward to Facility Services.

3.1.5   When keys are available Facility Services will notify the employee.

3.1.6   The employee will be required to sign a receipt for authorized keys in person.

3.1.7   All keys must be returned to Human Resources at termination of employment (faculty, staff, and students). Human Resources will document the keys were returned, and then forward them to Facility Services.

3.1.8   Periodic department audits of issued keys may be requested to ensure guideline compliance or to investigate a key control situation.

3.1.9   Requests for duplicates of keys that cannot be accounted for will not be authorized until a lost key report is filed with Facility Services. Facility

Services will promptly notify Campus Police by email whenever someone reports a lost key. Notification will contain the person's name, key type and number, date of loss. Refer to Section 4 below for lost or stolen key procedures.

3.2 Students

3.2.1 Graduate and undergraduate students that work for a department or research lab can be granted access as required to fulfill their duties. An authorized department head will need to approve the request for issuing a key.

3.2.2 Department head must complete the Key Requisition form, stating the time this access is granted for and obtain approving signatures outlined in Section 3.1.

3.2.3 Upon final approval by the Associate Vice President for Administration and Auxiliary Services, the key request will be forwarded to Facility Services who will notify department when the key is ready

3.2.4 Receive and sign for authorized keys <u>in person</u>.

3.2.5 All keys must be turned to Human Resources at the end of the student's term of employment.

3.2.6 Requests for duplicate keys of outstanding (unaccounted for) keys will not be issued.

3.3 Contractors

Keys required by contractors, (not to include outsourced service providers) or other non-university users to access areas on campus to conduct their work must be authorized by Facilities Services. Key rings will be stored at Facility Services for contractors hired by the university to perform work on campus.

University keys issued to contractors must be returned at the end of each business day. At no time will a contractor be allowed to keep a key ring overnight. All costs of key recovery or re-keying related to unreturned keys will be the responsibility of the contractor and/or his or her company to which the keys were issued and final payment for services provided will not be made until all issued keys are returned.

4. Lost or Stolen Keys

4.1 Lost or stolen keys should be reported immediately to Facility Services and Campus Police (ext. 4547, and 4545, respectively).

NOTE: A lost key notification report will be generated documenting the circumstances of the loss. Replacement keys will not be issued unless the report is completed.

4.2 Replacement keys must be ordered using the Lost Key Notification form located at Facilities Services or Campus Police. Signatures of appropriate authorizing individuals must be obtained.

4.3 A receipt showing the reimbursement has been paid must be submitted to Facility Services, prior to receiving a replacement key.

5. Charges

Lost key charges are as follows:	
Grand Master Key	**$200**
Building Master Key	**$150**
Area master Key	**$100**
Single Lock / Building Entrance Key	**$50**
Electronic Key Card	**$20**

NOTE: Lost Key charges will be refunded if keys are found and turned in to Campus Police within 30 days of loss.

If the lock-core must be changed for security reasons, actual costs of re-keying will be determined by the Facility Services and the cost may be charged to the department originally authorizing the keys and/or the individual to whom the keys were issued.

A request to have the lock-core changed can be initiated by a Vice President or Department Head after consultation with Facilities Services and the Campus Police Chief.

6. Key and Building Security

6.1 The individual to whom keys are issued is personally responsible for the use of said keys until returned to Human Resources.

6.2 Key holders shall not prop or otherwise hold doors or windows open or leave them unlocked at any time, unless they are actually in the room or department.

6.3 If for some reason you cannot lock a door with your key, contact Campus Police.

6.4 Key holders shall not unlock buildings or rooms for others unless the individual has a valid, verifiable reason and proper identification for access, or is known by the employee to have legitimate need for access to the room or building. Report suspicious persons to Campus Police immediately.

7.   Unlock Requests

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

7.1   General Classrooms
Campus Police is responsible for unlocking general classrooms.

7.2   High Security Classrooms
Only those authorized by the person who controls the classroom/office 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 Police will not allow persons not previously authorized into a high security classroom/office without the permission of the person in charge of the classroom.

7.3   Offices
Individuals locked out of their own offices should contact the Campus Police (ext. 4545) for assistance. An officer will be sent to verify identification and unlock the area in question.

NOTE: Campus Police will only unlock offices for individuals assigned to that office. *Requests by individuals for access into an office not their own will not be honored without the approval of the person who occupies that office. Exceptions may be made based on extenuating circumstances, at the discretion of the CEO, Vice Presidents, or the Campus Police supervisor, and upon proper identification of the party requesting access and documentation as to the reason why access is needed.*

7.4   Other Areas
Unless for emergency purposes, access into locked areas on campus must be authorized by the person in control of the area in question.

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

Campus Police will email each department head or designee once a year to request updated information relative to emergency contact information should Campus Police need to contact someone in a specific department. Department heads are strongly encouraged to provide the Campus Police 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.

9.   Access Cards

Most campus buildings and facilities 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, persons requiring access to academic or administrative buildings on campus must contact the Campus Police at ext. 4545 to obtain access.

A request for off-hours card access or 24 hour access must be made in writing to Facility Services stating the reason for the request and must contain the proper signatures.

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

10.   Access Card Request

All Access Card requests require the same approval as keys. Access Cards may be requested for students, faculty, staff, and outsourced service providers of the University for the duration of employment or semester.

10.1   Card Access Control Guidelines

- To request an access card for an individual, the department head must complete the Key Requisition form, stating the time this access is granted for and obtain approving signatures outlined in Section 3.1. The Key Requisition form must be filled in completely listing the doors to which the cardholder is authorized to access and the length of time access is required.
- Upon final approval by the Associate Vice President for Administration and Auxiliary Services, the key request will be forwarded to Facility Services who will notify department when the key is ready.
- The cardholder must immediately report to the Campus Police or Facility Services the loss or theft of an access card.
- The department head must immediately notify the Facility Services upon separation, termination, or retirement of a cardholder and must immediately retrieve the card from the cardholder, if possible.
- Modifying, removing, or attempting to defeat or disable any access control systems are not permitted except in cases of system failure, maintenance, or repair.

- Some security situations may require the police to request Facility Services and student housing [Student Housing issues access cards to their residence halls] "turn off" an access card for various security reasons. The card may be re-instated if the situation is cleared up and the card holder cooperates with the investigation. (Other residence hall rules may apply)

10.2   The following are responsibilities for all card holders:

- **Never** loan cards from one person to another
- **Never** prop open doors
- **Never** admit unauthorized person(s) into buildings
- **Never** should you be in possession of an unauthorized Access Card
- **You must** return an Access Card when requested by Campus Police
- **You must** show an ID when requested by TAMUG personnel acting in official capacity for the institution.
- **You must** only enter areas that you are authorized.

Contact Office

Contact Associate Vice President for Administration and Auxiliary Services for SAP clarification and interpretation.