



Space Access Policy & Procedures

1. Purpose

In the interest of providing the Clark University community with a safe environment to learn, teach, live, and work, the University maintains the Space Access policy. The purpose of the Space Access Policy is to protect the property and privacy of Clark University, and of individuals assigned to use University facilities, by limiting access to such facilities to assigned individuals and to their supervisors. A functional and working access control system enhances security. Access to facilities will be issued to students, faculty and staff on the basis of need, not convenience.

The policy ensures that access to University spaces is issued only to appropriate persons and for appropriate reasons and with the following goals:

1. Promote a secure campus environment
2. Maintain a comprehensive system to efficiently and safely manage the distribution of access to spaces
3. Provide authorized individuals access to spaces as a means to conduct their work & studies
4. Limiting access where appropriate so as not to compromise security
5. Define responsibilities of key/card holders

The Space Access Policy describes the procedures by which control, distribution, use, and possession of keys, combinations/codes, and cards to university facilities will be managed. Facilities Management is responsible for providing and maintaining the infrastructure of the campus Master Key system, including systems used to distribute and track brass keys and door combinations. The OneCard Office administers card access with administration distributed to select departments (Residential Life & Housing, Athletics etc.).

2. Scope

This policy applies to all Clark University employees, visiting faculty, students, and contractors working for the University. It applies to all facilities owned, leased, or otherwise occupied by Clark University.

3. General Policies & Procedures: Keys

NOTE: keys and door lock combinations are equivalent—the term “key” applies to door lock combinations.

3.1. Issuing Keys

- 3.1.1. Keys to University spaces; e.g. offices, lecture halls, classrooms, housing, storage spaces, mechanical spaces, high voltage spaces, etc., will be issued to University employees with the approval of the appropriate Department Head, Dean, or Director.
- 3.1.2. All faculty/staff key requests are to be submitted through the Facilities website: <https://www.clarku.edu/offices/facilities-management/>
- 3.1.3. Requests are to be submitted by either a Department Head or Administrative Assistant through the Facilities work request site: <https://fmworkorder.clarku.edu/>
- 3.1.4. Each key issued to University employees, contractors, or students shall be documented by the Facilities Lock Shop.
- 3.1.5. No key shall be transferred from one person to another without being returned to the Lock Shop for appropriate re-issue.
- 3.1.6. Each key will be stamped with a unique code and issued by code to a specific individual.
- 3.1.7. The employee to whom keys will be issued must pick up and sign for them at the Facilities Building located at 501 Park Ave.
- 3.1.8. Students residing in University owned Residence Halls & Houses shall abide by the policies set forth in the Residential Life & Housing (RLH) resident agreement. RLH is responsible for issuing keys to residents.
- 3.1.9. Keys will be issued for the lowest level of access only, typically one key each for the exterior door (if applicable), office door, and related lab/work space. Multiple keys for the same door will not be issued to one individual.
- 3.1.10. Building master keys will normally only be issued to the Department Chair or Building Manager.
- 3.1.11. Master keys must be secured at the end of each workday in a lock box or key catcher unit and may not leave campus.
- 3.1.12. Keys may be picked up at Facilities (501 Park Ave) from 7:00 a.m. to 4:30 p.m. Mon-Fri.
- 3.1.13. Keys will not be sent via campus mail.
- 3.1.14. Individuals must personally sign for their keys.

3.2. Duplication

- 3.2.1. All keys referred to in this policy are the property of Clark University and are not to be duplicated by anyone other than the Lock Shop.
- 3.2.2. Duplication of a key, or the possession of an unauthorized duplicate, may result in appropriate disciplinary action.

3.3. Key Retrieval

- 3.3.1. Upon termination of employment and/or student status, all keys must be returned immediately to Facilities.
- 3.3.2. Failure to return keys upon termination/separation may result in holding the employee, the employee's department, and/or the student responsible for the cost to re-key a room, office or building (s) if they do not return their key(s) prior to leaving the University.
- 3.3.3. Failure to return issued key(s) may result in a minimum of a \$100 fee per key.

