University of Central Arkansas
Key and Lock Guidelines

UCA Physical Plant

Revised March 4, 2019

<u>SECTION I</u>

Part 1 – Objective

The primary objective of this policy is to help provide a safe and secure campus environment through the orderly issuance and tracking of keys and card access by University personnel and by maintaining an accurate chain of accountability for all keys and card access means issued.

Part 2 – General Guidelines

It is the policy of the University of Central Arkansas that all departments take direct responsibility for the security of areas under its direct control. Working in cooperation with University departments and individual users, the university's Lock Shop will determine the appropriate key design and installation for a given area and issue and maintain all keys and locks. All door locks on campus are to be maintained within the key systems installed and maintained by the Lock Shop, with any exceptions being approved by the Physical Plant Director, divisional vice-president or the University president. The issuance and control of keys to vehicles, cabinets, lockers, display cases, equipment and desks lie outside the scope of this policy and are the responsibility of each individual department. The Physical Plant will make every reasonable effort to help resolve problems which are within its areas of expertise.

Part 3 – Security Levels

The security levels with regard to key systems at UCA are classified as follows:

Security Level	Approving Authority	Key Replacement Value
Grand Master	For positions not listed below, President of the University	$100,000
General Building Master	Vice-president or Physical Plant Director	$5,000
Building Master	Dean of College or Department Administrator	$1,000
Sub-building/dept. master	Dean of College or Department Administrator	$500
Department Master	Dean of College or Department Administrator	$200
Individual Door Key	Department Administrator	$50

Note: The names and titles of all UCA employees who have grand master keys will be kept on file with the UCA Internal Audit Office. This includes grand master keys for the Educational and General Buildings, as well as grand master keys for housing facilities. The above approval process applies to all full-time faculty and staff as well as any students and /or part time employees.

While it is unlikely that a part-time employee or a student worker would be approved to have a grand master key, certain exceptions may apply (for example, a trained part-time police officer may be approved for a work ring while working on campus for the University Police Department, or a student worker who has undergone the same training as University Police dispatchers may be granted access to the computerized work station that allows access to open and lock down university buildings).

All keys assigned to any full or part-time employee of the University, whether working in the educational and general buildings or in residence halls, will be issued through the Lock Shop upon submitting a properly signed and authorized key request form.

Student room keys will be issued according to the Housing and Residence Life guidelines located in Section II.

The following positions are eligible to receive grand master keys:

Physical Plant Director and/or designees (in writing)
Chief of Police and/or designees (in writing)
Housing Director and / or designees (in writing)
Executive Staff members
University President
Environmental Health and Safety Director
Physical Plant and Housing Locksmith(s)
University Police Officers

There will be **no** exceptions to the list provided above unless prior written approval is obtained from the President and the Chair of the UCA Board of Trustees.

Part 4 – Responsibilities

A. Lock Shop:
- Responsible for creating, installing and maintaining the University's lock and key system including schematics, key/tumbler codes, product standards, electronic data base and associated equipment;
- Responsible for creating and maintaining a computer based key management system including all associated forms necessary for key requests, tracking and inventory;
- Responsible for issuing keys after receiving an appropriately authorized key request form and for the orderly filing and tracking of said forms;
- Responsible for maintaining a computerized database of all keys, locks and associated building and room locations and the persons to whom keys are issued; and
- Responsible for restoring physical security to buildings or rooms in a timely manner whenever key control has been materially compromised—Please Note: The physical plant director, department dean or administrator and/or vice president responsible for a given building will collaborate to determine the appropriate response in the event key control has been compromised.

B. Colleges and Departments:
- Each college dean or division director shall appoint individuals who will coordinate all aspects of its efforts to approve, issue and track keys used by its staff members; Colleges and Departments must be fully engaged in the process of key issue, card access, and departure from the university. The absence of such engagement will result in the need to re-key areas within the university which is an expense that can be avoided when proper engagement and enforcement of this policy are in place.
- Each college or division is responsible for taking adequate steps to ensure keys are maintained in a secure manner and for confirming keys are returned to the Lock Shop upon an employee's separation from the

University or departure from their department. Departments who allow employees to depart the university without turning in their keys and UCA identification card **will be charged a flat fee of 200.00** per employee beginning February 15, 2017. If a key is turned in after a 30 day period from an employee's departure, no refunds will be made to the department. If a key is turned in before a 30 day expiration a refund will be made but only if a re-key of affected areas has not yet been completed. Undocumented transfer of keys from a departing employee to another is not permitted.

