

<p><b>Responsible Official (Title):</b> Associate Vice President, Facilities Management <b>Responsible Office:</b> Facilities Management <b>Responsible Division:</b> Administration and Finance</p>
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## Policy on Key and Access Issuance

### 1. Policy Statement

#### 1.1. Purpose:

The policy on key and access issuance supports a regulated system of access to provide security for University facilities, assets, as well as the safety of all those on campus. The policy establishes responsibility for all campus employees including student employees, students and others issued keys, as well as outlining the responsibilities of managers in approving and regulating access to University facilities.

#### 1.2. Background:

1.2.1. The policy on key and access establishes security and access requirements for University facilities. The policy addresses all facility locking systems currently on campus and will extend to new locking systems and technologies as appropriate. This policy establishes a system that assures regulated access with regard to securing University assets, and assures a system for control of metal keys and electronic access to University facilities.

1.2.2. Access to facilities is essential to the smooth operation of the University. This need, however, must be balanced by an equally critical concern for the security and integrity of the facilities and their contents. It is the policy of California State University, Fresno to only grant access to its facilities when a University business purpose exists.

1.2.3. Facilities Management maintains University buildings and grounds to ensure a safe and secure environment for our campus community. Campus Facilities and grounds are regularly inspected to ensure that broken windows, non-working locks and other necessary repairs are made in an expeditious manner.

### 2. Authority

Sections of Title 5, Part V, Chapter 1, Subchapter 5 of the California Education Code and amendments and additions to Article 9, related to the use of State University buildings and grounds.

### 3. Scope/Applicability

This policy applies to all campus employees including student employees, students, and others issued keys, as well as outlining the responsibilities of managers in approving and regulating access to University facilities.

### 4. Exclusions

None

**5. Supersedes**

- 5.1 *Key Control – Campus Lockbox Procedures (Policy No. G-55.1, May 2003)*
- 5.2 *Key Control - Campus Keys (Policy No. G-22.1, March 1999)*

**6. Definitions**

- 6.1. *Employee* – A person employed by California State University, Fresno or one of its recognized auxiliary organizations. This individual has a PeopleSoft ID number.
- 6.2. *Volunteer* – An individual registered with the Department of Human Resources or Faculty Affairs as an official university volunteer. If this individual needs access to campus spaces, then a campus ID number will be issued. This individual is expected to comply with all relevant aspects of this policy.
- 6.3. *Non-Employee* – Any individual affiliated with the campus in some way, but does not possess a campus ID number. Examples include, but are not limited to, vendors, contractors and visiting scholars.
- 6.4. *Person of Interest* – An individual who is not an employee or student, but is issued a PeopleSoft ID number for the purpose of using campus services. Examples include vendors, volunteers, visiting scholars, and others.
- 6.5. *Student* – An individual who is matriculated in classes at the university and not employed by the university or one of its auxiliary organizations.
- 6.6. *Student Employee* – An individual who is matriculated in classes at the university and is employed by the university or a recognized auxiliary organization in the student assistant, graduate assistant, teaching associate, or instructional student assistant job classifications.
- 6.7. *Access* – Method of entry to a physical space on campus that is restricted to certain individuals either on a permanent basis or during certain hours of the day.
- 6.8. *Metal Key* – A physical metal key used to open doors and other spaces on campus. For the purpose of this policy, a “key” does not include physical metal keys to office equipment such as storage cabinets, desk drawers, and other similar items.
- 6.9. *Electronic Access, Electronic Key, Bulldog Card, Key Card* – Entry to spaces on campus using an employee’s Bulldog Card.
- 6.10. *Lock Box* – A controlled storage box, permanently affixed in some manner as approved by the University Lockshop for the storage of keys to be shared by multiple users within a campus department or departments.
- 6.11. *Key owner* – An individual issued a physical key.
- 6.12. *Card owner* – An individual that has been issued a Fresno State ID card or Bulldog Card.
- 6.13. *Student Housing* – Housing located on the Fresno State campus.
- 6.14. *Housing Personnel* – Employees of the California State University, Fresno Association, Inc. that operate and manage Fresno State Student Housing and provide services to the residents that live in the facilities.

**7. Policy Procedures**

**7.1. Building Hours and Facility Access**

University buildings are generally unlocked on weekdays between 6am and 10pm. For those who do not have authorized access, a written request should be sent in advance to the

Fresno State Police Department from the appropriate department chair or supervisor naming the person to be allowed in the specified building/room with requested dates and times. Access to buildings with electronic access on one or more exterior doors will occur via Bulldog Card. Only in very rare circumstances will a building entry key be issued.