3.4. Department Keys

- 3.4.1. It is the responsibility of each department to adequately maintain control over the distribution of department keys.
- 3.4.2. Department heads are expected to comply with the Space Access Policy and to insure keys are retrieved from personnel who leave the employ of Clark University and return those keys to Facilities Management.
- 3.4.3. The issuance and return of keys is included in the onboard and offboard instructions provided by Human Resources to department heads responsible for transitioning staff. This includes staff who are transitioning out of one department to another, i.e. staying at Clark but now working in a different department.
- 3.4.4. Staff transferring to different departments will be required to return previously assigned keys and will be issued new keys as outlined within this policy.
- 3.4.5. Facilities Management will periodically audit department keys.

3.5. Contractors/Vendors

- 3.5.1. A Clark University project manager, facilities manager, or faculty member who is responsible for the contract with the contractor/vendor must submit a key request through the Facilities work request site: <https://fmworkorder.clarku.edu/>.
- 3.5.2. Contractors working in occupied residence halls, houses and rental units must have a Clark University employee, or University Police Officer present at all times while working in the building.
- 3.5.3. Building master keys and contractor cards will only be issued when access cannot be obtained through the occupants, and when practical, access will be given by the authorizing entity rather than by issuing a key to the contractor/vendor.
- 3.5.4. In no instance will a contractor/vendor be issued a master key when a specific door key will allow needed access.
- 3.5.5. A contractor/vendor representative signing for keys must be informed that only authorized company employees are permitted to have or use the keys.
- 3.5.6. Contractors may hold non-residential hall keys in their possession until the scheduled completion of the project only if the building is vacant.
- 3.5.7. The completion/return date must be specified on the web request.
- 3.5.8. Contractor keys issued for rental housing units must be returned to Facilities by 4:30 p.m. each day unless the unit in question is unoccupied. If unoccupied, keys must be returned to Facilities prior to the move-in date set by the Facilities administration office.

3.6. Enforcement

- 3.6.1. Facilities Management is responsible for enforcing the University's key control system with procedures implemented through the Lock Shop and consideration from University Police & Human Resources.
- 3.6.2. University keys are Clark property and may be recovered at any time.
- 3.6.3. All College Faculty, Staff, and Administrators shall ensure that keys are not issued to individuals which would provide access to areas other than those to which the person issued the key would routinely need access.

- 3.6.4. Key holders shall not loan or transfer keys to any other individual
- 3.6.5. Key holders shall not use their key to unlock a building or room for another individual unless the individual is known by them to have authorized access to that space
- 3.6.6. The Lock Shop shall have the responsibility to ensure that key requests and all appropriate authorizations have been obtained prior to issuing keys.
- 3.6.7. The Lock Shop shall implement and maintain appropriate procedures to ensure that all keys issued are accounted for, and securely deposited in a lock box or key catch unit when not in use.
- 3.6.8. Unauthorized fabrication, duplication, possession, or use of keys to facilities of Clark University is a violation of this policy and employees found in violation of the policy may be subject to disciplinary action up to and including termination from employment.
- 3.6.9. Non-employees, contractors, etc. found in possession of unauthorized university keys will have their keys confiscated and the individual or individuals will be removed from campus.

3.7. Lost or Stolen Keys

- 3.7.1. Lost or stolen keys must be reported to the Lock Shop within 24 hours of the discovery of the loss or theft. Use this form: [Lost-Stolen-Key-Report-Form-2.docx \(live.com\)](#) and email or deliver to University Police: universitypolice@clarku.edu or in person at the University Police station located in the garden level of Bullock Hall.
- 3.7.2. A replacement key may be issued at cost to an individual without requiring an incident report/Lost Key Reporting Form, IF the key allows access to a personal office space, residential space, or commercial space, and it does not affect any shared spaces.
- 3.7.3. Any key or keys that affect more than yourself, or additional spaces, must be reported to the Lock Shop and will require an incident report/Lost Key Reporting Form through University Police.
- 3.7.4. Student lost key(s) will automatically result in a core/key change if the lost key is not presented to Facilities within the 24-hour time limit.
- 3.7.5. Based on the factors involved, the Lock Shop, with consideration from University Police, will decide whether to replace the key(s) or require a core(s) change.
- 3.7.6. All costs incurred, including labor and materials for re-keying, shall be assumed by the individual, company, or department of the employee who has lost the key(s).
- 3.7.7. Examples/Estimates of costs incurred for lost keys:
 - 1. \$100 charge for one change key and core
 - 2. \$350 charge for one change key and four cores
 - 3. \$5,000 charge for one master key, 6 change keys, and 20 cores
 - 4. \$10,000 charge for one master key, 20 change keys, and 60 cores
 - 5. \$50,000 charge for one master, 200 change keys, and 300 cores
 - 6.