- Each college or division is responsible for conducting an annual audit of all keys assigned and report any losses or discrepancies to the Lock Shop so that the master key list may be updated. Each department should also review card access to ensure it is accurate and up to date. Listings of keys and card access to a given building shall be provided by the Physical Plant Lock Shop.

C. Individual Key Holder:
- Any individual with a key to any University property assumes direct responsibility for the safe keeping and prompt return of said key(s) to the Lock Shop when its use is no longer needed.
- Any individual entering a locked room is responsible for making certain the area is secure upon leaving and could potentially be held personally liable for any damage or loss resulting from his or her own negligence;
- Upon leaving the department for any reason, individuals are responsible for returning all keys issued to them to the Lock Shop and their UCA identification card.
- In the event that a key is lost, it is the individual's responsibility to report the loss to the Lock Shop; In the event that a key is presumed to have been stolen, it is the individual's responsibility to make a report to the University Police Department; In the event a key is found it is the individual's responsibility to report this to the Lock Shop.
- A person receiving a key on behalf of another individual must confirm that he or she is accepting responsibility for the key issued to him or her; and
- Loaning keys is discouraged and does not remove the original key holder from liability arising from the miss-use of his/her key.
- A person receiving a key is asked to pick up the key within 7 days of receiving notice that the key is ready. After 30 days key(s) and the key request will become void and a new authorized key request will be required.

D. Non-University personnel:
- Contractors, consultants, vendors and any other personnel granted access to University property must comply with all the guidelines and provisions of this policy as well as any other provisions and/or restrictions that may be deemed necessary in connection with services performed.

Physical Plant will advise vendors of the need to have a memo on file at the Physical Plant stating they are aware of the UCA key policy guidelines and that they realize they are responsible for any costs incurred in the collection of keys or rekeying due to lost keys by a vendors employees.

Part 5 – Requesting Keys

Appropriate authorization on the Key Request Form is required prior to the issuance of keys. These forms are maintained in the Physical Plant and when completed will be the only documentation necessary. There will generally be a 72 hour turnaround by the Lock Shop to fulfill the request. If particular needs require a quicker response, it will be necessary to make a direct request to the Physical Plant Director to expedite the process. Individuals should pick up their keys within 7 working days from the time they are notified that keys are ready. After 30 calendar days, a key request will be voided.

Individuals to whom keys are issued should report in person to the Physical Plant Warehouse and provide a picture ID confirming their identity prior to receiving the key(s) authorized for their use. In general, keys will not be issued to a third party or proxy without specific written authorization from the appropriate department supervisor (telephone authorizations cannot be accepted). Third parties who accept keys issued to them will be expected to sign the key request indicating they are assuming individual responsibility for the key. In general, individuals will not be issued duplicates of the same key unless duplicates are properly authorized by a Dean or Department Administrator. Duplicate keys suspected of being lost or stolen should be reported to the Physical Plant and/or University Police Department at the earliest opportunity.

Part 6 – Returning Keys

The individual to whom a key is originally issued should return the key to the Physical Plant Warehouse upon leaving a department or employment by the University. They will sign the original key request as returned and the key will be returned to inventory. A receipt will be provided documenting the return of the key. In cases where it is not possible or desirable for the original key holder to return the key, an individual from the responsible department can conduct the return and appropriately document the reason for returning the key in this manner. An individual must also turn in his or her University identification card.

Transferring keys from one individual to another is prohibited and keys shall not be held by a college or department to be given to a subsequent user. When an individual leaves a college or department, all keys issued to him/her shall be returned to the Lock Shop and be placed back in inventory prior to being issued to a new user.

In the event an individual leaves a department or the University without properly returning his/her key, the key in question will be considered lost or stolen and the

receiving department could be charged for changing locks and/or producing replacement keys.

Part 7 – Lost, Found, Stolen and Damaged Keys

A. Lost Keys
- When a key holder verifies that a key has been lost, he/she shall report the loss to the Physical Plant Lock Shop. If a key holder cannot verify a key has been lost, the key must be reported as stolen as explained in Section I, Part 7, B**. Effective October 19, 2015 key holders who lose their key will be assessed a fee as noted below based on the importance of the key and the areas a given key may access. Any key found after 30 days of the lost key report will not have the fee refunded. If a key is found before the expiration of a 30 day period, the fee will be refunded only if a re-key of the area affected has not already been completed.**

  1. Grand master key… $ 300.00…opens most things on campus
  2. Building master key…$ 200.00…opens all of a building
  3. Sub master key…… . $ 150.00…opens an entire department
  4. Sub-sub master…… $100.00… opens part of a department
  5. A single door key… . $ 50.00…   opens office door or exterior door

- Key replacement follows the same review and approval procedure as the issuance of a new key. The individual requesting the key must note that the key is a replacement key rather than a new key.

