

Building Access Control Procedures

This procedure provides guidance and processes for facilities access that supports the College Mission while maintaining a high level of personal safety, building security and energy conservation. Building access control is accomplished by implementing a combination of open building times coupled with key/card access for those who need access during times when buildings are not open.

Monroe County Community College will issue building and room keys and/or ID Access Cards to faculty, staff, and persons or organizations with contractual agreements with the College. Keys and/or ID Access Cards will not be issued to students, in any capacity, including work-study students.

These procedures cover the following:

- Procedures for gaining access to College owned and leased facilities by key and/or ID Access Card
- The process of requesting, returning and reporting lost or stolen keys and/or ID Access Card
- The framework for granting access to authorized individuals
- Accountability for tracking key and ID Access Card requests for access

I. General Provisions:

- It is the joint responsibility of Safety Services, Information Systems, and Campus Planning and Facilities, working under the direction of the Vice President of Administration, to implement these procedures.
- Key or ID Access Card access should only be granted to individuals who have a legitimate and official need for the access, and have acquired the appropriate approvals for such access.
- Key and/or ID Access Card access will be granted at the appropriate level in system hierarchy commensurate with providing the access required by the individual's position and assigned responsibilities.
- Key and/or ID Access Card access shall only be granted when no other reasonable means of access is available.
- All keys and ID Access Cards issued shall remain the property of Monroe County Community College, not the individual, and must be returned to the Safety Services Office upon discontinuation or change of employment, office move, etc.
- All requests for installation and expansion of electronic access control will be vetted to and, if deemed appropriate, approved by the Vice President of Administration in consultation with the Safety Services Office, Information Services, and Campus Planning and Facilities.

- Any requests for special access privileges, which are based on physical handicap or other issues covered under the Americans with Disabilities Act (ADA), must be approved by the Human Resources Office.

II. Departmental Responsibilities:

- **Safety Services** – The issuance of keys and ID Access Cards will reside with the Safety Services Office.
 - Safety Services is responsible for maintaining record of all Keyholders including all key and/or card access requests with the support of Purchasing and Auxiliary Services.
 - The issuance of ID Access Cards as well as the day-to-day management of the Avigilon access control application will reside with Safety Services.
 - Security of campus buildings, including alarm monitoring and response as well as processing electronic or manual lockdowns in the event of an emergency, handling special requests occurring outside of normal operating hours, and investigating the unauthorized use of cards and lost and/or stolen ID Access Cards or keys will reside with Safety Services.
- **Campus Planning and Facilities** – The installation and maintenance of manual door hardware as well as the cutting and duplication of keys will reside with Campus Planning and Facilities.
- **Information Systems** – The installation and maintenance of electronic access control systems will reside with Information Systems, with the support of Campus Planning and Facilities.
 - The Information Systems department will be the first point of contact to troubleshoot electro-mechanical issues with secured doors. They may engage outside technical support with service integrators when necessary. The coordination of open support tickets will reside with Information Systems.
 - Maintenance of the Avigilon server and application software, including interfaces to Colleague will reside with Information Services as well as working with the software provider directly when necessary to troubleshoot any issues with system performance.
- **Oversight Team** (Safety Services, Campus Planning and Facilities, Information Systems, VP of Administration) – Responsible for conducting bi-annual audits of manually assigned access levels.

III. Keyholder Responsibilities (Key and/or ID Access Card)

- Take appropriate measures to safeguard any College keys or ID Access Cards issued to you.
- All College employees must prominently wear/display ID Access Cards when on campus.
- Never loan your key(s) or ID Access Card to anyone.

- Never use your key(s) or ID Access Card to grant access to secured areas to non-authorized individuals.
- Never prop open or otherwise disable any normally secured doors.
- Never store key(s) or ID Access Card in any unsecured fashion.
- Key(s) and/or ID Access Card should be kept in a locked drawer or cabinet when not carried or in use.
- When no longer employed by the College, or no longer holding the role, responsibilities, and/or position for which the key/access card was granted, all associated keys must be returned to the Safety Services Office and electronic access will be removed from the ID Access Card.

IV. Lost or Stolen Keys/ID Access Card

- Stolen, lost, or misplaced key(s) and/or ID Access Cards must be reported immediately by the Keyholder to the Safety Services Office.
- An incident report must be filed with the Safety Services Office prior to submitting a replacement request. The replacement request must include appropriate approvals for reissuing the key(s) and/or ID Access Card as well as a copy of the incident report.
- Safety Services may investigate lost and/or stolen ID Access Cards or key(s).
- Replacement key(s) and/or ID Access Card may be issued by the Safety Services Office upon appropriate approval. Individuals will be assessed a \$300 fee for replacement of a key and \$50 for ID Access Card replacement.