## **7.2. Approval Structure**

Each Manager or Department Chair is responsible for determining and approving access needs for individual staff, faculty, students, student employees, or volunteers.

Access to University facilities is determined by the employee's manager based on an evaluation of the employee's business purpose for access to a particular building, facility, or space. In addition to the employee's manager, requests for space may require multiple levels of approval, including the department that "owns" each particular space.

### **7.2.1. Floor, building, or grand master access**

If a floor master, building master or grand master is requested, additional approvals are required along with a justification statement explaining why access is needed. The following approval structure is in place in the electronic key request process:

### **7.2.2. Required approvals by entry access**

7.2.2.1. Door Key, area master & sub master: employee's manager or chair

7.2.2.2. Floor Master: employee's manager or chair AND Dean/Associate Vice President

7.2.2.3. Building Master: employee's manager or chair, Dean/Associate Vice President, AND applicable division Vice President

7.2.2.4. Grand Master: Grand master keys are issued in special circumstances and require the approvals outlined in section 7.2.2.3 and the written approval of the Vice President for Administration.

## **7.3. Issuance, Usage and Return of Keys and Bulldog Card Access by Employees and Volunteers**

7.3.1. Employees and volunteers shall request keys and Bulldog Card access using the online access request form. Access levels are determined by the individual's Manager or Department Chair as described in section 7.2.

7.3.1.1. The form is available in the Forms Portfolio of the myFresnoState portal.

7.3.1.2. An employee can request a key or Bulldog Card access for themselves or on behalf of another employee.

7.3.2. Manager or Chair approval is required for all key requests, electronic and hard keys.

7.3.3. An employee or volunteer shall not be issued more than one key to a specific space.

7.3.4. Physical keys must be retrieved and electronically signed for by the individual to whom the keys are issued.

7.3.5. All keys in an individual's possession will be listed on their individual inventory. Individuals can view their key inventory on the myFresnoState portal.

7.3.6. Departments are responsible for keys/electronic access not returned by faculty, staff, volunteers and students along with any associated costs of re-keying if determined necessary by Facilities Management and the Police Department.

#### **7.4. Responsibilities of Key Holder**

- 7.4.1. Keys are the responsibility of the individual to whom they are issued and shall not be shared with any other person. Loaning and lending of keys to another person (both physical keys and electronic) is prohibited (please see the Lock Boxes section for alternative options). In instances where individuals need access to a space to which they do not have keys or card access, it is recommended that departments use a lockbox (see section 7.9) or submit a request in advance to the Fresno State Police Department for that individual to have the space unlocked on their behalf. The Police Department will request a photo ID when responding to requests to open spaces.
- 7.4.2. Possession of unauthorized keys or sharing of such with unauthorized persons is strictly prohibited.
- 7.4.3. Comply with California Penal Code 469 [presented herein]. *Any person who knowingly makes, duplicates, causes to be duplicated, or uses, or attempts to make, duplicate, cause to be duplicated, or use, or has in his possession any key to a building or other area owned, operated, or controlled by the State of California, any state agency, board, or commission, a county, city, or any public school or community college district without authorization from the person in charge of such building or area or his designated representative and with knowledge of the lack of such authorization is guilty of a misdemeanor.*
- 7.4.4. An employee or volunteer may have others return keys on their behalf, but the responsibility for the keys remains with the employee to which the keys were issued until the keys are successfully returned.
- 7.4.5. Employees and/or volunteers shall not “exchange” keys when changing duties on campus.
- 7.4.6. Individuals separating from the University or one of its auxiliary organizations must return any issued keys to the Lockshop or their appropriate Manager. The Lockshop will deactivate electronic access for separating employees.

