

Volume E2: Environment, Health, Safety & Security	E2.4 KEY AND ACCESS CONTROL AND SECURITY AWARENESS Effective Date: 05/01/2014	Responsible Office: University Police
	Responsible Officer: Chief of University Police	

POLICY STATEMENT

In order to provide an appropriate level of security for property and personal safety, Northeastern Illinois University (the "University") will establish procedures to control keys and access to University facilities.

PURPOSE OF THE POLICY

The purpose of this Key and Access Control policy is to provide University staff, faculty and students proper procedure for obtaining keys and electronic access.

WHO IS AFFECTED BY THIS POLICY

University faculty, staff and students.

DEFINITIONS

Biometric Access: Provides admittance to University facilities by comparing a stored record of a user's biometric data (fingerprint).

Controlled Keys: Keys issued by the Key Control Department that provide access to University buildings, offices and facilities.

Student Access Roster: A list of students retained by the University Police authorizing student entrance to certain rooms.

Swipe Card Access: Provides admittance to University facilities by electronic swipe card (NEIU ID).

Uncontrolled Keys: Keys for desks, cabinets, office furniture and equipment located within University rooms. Management of uncontrolled keys is the responsibility of the department head.

PROCEDURES

All keys are the property of Northeastern Illinois University and are issued for the purpose of conducting University business. Keys must be obtained, managed and returned in accordance with this policy.

The Key Control Department (Key Control) will issue keys to University personnel only upon the written request of a Department Director, Chair or designee and authorization from the Chief of University Police.

Transfer of University keys from one person to another, or obtaining keys from any source other than Key Control, is prohibited. Key transfers, when necessary, must be authorized by the Chief of University Police and approved by the person(s) authorized to request keys.

Duplication of keys is prohibited. Individuals duplicating keys off-campus or providing keys to other unauthorized individuals will be subject to disciplinary action. No office or person shall be issued duplicate keys without the written authorization from the Chief of University Police.



1. DISTRIBUTION CRITERIA FOR CONTROLLED KEY(S)

Distribution of controlled keys will be subject to the following criteria:

Key and Swipe Card Eligibility Criteria

Key Type	Description	Eligibility to Carry	Signature Requirements
Operating or Change Key	Operates one or more lock(s)	Individuals requiring access to their office, lab and/or other work spaces.	Department Director, Chair or designee
Department Master	Opens all door locks within a Department	Eligibility determined by Department Director or Chair. Access granted to department heads, department faculty and department staff for areas which are under their jurisdiction; trades persons, for areas within their jurisdiction; Janitorial workers, for spaces within their work areas.	Department Director, Chair or designee and the Chief of University Police
Department Sub-Master	Operates personal offices as well as other offices, but not ALL offices in the department	Eligibility determined by Department Director or Chair. Access granted to department heads, department faculty and department staff for areas which are under their jurisdiction; trades persons, for areas within their jurisdiction; Janitorial workers, for spaces within their work areas.	Department Director, Chair or designee and the Chief of University Police
High Security keys	Operates one or more locks.	Persons requiring access to high security areas (computer rooms, audiovisual equipment, record storage areas, President and Vice President offices).	Area Vice President or Dean and the Chief of University Police
Outside Door keys/Cards	Operates building entrance locks	Police Officers, Janitorial Supervisors and Engineers, as needed by each person while on duty only. Keys retained on campus in a locked device when not in use. May be issued on a one-to-one basis for special circumstances.	Chief of University Police
Electronic Key Card Access	Operates authorized locks equipped with a card reader	Eligibility determined by Department Director or Chair. Provost assigns faculty for labs, smart classrooms, etc. Access granted to department heads, department faculty and department staff for areas which are under their jurisdiction; trades persons, for areas within their jurisdiction; Janitorial workers, for spaces within their work areas.	Department Chair, Student Disability Services or Provost, and Chief of University Police

2. RESPONSIBILITY

2.1 UNIVERSITY POLICE

Assures that University buildings are locked
 Provides emergency access to rooms

2.2 KEY CONTROL

Issues keys following correct procedures
 Maintains records of all keys issued and returned
 Provides key audit reports as required