- A lost key report will be completed and distributed to the Lock Shop, department chair, building administrator, Director of Physical Plant, University Police, and the V. P. for Finance and Administration.

  6. Stolen Keys
- If a key is known or suspected of having been stolen, the suspected theft should be immediately reported to the University Police Department as well as the Director of the Physical Plant and department head for a prompt review of the security risks involved and the remedial measures which should be taken.
- After the investigation has concluded and any necessary remedial measures have been taken, the same review and approval procedures for a new key will apply to the replacement.
- A stolen key report will be completed and distributed to the Lock Shop, department chair, building administrator, director of Physical Plant, University Police, and the V. P. for Finance and Administration

  7. Damaged or Broken Keys
- If a key is damaged or broken, the key holder can present the damaged or broken key to the Lock Shop for a replacement at no charge.

- If a key is broken or damaged due to a defective lock, the key holder should report the issue to the Lock Shop for repair/replacement at no charge to the individual key holder or department.

  8. Found Keys
- All found keys shall be reported to the Lock Shop
- A found key report will be completed and distributed to the Physical Plant lock shop, department chair, building administrator, director of Physical Plant, University Police, and the V. P. for Finance and Administration

Part 8 – Annual Key Inventory

The Physical Plant will forward a list of key assignments and card access to department administrators and building administrators annually. The building administrator or department administrator will then take reasonable steps to determine if all the keys and card access presently listed on inventory for a given department are still in the possession of the listed key holder and that card access is updated. The college or department will then notify the Physical Plant of any discrepancies for review and corrective action. This annual inventory shall be completed within 30 calendar days of receiving the inventory listing from the Physical Plant.

Part 9a: High Security Locations

Circumstances may exist that result in the need to remove specific areas from within the University building master key system to make buildings, or areas within buildings, more secure. These areas will be referred to as "high security areas" and are identified in section 9b. Access to high security areas will be granted only at the direction of the director, or their designee, of the area in question. Under no other circumstances will any type of access key, card, token or any other method of access be given for non-emergency uses.

Routine custodial and maintenance duties required in these areas will be performed during regular business hours when personnel employed in the high security areas are present and can monitor activities in their specific area. Non-emergency tasks that must be performed after hours will be scheduled in advance with personnel from the high security area in question so they may be present to provide proper oversight.

In most cases the standard University locksets and key ways will still be used, and access by the Physical Plant Lock Shop and UCA Police Department will be maintained for use in the event of an emergency. Emergency events are those that threaten the risk of injury or death, or significant damage to and/or loss of University property.

Part 9b: High Security Locations

The following areas are identified as high security areas

- Any areas used by the Department of Information Technology
- Any areas used by the Department of Internal Audit
- Any areas used by the UCA Police Department
- Any area used by Student Health Services
- Office of Student Accounts

Part 10 – Electronic Access System

A college or department may request individual electronic access by either listing the electronic access desired on the key request submitted for traditional keys or by forwarding an email to the Lock Shop that provides the same essential information as the paper key request form.

A college or department may request individual or group electronic access for students who may need to access the building or various interior labs in order to complete their assignments. This approval may be provided through an e-mail to the Lock Shop from a department secretary with the building administrator and the dean or department head copied in the e-mail. The dean or department head, by virtue of being copied on the e-mail is giving approval unless the Lock Shop receives notification from them denying the requested card access. All card access requests should **fully explain** the time frames being requested. Requests that do not follow these guidelines will be denied.

If an individual's access authorizations change, including when an individual leaves a department or employment by the University, a responsible party within the department shall notify the Lock Shop to deactivate the individual's electronic access.

The Physical Plant is responsible for maintaining the various electronic access systems used on campus. Any college or department interested in upgrading traditional key locks to electronic locks may do so provided the college or department fully funds the materials and labor for the upgrade. Any equipment purchased must be compatible with existing electronic systems being used on campus.

All electronic access systems installed at the University must be equipped with a fail-safe open feature and/or allow for key over ride capability in the event of a general power failure or access by emergency personnel.

Part 11 – Termination Check List

When an individual is no longer employed by the University, either through retirement or termination, the hiring department shall initiate a Personnel Action Form and Route the form through for all pertinent signatures and ultimately ending up in Human Resources. Human Resources will send out an Employee Exit Notification via email.

