



## **KEY REQUEST / ACCESS CONTROL AND AUTHORIZATION POLICY**

### **I. GENERAL STATEMENT**

Central Connecticut State University is committed to ensuring that all students, faculty, and staff receive a reasonable level of safety and security within the University campus. The function of this Access Control and Authorization Policy along with these standard operating procedures shall provide a standardized and centralized campus access control system with multiple layers of administrative oversight.

### **II. PURPOSE**

The purpose of these standard operating procedures is to provide a safe learning environment that also ensures the protection of all state property, personal and private equipment. The health and safety of our students, faculty, and staff, must always be paramount when the decision to grant access is being reviewed. The specific dynamics of each space will be assessed to determine the appropriate training that must occur prior to granting access.

### **III. ADMINISTRATIVE PROCEDURE**

Keys and/or card access shall be made available to agency personnel as authorized by the President, Vice President of Operations or designee for official business use only. A complete record of all keys and/or card access transactions is maintained by Facilities Management. These records are compiled from key and/or card access requests submitted through both e-mails and the electronic LLumin Work Order System to meet both administrative and employment requirements.

### **IV. SAFETY PROCEDURES**

It is recommended that granting access to any area should not occur without supervision. Access to any areas that have equipment or is designed with spaces that have a potential hazard must be supervised when the area is open and accessible. These areas will require detailed safety inspections and SOPs before anyone utilizes these spaces. In addition to the supervisor/monitor, anyone who enters such an area must have received the proper safety training. Safety training in these areas should never be waived and must be documented by the appropriate faculty member and academic administrator. All safety training documentation must include a roster with the names of individuals who have completed the requirements set forth by the faculty and the Director of Environmental Health and Safety.

The hiring and training of supervisors/monitors for all of these spaces will be conducted by the faculty and academic administrators from the specific schools and departments. Additional

training may also be conducted by the Department of Environmental Health and Safety. The completion of all training will be documented with the names of trainees and respective signatures of the trainers. A complete roster will be provided to the Dean with confirmation of the training courses completed.

If a graduate student or work study student is identified as the supervisor/monitor, they may not engage in any activity other than the role as the supervisor. They must be hired through the HR process, and they shall work the specific hours that the space is open. Prior to their first scheduled work session it is imperative that their hiring supervisor confirm that they have completed all the necessary training in all aspects of safety and emergency procedures.

## **V. CATEGORIZED LEVELS OF ACCESS CONTROL**

### Grand Master Security Key Levels

- a. GGMK (Great Grand Master Key) - This key will open all locks.
- b. GMA (Grand Master A) – Allows total access to south dorms only.
- c. GMB (Grand Master B) – Allows total access to north dorms only.
- d. GMC (Grand Master C) – Allows total access to support buildings.
- e. GMD (Grand Master D) – Allows total access to all academic buildings.
- f. GMF (Grand Master F) – Allows total access to East Hall.
- g. GMG (Grand Master G) – Allows access to gates and golf carts

### **• PERSONA/LOCKNETICS**

Persona/Locknetics are dual access devices. Entry is available through a combination of both card access and a pin number or an emergency override key.

### Persona/Locknetics Security Key Levels

- a. Emergency Override Key – This key allows entrance to all Persona/Locknetics systems on campus. It should be noted that this key must be stored in a safe and secure location. Loss of this key would result in the necessity to change every Persona/Locknetics tumbler on campus.
- b. Full Access – Has the programmable ability to give full access to all Persona/Locknetics locks on campus. Any individual being given this access must be assigned a 4-digit code to be used in conjunction with their card.
- c. Building Master – Allows access to total building.
  - a. Floor Master – Allows access to total floor.
  - b. Area Master – Allows access to areas within the building.
  - c. Change Key – Allows access to an individual door.
  - d. Multiple Option Key – Allows multiple access to areas on campus.

### **• ANDOVER ONLINE CARD ACCESS SYSTEM**

Andover Online Card Access System is operated by a CCSU Blue Chip Card and 4-digit pin number. A number of buildings on campus are operated by this system, including the Data Center in Barnard Hall and all Residence Hall entry doors.

## **VI. PERSONAL KEY REQUEST (EXTERIOR/INTERIOR DOORS)**

- **FACULTY AND STAFF** – Keys and/or card access shall be granted to all permanent faculty and staff after a review of the departmental submitted electronic Work Order Request and through a classroom schedule download. Work Order Requests for part-time faculty, part-time staff, and University Assistants are reviewed on an individual basis. Individual access keys may also be tailored to include additional locations with an appropriate work order justification. At no time should classroom entrance doors, personal office, labs, and service support building access keys be issued to students.
- **RESIDENCE STUDENTS AND VISITORS** – Banner downloads and Residence Life staff will submit Work Order Requests for card access to all residence hall students and visitors who are authorized to occupy residence hall rooms on campus. This access grants them access to their respective rooms and other authorized areas, such as kitchen, laundry, and mailrooms.
- **KEYS/CARD ACCESS FOR GRADUATE STUDENTS** – Keys and/or card access may be issued to graduate students who are serving as faculty assistants/interns. The days and times of such access must accompany the request. These access requests require a detailed work order with their names and specific details to classrooms, laboratories, and computer rooms. The Dean shall confirm these rosters prior to granting access to any Graduate.