2.3 KEY HOLDER

Locks offices, building(s) (where appropriate) and all additional space assigned to the key holder
 Safeguards keys to which they have access
 Returns keys to Key Control when no longer needed
 Contacts their supervisor, Key Control, and the University Police if a key is lost or stolen



2.4 DEPARTMENT

- Maintains a log for all keys and electronic Swipe Card/Biometric access, including dates issued and returned
- Directs employees leaving the University to sign Clearance Forms and to return keys that are no longer required
- Notifies Key Control when a key is lost, should be returned, or when electronic key card and biometric access should be discontinued

3. REQUESTS FOR CONTROLLED KEYS

An email or memo from the Department Director, Chair or designee requesting keys must be sent to Key Control and include the following information related to the key holder:

1. Department Name
2. Telephone number and email address
3. Name and NEIU ID number (include last two digits located on the bottom right side of the ID)
4. Building and room number
5. Key Code, if known

Upon notification from Key Control, the authorized key holder will pick up the key at the Key Control office after presenting photo identification and signing the Key holder Distribution Section of the Northeastern Key Control form to certify receipt of key(s).

4. REQUESTS FOR UNCONTROLLED KEYS

Contact Facilities Management Service Requests via email (facility@neu.edu) to request an Uncontrolled Key and include the following information:

1. Department Name
2. Telephone number and email address
3. Building and room number
4. Specify: desk, cabinet, file cabinet, display case and/or description of lock number(s), if applicable.

Uncontrolled keys are issued at the Facilities Management office located in the H building between the hours 8:30 am – 4:30 pm, Monday through Friday.

5. REQUESTS FOR SWIPE CARD OR BIOMETRIC ACCESS

All email or memo requests for access must include the following information for the individual being granted access:

1. Department Name
2. Telephone number and email address
3. Building and room number
4. Name and NEIU ID number (include last two digits located on the bottom right side of the ID)
5. Time frame – Beginning and end date if applicable
6. Stipulate if key holder is a part time, full time or temporary employee or student

5.1 SWIPE CARD OR BIOMETRIC AUTHORIZATION REQUIREMENTS FOR EMPLOYEES

To request access to areas other than computer labs or smart classrooms, an email or memo from the Department Director, Chair or designee requesting Swipe Card or Biometric Access must be sent to Key Control.

To request access to faculty computer labs or smart classrooms, an email or memo should be submitted to the Office of the Vice President/ Provost for Academic Affairs along with copy of NEIU ID.

Employees requesting Biometric access must make an appointment for their finger-scan at the University Police/Key Control - PF 109.

5.2 SWIPE CARD AUTHORIZATION REQUIREMENTS FOR STUDENTS

To request access to classrooms, an email or memo from the Department Director, Chair or designee must be sent to Key Control.



To request access to elevators, an email or memo from the Department Director, Chair or designee must be sent to Student Disability Services.

To request access to faculty computer labs or smart classrooms, an email or memo from the Department Director, Chair or designee must be sent to the Office of the Vice President/ Provost for Academic Affairs along with a copy of NEIU ID.

6. REQUESTS FOR STUDENT ACCESS TO ROOMS

An email or memo requesting Student access to a specified room from the Department Director, Chair or designee must be sent to the Chief of University Police and should include the following information:

1. Department Name
2. Telephone number and email address
3. Name of student and NEIU ID number
4. Building and room number
5. Time frame for access - beginning and end date and time of day

Access rosters are retained in the University Police Department Dispatch. Students must display a student ID and sign in. A Police Officer will open door.

7. RETURN OF KEYS

It is the responsibility of the key holder and Department Director, Chair or designee to make certain that all Controlled and Uncontrolled Keys issued are returned to Key Control when there is a:

- Transfer to another department
- Resignation or termination of employment
- Department re-keying/lock change
- Request by area Vice President, Chief of University Police or Department Head/Chair

All Controlled Keys issued must be accounted for by returning keys to Key Control or paying the lost key fee for every key that is lost or misplaced. If Controlled Keys are not returned, the University reserves the right to pursue legal remedy.

8. REPLACEMENT KEYS

To replace a lost, misplaced, broken, or stolen key the user can initiate a replacement key request and include the information required to request a controlled key (See item 3) to Key Control (at ext. 4101 or key-control@neiu.edu) from the Department Director, Chair or designee.