This checklist will allow for the collection of all University issued keys that are assigned to an employee prior to the employee leaving the University. When an employee turns a key in to the Physical Plant, the employee will be given a receipt as proof that the key was returned. The employee shall present this receipt or receipts to his or her department head as proof that all keys have been turned in. Failure to return assigned keys will delay the processing of an individual's last pay check.

SECTION II

UCA Housing and Residence Life Guidelines

Part 1 – Objective

The primary objective of the key and access guidelines for Housing and Residence Life ("HRL") is to help provide a safe and secure campus environment plus ensure the safety and security of the University's residents. This will be achieved through the orderly issuance and tracking of keys and electronic access by HRL Staff and by maintaining an accurate chain of accountability for all keys and electronic access issued.

Part 2 - General Guidelines

It is the policy of the University of Central Arkansas that all departments take direct responsibility for the security of areas under its direct control. Specific guidelines are added in this section to address the unique needs of HRL. Working in cooperation with HRL and individual users, the Lock Shop will determine the appropriate key design and installation for a given residential area and issue and maintain the keys, locks and electronic access. All door locks on the HRL facilities are to be maintained within the key systems installed and maintained by the Lock Shop, with any exceptions being approved by the Director of Housing, Assistant Vice-President of Housing and Contract Services, and the divisional Vice-President or the University President.

Part 3 - Responsibilities

Lock Shop
- Responsible for management and tracking of all housing keys.
- Responsible for the operations of the card access system assisted by the IT Department.

BearCard Office
- Responsible for issuing UCA student, faculty, and staff identification cards; and
- Responsible for notifying the Lock Shop when a resident receives a replacement of an identification card that is lost or stolen.

Please Note: The student identification card is the property of the University of Central Arkansas and is not transferable. The card may be confiscated from a cardholder as a result of inappropriate or illegal use. A resident's lost or stolen identification card must be reported immediately to his or her Residence Coordinator, the BearCard Office or the Lock Shop.

Housing and Residence Life Administration
- The Director of Housing, Assistant Vice-President of Housing and Contract Services or the Associate Director of Facilities shall appoint individuals who will coordinate all aspects of its efforts to approve, issue and track keys and electronic access used by HRL Staff.
- Responsible for taking the necessary steps to ensure keys are maintained in a reliable and secure manner and for obtaining keys from personnel who are no longer employed by the university or residents no longer living in UCA housing.
- Responsible for making every reasonable effort to obtain keys from students at the end of a semester or school year; residents leaving the university through proper checkout procedures will return keys at that time. Any resident who does not return his or her room key upon leaving the university will face re-core charges. Students card access privileges expire at the end of each semester unless otherwise directed by the Director of Housing.
- Responsible for making every reasonable effort to secure keys upon the transfer or separation of the original key holder.
- Responsible for reviewing the monthly audit completed by the Residence Coordinators of all keys and temporary access cards assigned during the academic year; any losses or discrepancies will be discussed with the Lock Shop so that the master key and electronic access is accurate.

Residence Coordinators
- Keys and cards are an essential part of the building's operations and the resident's and staff's security. HRL must know where every key and every temporary access card is located at any given time. A lost key poses a potential security risk to the hall and/or complex and the operations of the Residence Life staff and should be handled as soon as possible.

- Card Access:
  - Each HRL Graduate Assistant will receive master card access and will be able to enter any door that uses the HRL card access system. Any lost access card poses a security risk to the building and should be reported immediately.
  - A limited number of temporary access cards will be issued to each Residence Coordinator residing in a card access building and may be checked out by residents for a maximum of 72 hours. A signed housing assessment form must

be provided at checkout of the access card. These cards are to be checked out and recorded in the key logbook. If the resident fails to return the access card within the 72-hour period, the Residence Coordinator is to cancel the card's access by emailing the Lock Shop and requesting the card be shut off. The Residence Coordinator must then turn in the housing assessment form to his or her Assistant Director or the Housing office for processing to place the $10 lost temporary access card charge on the resident's account. All temporary access cards not in use will be secured in the key box located in the Residence Coordinator's office.

- o No funds will be accepted by HLR Staff for a lost temporary access card.

- Resident Keys and Access Cards
    - o All residents are issued a room/apartment key.
    - o Students who reside in a residence hall will have his or her student identification card activated as the access to their residence hall.
    - o If a key or student identification card is lost, residents must contact their Residence Coordinator immediately for security reasons.
    - o Residents will be charged $50.00 for a lost traditional residence hall key $75.00 for a lost apartment or suite-style residence hall key through the damage assessment form. There is a $15.00 charge for a lost student identification card when the card is replaced in the BearCard office.
    - o As a part of the check-out process, all residents must surrender their room key upon checkout of their room/apartment.
    - o No funds will be accepted by HLR Staff for a lost student identification card.