## **VII. KEY REQUEST POLICY**

Key requests throughout the University campus mandates that all parties abide by Central Connecticut State University's Access Control and Authorization Policy. Key requests must be made electronically through the LLumin work order system. Requests cannot be made by phone.

## **VIII. KEY REQUEST PROCEDURES/GUIDELINES**

1. Key Request for Primary Access: Key requests for faculty, staff, visitors, and vendors must be initiated through the LLumin work order system. Initially electronic access to building and classrooms will be programmed through a Banner download for all fulltime/parttime employees who are in the system 30 days prior to the start of an academic semester. Electronic access for students in residential halls should also come through Banner downloads. Any additional access requests must be initiated through the LLumin work order system.
2. Key Request for Secondary Access: (Without occupant permission, all occupied offices that are not shared shall only be assigned key access by the employee who

has been assigned to a specific office/room number). An individual requesting secondary key/card access to any office that is occupied by another University employee must first be approved by the occupant. Each individual requesting access to someone else's office requires a Work Order Request and Office Access Memorandum completed and signed by the occupant granting the access. Secondary access to personal offices will not be granted to students.

3. Departmental Review: Electronic Work Order Requests are initiated through the respective departments. Each Department Chair and Dean shall ensure that these requests comply with the standard operating procedures outlined in this policy. Once submitted through the work order system, the appropriate office (Key Shop/Card Office) will review the request to assess operational compliance. The respective office is responsible to ensure that the individual requesting access is a member of the University campus, vendor, or visitor and has requested access to an appropriate location. Upon completion of review, the request is electronically forwarded for administrative review.
4. Administrative Review: Administrative review is performed by Facilities Management and/or the office of the Vice President of Operations. This review process will either approve or deny the access request based on the guidelines set forth in this document.
5. Activation of Card or Deployment of Key: The Key Shop/Card Office will receive notification authorizing or denying access to the requested area. These offices are responsible for the deployment of keys, activation of cards or contacting the requester to inform them of non-approval.
  - a. The requester of hard keys is responsible for personally picking up keys in East Hall Key Shop. The requester will be notified by the Key Shop when keys are ready for pick-up.

## **IX. ISSUANCE OF CAMPUS KEYS AND/OR CARD ACCESS**

The following policy applies to all persons who file key and/or card access requests with the University Key Shop:

- a. Keys and/or card access are issued only to the individual whose name appears on the electronic Work Order Request. Keys will not be issued to a messenger or agent under any circumstances.
- b. Keys must be picked up within two (2) weeks after the Key Shop has notified the key applicant that the key is ready. If the key is not claimed within the two (2) week period, the key applicant must submit a new electronic Work Order Request. No keys will be issued on the spot unless requested by the President or designee.

- c. Access applicants must sign a record file card before any key is issued. In the event the key is lost or stolen, the person whose name appears on the record file card will be held fully responsible.
- d. Keys may be picked up in the Key Shop from 8:00 a.m. to 4:00 p.m., Monday through Friday. There are no exceptions.
- e. Broken keys should be returned to the University Key Shop for disposal. An electronic Work Order Request must be submitted requesting such action for record keeping purposes.
- f. Special Issue:
  - 1. Special building key sets and/or cards may be loaned to authorized repair persons and outside contractors with approval by either Facilities Management and/or Capital Planning and Construction Staff. These keys must be returned at the end of the day to the Key Shop. Keys may be issued to the superintendent of a specific contract for the duration of that contract. In the event that cards are not returned, a fee of \$20.00 will be charged to the contractor for each card that is not returned. Contractor could be held liable for all costs relating to replacing a lost key.
  - 2. A control log is maintained at the Key Shop, including the date and time of issue, as well as the specific key code, for keys that are issued to personnel for a short-term period. The campus Card Office is responsible for all card information and the associated issuance policy.
  - 3. The following individuals are authorized to manage the Andover System under the guidelines set forth in this policy.
    - i. The Office of the Vice President of Operations: Access and Security Coordinator, University Locksmith, and Public Safety Dispatcher.
    - ii. Card Office: Campus One Card Administrator and Assistant Campus One Card Administrator.
    - iii. Additional designees permissible thru the approval of the Vice President of Operations or Chief Information Officer.
- g. Any lost or stolen keys and/or cards must be reported immediately to the CCSU Public Safety Department at 832-2375. The person reporting such is required to fill out a report.
- h. Any questions regarding the above policy should be directed to the Director of Facilities Management.

**X. CONTROL PROCEDURES**

- a. All keys are stamped with STATE OF CONNECTICUT - DO NOT DUPLICATE and issued a code according to room use, as well as a specific numeric tracking code.
- b. All cards require a (four/six) digit code to accompany electronic access.
- c. Duplications, manufacturing of keys, and the re-keying of lock cylinders are the responsibility of the University Locksmith.
- d. All contractors required to install new doors or locks must comply with CCSU's lock system. Doors must be approved beforehand in order to comply with our regulated lock system. Exclusively the University Locksmith will do re-keying of all areas. Under no circumstance will a contractor be allowed to cut keys, re-key, or install their own locksets.
- e. It is the responsibility of the University Locksmith to track down any outstanding keys, which have been issued and not returned within the allotted duration of time.