#### **7.5. Issuance of Keys and Bulldog Card Access to Students and Student Employees**

- 7.5.1. Departments are strongly encouraged, whenever possible to avoid issuing keys to students, and/or pursue securing spaces used by students with Persona or Blackboard electronic locks.
- 7.5.2. Metal keys and electronic access for students and student employees must be requested by a university employee.
- 7.5.3. Managers and department chairs must review an audit report each semester of all students issued keys.
- 7.5.4. All requests for electronic or metal key access for students must include a justification explaining why the student needs key access to the area(s).
- 7.5.5. It is the department’s responsibility to notify the Lockshop when a student with access privileges no longer requires such privileges.
- 7.5.6. When a student becomes “inactive,” Bulldog Card access is automatically deactivated, and an email notice is sent to student and department. If metal keys were issued to the student it is the department’s responsibility to collect and return the keys. If metal keys are not returned, a registration/graduation hold will be placed on the student’s account. The hold will be removed when metal keys are returned. Students are also subject to the penal code outlined in section 7.4.3.
- 7.5.7. Students and student employees automatically have an appointment “end” date created. On that date, electronic access will be automatically revoked and an email will be sent to

the department reminding them to collect and return metal keys. If the individual needs access for longer, the Person of Interest may be extended.

**7.6. Issuance of Keys and Bulldog Card Access to Non-Employees**

- 7.6.1. Departments are strongly discouraged from issuing electronic access or metal keys to those who are not employees, students, or student employees.
- 7.6.2. If there is a university business purpose, the department must request to have a "Person of Interest" created by Human Resources. Once this is complete and the individual has a campus ID number, an access request may be submitted.
- 7.6.3. Persons of Interest automatically have an appointment "end" date created. On that date, electronic access will be automatically revoked for Bulldog Card access. If the individual needs access for longer, the Person of Interest issued a PeopleSoft ID number may be extended.

**7.7. Lost or Stolen Metal Keys**

- 7.7.1. In the event of a lost or stolen key, the key owner must immediately report the loss to keycontrol and to their immediate supervisor or manager. The lost key report must be completed even when a new key is not requested.
- 7.7.2. Before a new key will be issued, the key owner must pay the \$10.00 per key replacement fee, with the total fee not to exceed \$100.00. This fee will be waived if a police report has been filed with University Police and a copy is provided. The fee may be refunded if the lost key is returned within 5 days.
- 7.7.3. In the event of a lost key, and at the direction of the Associate Vice President for Facilities Management and the Chief of Police, rekeying of spaces or an entire building may be required and such cost will be the responsibility of the issuing department.

**7.8. Lost or Stolen Bulldog Cards (see also Bulldog Card Terms and Conditions)**

- 7.8.1. In the event of a lost or stolen Bulldog Card, the card owner must immediately report the loss. (This can be done by calling the Lockshop, reporting loss directly to Manager or Department Chair or via Blackboard at Fresno State.)
- 7.8.2. Before a new Bulldog Card will be issued, the card owner must pay the \$10.00 Bulldog Card replacement fee. This fee will be waived if a police report has been filed with University Policy and a copy is provided.

**7.9. Lock Boxes**

- 7.9.1. If a department requires multiple keys for access to specific spaces, then a departmental lock box may be installed.
- 7.9.2. Departmental lock boxes must be approved by the University Lockshop and the appropriate division Vice President. Departmental lock boxes must be wall-mounted or secured in some way. A lock box's security must be reviewed by the Associate Vice President for Facilities Management or their designee prior to issuance.
- 7.9.3. All keys in a lock box will be issued to an individual who will be designated as the lock box owner. If that person leaves the university, then a new lock box owner must be designated.
- 7.9.4. Departments are responsible for controlling access to their lock box. It is the responsibility of the lock box owner to control access to the departmental lock box and maintain a log of who may check out keys. Keys within the Lock Box may only be used by employees, students, and student assistants.

**7.10. Fresno State Student Housing**

Fresno State Student Housing is responsible for the programming and issuance of student housing electronic keys. Electronic keys are programmed so that residents have 24 hour access to exterior entrances to their respective buildings along with their individual assigned rooms. The Atrium is open 24 hours a day during the academic year and has a 24-hour staffed customer service desk. For residents' safety, exterior doors and gates are locked from 5:00pm - 7:00am daily, with a resident's electronic key providing access during those times.

**8. Related Policies, Procedures, Information, Forms – None.**

**9. Contact Information**

If you have any questions regarding this policy, please contact the Lockshop at 559.278.2373.

**10. Key Search Words**

Key, lockshop, grand master, key card, bulldog card, lock box

**11. History/Revision Dates:**

Reviewed by President's Cabinet:	April 6, 2015
Approved by President:	June 8, 2015
Revised	September 3, 2019

**12. Next Evaluation Date:** 2020

**13. Sunset Date:** N/A

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