- Lockouts
    - o If a Resident is locked out of his or her room and the key location is known, there is a charge for HRL staff to key them into the resident's room. All lockouts must be recorded in the key logbook to assure building security and the $3 lockout charge is process with the housing assessment form. In the event of a lockout, the HRL Staff will take the appropriate key from the key box and open the resident's room. HLR Staff must ensure that the resident is in fact assigned to the room for which access is granted. Once this is completed, the HRL Staff will immediately return the key to the key box.
    - o Keys may be checked out by the resident at the discretion of the Residence Coordinator/Assistant Director depending on the circumstance (keys left at home, etc.).
    - o If someone leaves a personal item in another person's room, access cannot be granted to retrieve the item; the person must wait for the resident of the room to return.
    - o Access cards may be checked out to the residents or the RA may swipe his or her master card to allow the resident access to the desired area of the building (see Residence Coordinator for instructions specific to the building).

All temporary access cards and their corresponding numbers should be logged prior to issuing the card to the resident.
- o No funds will be accepted by HLR Staff for lockout charges.

- Keying Into a Room
  - o Occasionally there is a need for HRL Staff (AD, GA, RA) to key into a resident's room when said resident is not present. When the need is deemed necessary by an Assistant Director, the following steps must be taken:
    - The HRL staff must have two staff members present, preferably one of the same gender as the resident whose room is being keyed into;
    - HRL staff must knock loudly and announce his or herself as "Housing Staff";
    - If no answer, knock again and state "Housing keying in"; and
    - HRL staff must make sure the room is secure upon leaving the room.

- In the event that a key is lost, it should be reported immediately and action should be taken to ensure that security for the building is maintained. The first step is filling out the housing assessment form for the amount of the key. The resident and a hall/apartment staff member must sign the form. The resident keeps a copy, the Residence Coordinator keeps a copy, and the third copy is submitted to the Central Housing Office. Then, the Residence Coordinator submits a work request via the website that includes the correct residence hall name, exact location or room number, old key code, the housing assessment number, and the reason for the re-core. After the lock has been re-cored, the old keys will be placed on the Residence Coordinator's desk and must be returned to the Lock Shop within 24 hours.

- Each building has a distinct key code that is unrelated to the room number of the door that the key opens. These key codes aid in identifying lost keys. Any lost keys that are found should be turned into the Residence Coordinator for that building/area immediately.

- Each Residence Coordinator will sign a "key sign-out card" for the building's Resident Assistant's/Learning Assistant's keys, listing all key codes and index numbers, and therefore becoming responsible for all Resident Assistant/Learning Assistant's keys and the replacement cost.

- The Residence Coordinators will maintain the keys for the Resident Assistants/Learning Assistants within their office key cabinet until the keys are assigned to the Resident Assistants/Learning Assistants. Assignment of the keys to the Resident Assistants/Learning Assistants will be made by using a "key sign-out card for each key within each building. The "key sign-out card" will be maintained in the Residence Coordinators' files.

- The Residence Coordinator will be accountable for any and all lost or misplaced Resident Assistant/Learning Assistant keys, and the Residence Coordinator will then hold the Resident Assistant/Learning Assistant accountable for his or her lost or missing keys. If one of the Resident Assistant/Learning Assistant keys cannot be accounted for, the Residence Coordinator will be responsible for payment of the re-core charges (approximately $250.00) by personal payment or by completing a housing assessment form on the responsible Resident Assistant/Learning Assistant.

- The Residence Coordinator will audit the Resident Assistant/Learning Assistant keys monthly and include the Resident Assistant/Learning Assistant key audit with the monthly key cabinet audits listing any and all lost or missing Resident Assistant/Learning Assistant keys to ensure all keys are accounted for.

- Termination or transfer of a Residence Coordinator shall require the Residence Coordinator to turn their keys in to their Assistant Director. The Assistant Director will assume responsibility for these keys and return to the Housing Lock Shop. The incoming Residence Coordinator must fill out a key request that is properly authorized in order to get their set of keys upon being hired.

- The new or transferring Residence Coordinator will document verification of Resident Assistant keys to the Lock Shop within 24 hours and the Residence Coordinator will sign a key signature card listing the key codes and index numbers.

- The Residence Coordinator will report all lost or missing keys (RA keys, room keys, office keys, SM3C, M-5, SM4, sub-masters, masters, and key the RC is responsible for) within 24 hours of receiving notification of the missing key. Notification of lost or missing Resident Assistant/Learning Assistant keys will require an automatic re-core regardless of the reason the key is missing.