4. General Policies & Procedures: Card Access

4.1. Issuing Cards

- 4.1.1. OneCards are issued by the OneCard Office: <https://www.clarku.edu/offices/onecard-cashcard/>.
- 4.1.2. New students, faculty or staff are required to request a University OneCard through the [OneCard portal](#):
 1. Photo is to be included
 2. Photo must be a close-up, color, face-forward picture
 3. The Photo shall not include hats, sunglasses, bandanas, scarves, inappropriate facial gestures, or hands near the face
 4. The OneCard is used to access card access controlled doors & gates

4.2. Replacing a OneCard

- 4.2.1. Lost, stolen or damaged OneCards shall be reported to the OneCard Office through the [OneCard portal](#).
- 4.2.2. Please note that a \$25 replacement fee may apply to lost cards.

4.3. Requesting Card Access

- 4.3.1. Requests for card access to buildings and spaces are made by emailing: onecarddoor@clarku.edu.
- 4.3.2. Residential Life & Housing administers card access for University residence halls & houses.
- 4.3.3. Athletics administers card access for University athletic facilities.
- 4.3.4. University Police administers door program scheduling—i.e. when card access controlled doors are closed, open and/or on community swipe vs departmental list. Door scheduling requests are made by emailing: onecarddoor@clarku.edu.

4.4. Enforcement

- 4.4.1. University Police is responsible for enforcing the University's card access system with procedures implemented through the OneCard Office and consideration from Information Technology Services, Facilities Management & Human Resources.
- 4.4.2. Card holders shall not loan or transfer their OneCard to any other individual.
- 4.4.3. Card holders shall not use their card to unlock a building or room for another individual unless the individual is known by them to have authorized access to that space.
- 4.4.4. Employees shall return OneCards at termination.

5. Building & Space Security Procedures

- 5.1. **Personal Responsibility:** The individual to whom keys are issued is personally responsible for the use of said keys until returned to Facilities Management.
- 5.2. **Door Propping:** Key holders shall not prop or otherwise hold doors or windows open or leave them unlocked during hours when the facility is normally closed.
- 5.3. **Key Use Issues:** If for some reason you cannot lock a door with your key, i.e. due to a mechanical issue or problem with a key, submit an online work order request:

<https://fmworkorder.clarku.edu/> and notify University Police (508-793-7575) if it is an exterior door or a secured space.

5.4. **Opening For Others:** Key holders shall not unlock buildings or rooms for others unless the individual has a valid, verifiable reason and proper identification for access, or is known by the employee to have legitimate need for access to the room or building.

5.5. **See Something, Say Something:** Report suspicious persons to University Police immediately.

5.6. Unlock Requests

5.6.1. Centrally Scheduled Classrooms

5.6.1.1. Custodial staff are responsible for unlocking centrally scheduled classrooms.

5.6.1.2. Most centrally scheduled classrooms are open 24/7 while classes are in session.

5.6.1.3. If a centrally scheduled classroom is locked while classes are in session call Facilities Management: 508-793-7566.

5.6.2. High Security Classrooms & Labs

5.6.2.1. Access to high security (alarmed) classrooms is restricted.

5.6.2.2. Only those authorized by the person who controls the classroom may be allowed admittance.

5.6.2.3. It is strongly recommended that access authorization (keys or card) be obtained well in advance of the scheduled use of the area.