#### **XI. RETURN OF KEYS/CARD ACCESS DEACTIVATION**

All building keys issued remain the property of the University and shall be returned to the Human Resources Department under the following conditions:

- a. For Faculty and Staff members:
  - 1. Upon transferring to another department or building.
  - 2. Upon official termination of employment at the University.
  - 3. Upon the request of the President or designee, Vice President, Chief Officer, Dean, Department Chair, Director and/or their official representative.
  - 4. Upon the request of the Director of Public Safety and/or representative and/or the key is issued in violation of University policy or Connecticut State Statues.
  - 5. Upon being granted a leave of absence without pay for a period of 30 or more calendar days; however, faculty members granted such leaves might retain their key if they are authorized to have access to the building and/or office during the leave.
    - 1. An audit is conducted each academic year to review individuals with access to all areas on campus. An audit of restricted areas is conducted quarterly reviewing access, additions, and deletions.
    - 2. Throughout the academic year, all notifications from the Human Resources Department indicating the separation of an employee will initiate a removal from all access points on campus.

- b. For Resident Students in possession of hard keys or key cards:
  1. At the end of the academic semester or period when access is not required for at least 14 calendar days, except for the fall semester.
  2. Upon the request of the President or designee, Vice President and/or Dean for Student Affairs, Vice President of Operations, Director of Residence Life, Director of Public Safety, and/or their official representatives.
    1. Any loss of a card/key by a student result in a duplication charge and new card. Roommates should never share a key.

### **ACCESS POLICY**

All access requests to enter a space outside the normal working hours, to a space not typically occupied by your department or when a space has been locked due to safety protocols, must be made in writing to the Facilities Management Department in the office of the Vice President of Operations. The two vehicles to make an access request are through e-mail and the LLumin work order system. The LLumin system should be used unless the request is an emergency. All requests for access will be reviewed and approved/denied in accordance with the standard operating procedures outlined in this document.

It is the policy of the University that other than during normal working hours, all academic and administrative buildings shall be locked in order to maintain the security of buildings, their contents, and safety for students, faculty and staff. Classroom buildings are open Mondays through Thursdays (7:00 a.m. – 10:00 p.m.), Fridays (7:00 a.m. – 7:00 p.m.), Saturdays (7:00 a.m. – 7:00 p.m.), and Sundays (CLOSED). Special requests for any changes to these hours may be submitted to the Vice President of Operations for review. All Residence Halls are locked on a 24/7 basis.

Faculty, staff, and students may be granted building access electronically or by the Department of Public Safety after an electronic Work Order Request from the appropriate Deans, Department Heads, and other designated officials has been submitted to the office of the Vice President of Operations and it has been approved:

- a. The individual requesting access into any building must be on the access roster in the Police Department. The access roster is comprised of members of the campus community who have been trained and identified as a supervisor for classrooms and labs. These individuals must all have completed training and be hired as a worker through the human resource process. The roster will also include anticipated hours of operation.
- b. Access granted into university buildings must be utilized for the purpose of conducting University business only.

- c. Access into a building and academic space will be supervised as defined the policy.
- d. Authorized individuals 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. A roster will be utilized to check in anyone entering the space. An authorized individual may have guests with him/her as long as the guests stay in the proximity of the supervisor, faculty or staff member having the assigned access and the authorized individual assumes full responsibility for the presence of all guest(s).
- e. Unplanned access into any office requires a written notification be posted in the office to ensure that the office occupants are informed upon return to their office. Unplanned access must be performed in the company of two state employees. The employees shall remain together throughout the duration of the access. The employees will leave a signed Notice of Entry form to notify the occupant of the entrance to their space.
- f. In no case shall building access be transferred from one individual to another or be obtained from any source other than from Facilities Management or the Department of Public Safety. If a building key/card is transferred and used without proper approvals, the key shall be taken, and the individual reported to the public safety department.
- g. Office access cannot be issued to the University departments in general. It can only be issued to an individual who must personally sign and be responsible for entry. In the event that an office occupant would like to approve another member of the campus community to have access to his office it must be requested in writing in the manner outlined for access requests.
- h. Lab access for students, faculty, and staff can be obtained through a Work Order Request process which may also include a roster of students with specific days and times requiring access. The roster must always include who has been hired and will be supervising each of the lab spaces. The Work Order Request must be renewed each semester to ensure that access is only for registered students and state employees who have completed all training. These requests must conform to the Safety Procedures in section IV.
- i. Building access for outside contractors requires a “Contractor” CCSU Blue Chip Card that can be acquired by submitting a signed Blue Chip Card Request Form and providing a contractor photo I.D.
- j. Lost building entry keys or CCSU Blue Chip Cards turned into a department are to be returned either to the University Key Shop or the Department of Public Safety.
- k. Failure to comply with access policies and control procedures may result in loss of access and consultation with Human Resources.