- The Residence Coordinator or Resident Assistant will be responsible for the re-core charge for missing or lost key cabinet keys (room keys) unless the Residence Coordinator or Resident Assistant presents a housing assessment form with proper signatures, showing that the resident has signed and agreed to accept responsibility and cost. If a key is missing from the key box and a student is not being charged for the missing key, then the Residence Coordinator or Resident Assistant is responsible for the cost of replacing the key.

- Monthly Audit Reports
  o Residence Coordinators are responsible for conducting a monthly audit of all keys assigned during the academic year and reporting any losses or discrepancies to the HRL Lock Shop so that the master key list may be updated. The purpose of this audit is to ensure accurate tracking of the location of all HRL keys, as well as to ensure the safety and security of the buildings. All keys associated with each building must be accounted for including office keys, resident room keys, mailbox keys, and Residence Coordinator keys. Key audits are due on or around the 15th of each month. The official date is listed

on the departmental master calendar. All key audits should be submitted via e-mail to the Lock Shop and their Assistant Director. Assistant Directors for each Residence Coordinator are responsible for verifying that the key audit is completed and correct.

- o Residence Coordinators in the residence halls are required to complete a monthly audit of temporary access cards to account for all temporary access cards that have been issued and verify their location. The monthly audit of temporary access cards should be submitted via e-mail to the Lock Shop and their Assistant Director. Any missing cards must be reported immediately to the Lock Shop so the card access can be removed.

- Residence Coordinators are required to comply with all key control and security procedures. Residence Coordinators failing to comply with key control and security procedures will be subject to reprimand. In addition, the residence coordinators will be required to present a one-hour mandatory in-hall program on the topic of "THE IMPORTANCE OF KEY CONTROL AND SECURITY WITHIN A RESIDENCE HALL." Residence Coordinators are responsible for educating the staff and residents about the importance of key control and security. Residence Coordinators are also responsible for all keys signed out to them. Failure to comply with this requirement could result in reprimand, reassignment, or termination.

Resident Assistants

Keys and cards are an essential part of the university's operations and the security of the university's residents and staff. HRL must know where every key and every access card is at any given time and the Resident Assistants are a crucial part of this process.

- Types of Keys
    - o Room Key - Each Resident Assistant/Learning Assistant will be issued a room key, which will function as any other room key in the building.
    - o RC Office Key - Each Resident Assistant/Learning Assistant will be issued an office key that allows them to have access to the office of the building as well as to other office cores, which vary depending on the building/complex.
        - Office keys will be signed out through the Residence Coordinator, and the Resident Assistant/Learning Assistant is solely responsible for any costs associated with the loss of an office key.
        - The office key should be kept on a special key chain or lanyard in the Resident Assistant's room unless the Resident Assistant is on duty or using the key in an official capacity. This is to ensure that the key is not lost.
        - Any lost Resident Assistant key should be reported to the Residence Coordinator immediately. A lost office key poses a potential security risk to the hall and/or complex and the operations of the HRL staff and should be handled as soon as possible.

- Card Access
  - The Resident Assistant's/Learning Assistants student identification card will provide master access to the Resident Assistant's building, including access to both male and female areas of the building (if applicable).
  - The Resident Assistant/Learning Assistant is expected to follow normal visitation procedures in co-ed buildings unless on official business. Any lost student identification card poses a potential security risk to the building and should be reported as soon as possible.

- Lockouts
  - All lockouts must be recorded in the key logbook to assure building security.
  - In the event of a lockout, the HRL Staff will take the appropriate key from the key box and open the resident's room. The HRL Staff must ensure that the resident is in fact assigned to the room for which access is granted. Once this is completed, the Resident Assistant will immediately return the key to the key box.
  - Keys may be checked out by the resident at the discretion of the Residence Coordinator/Assistant Director depending on the circumstance (keys left at home, etc.).
  - If someone leaves a personal item in another person's room, access to retrieve the item cannot be granted; the person must wait for the resident of the room to return.
  - Temporary access cards may be checked out to the residents or the Resident Assistant may swipe his or her master card to allow the resident access to the desired area of the building (see Residence Coordinator for instructions specific to the building). All temporary access cards and their corresponding numbers should be logged prior to issuing the card to the resident.