When security of an area has been compromised, the user must immediately initiate a lock change request and include the information required to request a controlled key (See item 3) to Key Control (at ext. 4101 or key-control@neiu.edu) from the Department Director, Chair or designee

In the event that a key is **lost or stolen**, the key holder must do the following:

1. Report lost or stolen keys immediately to University Police, Key Control and to the Department Director, Chair or designee
2. Complete a University Key(s) Loss Report with the University Police Department
3. Pay a fine for each lost key at the Cashier's office
4. Submit the Police report and Cashier's receipt to Key Control

In the event that a key is **broken**, the key holder must report broken keys immediately to Facilities Management Service Requests during normal business hours (x5240) and to the University Police (x4100) after business hours. There is no charge for replacement of broken keys if the broken parts are returned to the University Police.

Keys that are **found** and returned to the University Police will be reissued within the unit or department at no additional cost.



9. RE-KEYING LOCKS/LOCK CHANGES

Re-keying of locks will be performed only by the University Locksmith, or by contractors working under the supervision of Facilities Management. All lock and key requests, installations, changes or modifications, will be processed through a written request to the Chief of University Police with copies to: Facilities Management Supervisor of Building Craftsmen, and Key Control.

10. COST OF KEY AND LOCK SERVICES

Contact the Key Control Department for the cost of key and lock services.

Keying and re-keying expenses associated with remodeling will be charged to Facilities Management or the applicable Department.

Keying and re-keying expenses associated with lost keys are individual and/or departmental responsibility.

11. EMERGENCY ACCESS TO UNIVERSITY FACILITIES

University Police Officers provide access to non-sensitive areas. Keys to sensitive areas are only available through the University Police Watch Commander. Contact University Police if emergency access to University facilities is required.

When University Police opens an office or room, it is the responsibility of the individual to contact University Police to lock the office or room when they leave. Rooms are not to be left open or unattended.

Key Control

Hours: M-F 9:00 am – 5:00 pm

Location: PF 109

Phone: (773) 442-4101

key-control@neiu.edu

http://www.neiu.edu/~police/key_control

GUIDELINES

While this policy outlines the arrangements for controlling and restricting access to buildings and areas within buildings, occupants should be aware of security issues concerning equipment and records housed in classrooms, offices and other areas. These are as follows:

1. University Police will notify the Department Director, Chair or designee whenever areas are found unsecured. The immediate supervisor of the person or department involved is responsible for taking appropriate steps to insure that the incident is not repeated.
2. Keys to cabinets, desks, lockers, and drawers within departments and behind lockable doors are uncontrolled keys, and security control is the responsibility of the department.
3. In general, all equipment valued in excess of \$250.00 should be secured by means other than just the security provided by the door locking system. Non-moveable equipment should be secured by the appropriate size anchor pad. Small moveable equipment should be secured in a locked cabinet or desk on a daily basis. Keys to all security devices used on campus (i.e., anchor pads), are the property of the individual departments. The purchase of such security devices is the responsibility of the requesting department.
4. Sensitive records should be stored in locked cabinets and should remain locked at all times. Access to these storage areas should be limited to authorized personnel on an "as needed" basis. When possible and feasible, sensitive records should be stored in fireproof cabinets.
5. Engineering and maintenance personnel will require access to all spaces that contain or allow access to mechanical equipment. For this reason, these rooms or spaces are not to be utilized for storage of unsecured equipment. In cases where departments have been assigned mechanical access space and where storage of movable and/or unsecured equipment is required, such equipment should be secured in a caged portion of the room.
6. The University will not be responsible for the security of personal items brought onto campus; the responsibility for these items remains with the owner.



HISTORY

Formerly Administrative Memorandum #47 – Key Control System, effective date 3/1/1995 and
Administrative Memorandum #71 – Security Awareness Guidelines, effective date 3/1/1995

CONTACT INFORMATION

Please direct questions or concerns about this policy to:

Contact	Phone	E-Mail
Chief of University Police	(773) 442-4100	key-control@neu.edu

DISCLAIMER

The University reserves the right to modify or amend sections of this policy at any time at its sole discretion. This policy remains in effect until such time as the Responsible Officer calls for review. Requests for exception to any portion of this policy, but not to the policy statement, must be presented in writing to the Responsible Officer.