V. Access Requestor Responsibilities

- The Access Requestor of key(s) or ID Access Card is the individual requiring the access privilege.
- The Access Requestor must obtain the appropriate level of approval for the request using the Authorization Matrix as a guide.
- The Access Requestor must submit a signed **Key/Access Card Request/Agreement** to Safety Services for processing.

VI. Guidelines for Requesting Access

- Requests for card access for the exterior doors of a building for after-hours entry should be limited to those with an office in the respective building or having an otherwise demonstrated academic, administrative, or service need that cannot be satisfied during normal building hours of operations.
- The Authorization Matrix should be used as the guide for acquiring appropriate signature approval for the request.
- **Key/Access Card Request/Agreement** – See Appendix B
- **Special Access Requests** – Requests for ongoing access outside of the open building hours for specific groups must be submitted in writing to the appropriate Vice President

and the Vice President of Administration for consideration. For student access to College buildings during non-scheduled hours, see Procedure 6.23(b).

VII. Building Hours

- Administrative, classroom, and special purpose buildings will be unlocked, locked or have restricted access as indicated in Appendix A. Individuals who feel that these hours are not sufficient to serve their instructional and/or service needs, may submit a written request and rationale to change the open hours to the appropriate Vice President and the Vice President of Administration.
- Public use buildings including the La-Z-Boy Center, Health Education Building, and the Student Services/Administration Building will have their operating hours adjusted as necessary per room/event reservations.
- Departmental requests for unlocking a building for a special event must be submitted via the room reservation process. Operating hours will be adjusted as necessary for these approved College events.
- For student access to College buildings during non-scheduled hours, requesters should refer to Procedure 6.23, Procedures for Student Access to College building During Non-Scheduled Hours, and following the procedure as outlined.
- Schedule Paid Holidays/Vacation Days – All MCCC buildings will be locked on days that the College is officially CLOSED for Scheduled Paid Holidays/Vacation Days or weather-related or emergency reasons. Pre-authorized card access for employees will remain unchanged on these days.

VIII. Key and Card Access Policy

Topic	Keys	ID Access Card
Issuance, Control and Responsibility	<p>Door keys shall be issued and controlled by the Safety Services Office. Persons to whom keys are issued shall use the keys only in accordance with this policy.</p> <p>Duplication of keys, other than by MCCC, is prohibited. Safety Services with the support of Purchasing and Auxiliary Services is responsible for managing the records of all key holders and key requests.</p>	<p>The Safety Services Office is responsible for the production and distribution of ID Access Cards and temporary access cards. Issuance of new and replacement cards will be handled during the course of normal business hours. Safety Services with the support of Purchasing and Auxiliary Services is responsible for managing records of all cardholders and card access requests.</p>
Request Protocol/Authorization	<p>All requests for keys must be submitted using the Key/Access Card Request/Agreement form (See Appendix B). Requests will only be processed if received in this manner and approved by the appropriate level administrator. A matrix outlining Authorized Approvers can be found in Section X.</p>	<p>All requests for card access must be submitted using the Key/Access Card Request/Agreement form (See Appendix B). Requests will only be processed if received in this manner and approved by the appropriate level administrator. A matrix outlining Authorized Approvers can be found in Section X. Authorized Approvers are responsible for tracking and reporting to the Safety Services Office, in a timely manner, when access needs to be removed from an individual's ID Access Card. The College reserves the right to deactivate access cards at any time.</p>