- Keying Into a Room
  - Occasionally there is a need for HRL Staff (ACs, RCs, RAs) to key into a resident's room when said resident is not present. When the need is deemed necessary by an Assistant Director, the following steps must be taken:
    - The HRL staff must have two staff members present, preferably one of the same gender as the resident whose room is being keyed into;
    - HRL staff must knock loudly and announce him or herself as "Housing Staff";
    - If no answer, knock again and state "Housing, keying in"; and
    - HRL staff must make sure the room is secure upon leaving the room.

- In the event that a key is lost, it should be immediately reported to the Residence Coordinator and action should be taken to ensure that security for the building is maintained. After the Residence Coordinator is informed that a key is lost/or missing, the door must be re-cored. The Residence Coordinator must inform the student that the key re-core will be billed to the student's account.

- If a temporary access card is lost or not returned within the designated time, the Resident Assistant should immediately report the lost/missing temporary access card to the Residence Coordinator.

- Each building has a distinct key code, which is unrelated to the room number of the door that the key opens. Any lost keys that are found should be immediately turned into the Residence Coordinator.

Non-University Personnel
Contractors, consultants, vendors and any other personnel granted access to HRL property must comply with all guidelines and provisions of this policy, as well as any other provisions and/or restrictions that may be deemed necessary in connection with services performed. Please note that non-university personnel visiting the residence halls are to schedule their visit after 10:00 am and must wear proper identification.

- Lost Key
    o All lost keys should be reported to Lock Shop.
    o In order to replace a lost key, the same review and approval process must take place as when a new key is issued.
    o The individual requesting the key must note that the key is a replacement key rather than a new key.
    o Unless the loss is due to serious negligence, lost keys will be replaced at no cost to the HRL department or HRL staff member.

- Stolen
    o If a HRL key is known or suspected of having been stolen, the suspected theft should be immediately reported to the University Police Department, as well as the Lock Shop, Director of Housing, and Assistant Vice-President of Housing and Contract Services for a prompt review of the security risks involved and the remedial measures which should be taken.
    o After the investigation has concluded and any necessary remedial measures have been taken, the same review and approval process that takes place when a new HRL key is issued must be completed before the replacement key is issued.

- Found
    o All found keys should be returned to the Lock Shop.

- Damaged Key
    o If a resident's HRL key is damaged or broken, the key holder can present the damaged or broken key to the Residence Coordinator for replacement.
    o If a HRL staff member's HRL key is damaged or broken, the key holder can present the damaged or broken key to the Lock Shop for a free replacement.

- If a key is broken or damaged due to a defective lock, the key holder can report the issue to the Lock Shop for repair and/or replacement at no charge to the individual key holder or the HRL department.

Part 7 - Annual Key and Card Access Inventory

During May of each year, HRL will review the list of HRL keys and card accesses currently on record as being issued by employees of the university. HRL will then take reasonable steps to determine if all the keys presently listed on inventory are still in the possession of the documented key holder. HRL will review the master card access file to confirm that staff members have the appropriate access. HRL will then notify the Lock Shop of any discrepancies for review and corrective action.

Part 8 - Housing and Residence Life Electronic Access System

The Lock Shop with assistance from the IT department is responsible for maintaining the various electronic access systems used in the residence halls on campus. All electronic access systems installed at the university must be equipped with a fail-safe open feature and/or allow for key over-ride capability in the event of a general power failure or access by emergency personnel. At the close of each spring semester, card access for all residents in the electronic access systems is inactivated. Residents staying for the summer sessions and residents requesting a "late-stay" are granted access upon notification by the HRL and BearCard to the Lock Shop. In August of each year, the Lock Shop and IT Department clears the electronic access systems of previous resident records. HRL and BearCard will notify the Lock Shop to grant access to residents each fall. It is the responsibility of HRL to notify the Lock Shop when it is necessary to remove access for residents and staff members from the electronic access systems.

Exhibit 1: Notification of Debt Collection included in pre-employment hire packet

EMPLOYEE NOTIFICATION OF DEBT COLLECTION

I agree that, if issued work uniforms, keys or other equipment which I fail to return or that if I have overdue UCA traffic tickets or dining hall fees or if I have other unpaid fees or charges, the University may collect such costs from my payroll check(s) and/or from other payments such as terminal vacation, holiday pay, overtime/compensatory time payments or related payments which I may receive from the University.

I further understand that the University participates in the Arkansas New -Hire Reporting program (child-support payments program, workers compensation fraud, etc.) and other employment and wage garnishment directives.

Signature: _____   Date: _____

Exhibit 2: Termination check sheet (proposed)

University of Central Arkansas
Termination Check List

Name of Individual:	UCA ID Number:
Hiring Unit:	Date of Hire:
Last day expected to work:	Building / Office No.:

UCA Lock Shop	√ Item Returned / Fee Paid	Authorized Signature	Date
Office/building keys returned			
Swipe card deactivated			
Access codes removed			

SP-10-0279 FORM NO. 166-070 (08/12)

UCA KEY REQUEST / AUTHORIZATION FORM
(Please fill in all areas)

Date ____ / ____ / ____   Phone / Ext # _____

Name _____

Employee ID# _____   [ ] Part time   [ ] Full time

Department _____   Title _____

Building _____   Room / Door # _____   Area _____

===

FOR PHYSICAL PLANT USE ONLY:

Date Cut ____ / ____ / ____ - ____   Authorization Code # _____   Checked by _____
                              initial   initial

Core Mark _____   Key Level _____   Key Number _____

- -

Date Called ____ / ____ / ____ - _____   Date Issued ____ / ____ / ____ - _____
                              initial   initial

_____   Date ____ / ____ / ____
              employee signature

===

The above listed UCA employee is authorized to receive a key to the above room / area.

Authorization sequence (signatures required):

1.   Dept. Chair / Supervisor _____ - ____ / ____ / ____

     Print Name _____   date

2.   Dean / Director _____ - ____ / ____ / ____

     Print Name _____   date

===

KEY REQUEST INSTRUCTIONS:

1.   Fill out request form completely, except in areas noted.
2.   ONE REQUEST PER KEY.
3.   Route to your Department Chairperson for approval.
4.   Department Chairperson to route to appropriate Dean for approval.
5.   Send all requests for keys to UCA Physical Plant.
6.   Upon receipt of key request in the Locksmith Shop, keys requested will be available for pick up in two (2) working days, or upon notification.
7.   Employee will be contacted when keys are available for issuance at the Physical Plant Warehouse Office and will have seven (7) working days to pick up keys.
8.   Keys may be picked up (and returned) between 7:30 a.m. and 4:00 p.m. at the Physical Plant Warehouse Office.
9.   Employee requesting key will need to bring picture identification when picking up keys.
10. Any questions pertaining to key request, issuing, and return, please call 450-3196.
11. If employee will be on sabbatical and / or vacation at the time of request, please note on key request form.

REASON FOR RETURN: _____

_____

[ ] FILL IN ALL AREAS
[ ] UNAUTHORIZED SIGNATURE IN AUTHORIZATION SEQUENCE
[ ] _____
[ ] _____

FOR PHYSICAL PLANT CARD FILE

I, the undersigned, by accepting the identified key, hereby agree to take diligent care and promptly report any loss thereof. I further agree to not give possession of said key to any other person, nor cause or allow any copies to be made of said key. I understand that any violation of this agreement may result in disciplinary action by the Administration of this institution.

Estimated replacement value of this key = $_____

Date _____/_____/_____

_____
employee signature

Date entered _____/_____/_____ · _____
initial

Date returned _____/_____/_____ · _____
initial

Date deleted _____/_____/_____ · _____
initial

[ ] Move to inactive file.

UCA EMPLOYEE KEY FORM

Circle Reason At Right: **Lost**   **Found**   **Stolen**

NAME: _____   **DATE:**_____

UCA IDENTIFICATION NO: _____

BUILDING: _____

OFFICE/SUITE NUMBER: _____

DATE KEY (S) Lost/Found/Stolen: _____

KEY # (S) Lost/Found/Stolen, (LIST ALL): _____

_____

WORK PHONE: _____ **HOME PHONE:** _____

EXPLANATION: _____

 _____

_____

_____

DISTRIBUTION:

___ **LOCKSHOP**   **REPORTED BY:** _____
___ **DEPT. CHAIR**   **REPORTED TO:** _____
___ **BUILDING ADMIN.**
___ **DIRECTOR, PHYSICAL PLANT**
___ **UNIVERSITY POLICE**
___ **V.P. FINANCE AND ADMINISTRATION**

Exhibit 6: Proposed Contractor Equipment Key Sign Sheet

ALL PHYSICAL PLANT EQUIPMENT KEYS

Person Signing Out	Company & Phone #	Today's Date	Key Being Checked Out	Phone Number	Time Out	Time In
Print					:	:
Sign						
Print					:	:
Sign						
Print					:	:
Sign						
Print					:	:
Sign						
Print					:	:
Sign						
Print					:	:
Sign						
Print					:	:
Sign						

Keys needed by contractors or other non-university users **must** be authorized by Physical Plant or the Housing office. All cost of key recovery or rekeying related to unreturned keys will be the responsibility of the firm to which the keys were issued. Final contractual payment **will not** be made until keys are cleared.