Topic	Keys	ID Access Card
Key/Card Return	When an individual's need for a key no longer exists, whether because of termination of employment or other reasons, it is the responsibility of the employee to return the key(s) to the Safety Services Office and sign the documentation that they have returned the key(s). Until this documentation is signed, the employee will be held responsible for the safety and security of the keys and the access they provide. For reasons of security and data control, it is prohibited for any department to reassign any key from one individual to another. All keys must be promptly returned to the Safety Services Office.	When an individual's need for an ID Access Card no longer exists, whether because of termination of employment or other reasons, it is the responsibility of the employee to return the card to the Safety Services Office and sign the documentation that they have returned the card. It is the responsibility of the employee's home department to track and report to the Safety Services Office when card access needs to be removed from an individual's ID Access Card. The College reserves the right to deactivate access cards at any time.
Access by Persons or Organizations with Contractual Agreements with MCCC	Door keys shall be issued to persons or organizations with contractual agreements with the College based upon the appropriate level in system hierarchy commensurate with providing the access required by the contractual agreement. The process for issuance of keys will mirror the process used for issuance of keys to MCCC employees. Individuals issued keys based upon contractual agreements will be subject to the same key and access care holder requirements as MCCC employers.	If warranted, access cards may be issued to persons or organizations with contractual agreements with the College based upon the appropriate level in system hierarchy commensurate with providing the access required by the contractual agreement. The process for issuance of access cards will mirror the process used for issuance of access cards to MCCC employees. Individuals issued access cards based upon contractual agreements will be subject to the same key and access cardholder requirements as MCCC employers. The College reserves the right to deactivate access cards at any time.
Access by Non-College Personnel	<p>In certain cases, there may be a need for non-College personnel to be issued key access to College facilities or rooms. In such cases, the administrator that has contracted for the services must submit a Key/Access Card Request/Agreement form with appropriate approvals to the Safety Services Office. The key will have a return due date at which time the key must be surrendered or its' issuance renewed.</p> <p>"Contractor Keys" may be issued to the Campus Planning and Facilities Department and/or the Information Systems Department on an annual basis to facilitate daily contractor work. Keys must be requested from the Safety Services Office via the Key/Access Card Request/Agreement form with appropriate approvals. The department administrator must facilitate daily control of the keys issued to contractors. Contractors are responsible for the cost of re-keying locks that may have been compromised due to non-return of keys issued to the contractors.</p>	<p>In certain cases, there may be a need for non-College personnel to be issued card access to College facilities or rooms. In such cases, the administrator that has contracted for the services must submit a Key/Access Card Request/Agreement form with appropriate approvals to the Safety Services Office. The temporary access card will have a return due date at which time the card must be surrendered or its' issuance renewed. The College will deactivate access cards not returned or appropriately renewed.</p> <p>A "Contractor Access Card" may be issued to the Campus Planning and Facilities Department and/or the Information Systems Department on an annual basis to facilitate daily contractor work. Access cards must be requested from the Safety Services Office via the Key/Access Card Request/Agreement form with appropriate approvals. The department administrator is responsible to facilitate the daily control of the access card.</p>
After Hours Temporary Keys/Cards	Safety Services will issue after hours temporary keys when appropriate. All temporary keys will have a return due date at which time the key must be surrendered to Safety Services. Temporary keys may not be duplicated. Individuals/organizations issued a temporary key(s) are responsible for the cost of re-keying	Safety Services will perform after hours temporary card issuance, activation, and deactivation.

Topic	Keys	ID Access Card
	locks that may have been compromised due to the non-return of keys.	

Safety Services, Campus Planning and Facilities, and Information Systems Access Requirements

Due to job responsibilities for work relating to building and information technology maintenance, security and life safety issues, select staff members in Safety Services, Campus Planning and Facilities, and Information Systems are able to access all electronically controlled doors at all times. These lists of master level access are determined by the Vice President of Administration with the oversight of Cabinet.

IX. Key/Card Procedures Violations

The following acts are examples of violations of the Building Access Control Procedures:

- Loaning key(s) and/or ID Access Card to others
- Transfer of key(s) and/or ID Access Card to others
- Unauthorized use of key(s) and/or ID Access Card with the purpose or intent to commit a theft offense
- Unauthorized duplication of key(s) or ID Access Card
- Attempting to secure any campus area with an unauthorized locking device (unauthorized locks, padlocks and security devices that are not compatible with the campus master keys/access card system are subject to immediate removal at the expense of the installer.)
- Damaging or tampering with any College lock, access control or door hardware, or any other attempt to defeat or disable any access control system
- Propping open secure doors
- Admitting unauthorized persons into a secure building or area
- Failure to return a key(s) and/or ID Access Card when leaving the College, or when otherwise requested by authorizing department
- Failure to report a missing key(s) and/or ID Access Card

Persons in violation of this policy may be subject to College discipline policies and procedures and/or prosecution.

X. Authorization Matrix

The following matrix will be used to establish the necessary authorizing person for an Access Requestor (Keyholder):

Key/Card Level*	Eligible Keyholder	Authorization Level (one signature required)
Great Grand Master Key	President, Vice Presidents, Safety Services, Campus Planning and Facilities (Director, Foreman, Chiefs, Operators, General Maintenance and Grounds), Information Systems	President, VP of Administration
Exterior Building Master Key	NA	Vice President
Interior Building Master Key	Dean/Department Director	Vice President
Department/Division Sub-Master Keys	Dean/Department Director/Authorized Employees	Vice President
Individual Room/Door Key	Authorized Employees	VP/Dean/Department Director
Exterior Building Entrance Access	Authorized Employees	Vice President
Department/Division Sub-Master Access	Dean/Department Director/Authorized Employees	Vice President
Individual Room/Door Access*	Authorized Employees	VP/Dean/Department Director
Temporary Access Cards	Authorized Employees and Contractors	Vice President

*If a Keyholder has lost or forgotten their key(s)/access card and needs access to a space, the Keyholder must contact Safety Services for access. Identification may be requested. Safety Services will make a determination on the issuance of temporary key(s)/access cards when necessary.

Note: The requestor cannot authorize their own request, as it must be authorized at a level above them.

XI. Contacting Monroe County Community College

Please contact the Safety Services Office with any questions regarding keys and/or ID Access Cards. Contractors should contact their respective contracted department.

APPENDIX A: Building Lock/Unlock Schedule

APPENDIX B: Key/Access Card Request/Agreement

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