5.6.2.4. Contact University Police when locked out of a high security classroom or lab.

5.6.2.5. University Police will not allow persons not previously authorized into a high security classroom/lab without the permission of the person in charge of the space.

5.6.3. Offices

5.6.3.1. Individuals locked out of their own offices shall contact the Campus Ambassadors: 508-735-2413, 7 days/week between 7 a.m. – 9 p.m. or University Police: 508-793-7575 after hours or unable to reach Campus Ambassadors. A staff member will be sent to verify identification and unlock the door.

5.6.3.2. Responding staff will only unlock offices for individuals assigned to that office.

5.6.3.3. Requests by individuals for access into an office not their own will not be honored without the approval of the person who occupies that office. Exceptions may be made based on extenuating circumstances and upon proper identification of the party requesting access and documentation or a clearly articulated business necessity and lawful purpose as to the reason why access is needed.

5.6.4. Residential Facilities

5.6.4.1. Residents locked out of an RLH building or room shall contact the Campus Ambassadors: 508-735-2413, 7 days/week between 7 a.m. – 9 p.m., a Resident Advisor between 9 p.m. – 1 a.m. or University Police: 508-793-7575 if unable to reach Campus Ambassadors or a Resident Advisor.

5.6.4.2. Responding staff will only unlock doors for individuals assigned to that area.

5.6.4.3. Requests by individuals for access into an area not their own will not be honored without the approval of the person who occupies that area. Exceptions may be made

based on extenuating circumstances, at the discretion of the responding staff, in conjuncture with Residential Life & Housing, and upon proper identification of the party requesting access and documentation as to the reason why access is needed.

5.6.5. Other Areas

- 5.6.5.1. Other areas include academic & administrative buildings/houses, athletic facilities and rental/auxiliary properties.
- 5.6.5.2. Generally speaking, access into locked areas on campus must be authorized by the department or person in control of the area in question.
- 5.6.5.3. Campus community members may request access into areas they are locked out of by contacting the Campus Ambassadors: 508-735-2413, 7 days/week between 7 a.m. – 9 p.m. or University Police: 508-793-7575 after hours or unable to reach Campus Ambassadors. A staff member will be sent to verify identification and unlock the door.
- 5.6.5.4. Requests by individuals for access into an area not their own will not be honored without the approval of the person who occupies or controls that area. Exceptions may be made based on extenuating circumstances in conjuncture with the entity who occupies or controls the area, and upon proper identification of the party requesting access and documentation or a clearly articulated business necessity and lawful purpose as to the reason why access is needed.

5.7. Emergency Access

- 5.7.1. In case of emergencies (e.g. urgent maintenance, flood, fire, etc.), the University Police Department and/or Facilities Management may need to enter a secured campus facility.
- 5.7.2. Once the emergency is addressed, a reasonable effort will be made to contact the occupant to brief them on the nature of the access. This notification will be made to the department head or other person whose name is on file as an emergency contact.

5.8. Facilities Management (FM) & Information Technology Services (ITS) Access

- 5.8.1. Recognition has been given to the fact that Facilities Management has responsibility for the maintenance of all spaces, including all building systems, and as such, may have a need for access to certain spaces occupied by others.
- 5.8.2. FM & ITS staff will access various spaces to perform scheduled, daily and/or corrective maintenance
- 5.8.3. FM & ITS staff shall sign out keys (individual and building masters) to perform these tasks within their normally scheduled workdays/times.
- 5.8.4. Keys shall not be loaned or transferred to another individual.
- 5.8.5. Master keys must be returned at the end of the shift.
- 5.8.6. Master keys must not leave campus.
- 5.8.7. Lost keys must be reported immediately and no later than end of shift

6. Summary

In the interest of providing the Clark University community with a safe environment to learn, teach, live, and work, the University maintains the Space Access Policy to protect the property and privacy of Clark University, and of individuals assigned to use University facilities. Safety and security are a shared

responsibility. Accordingly, all community members are expected to abide to the policies and procedures herein. Failure to comply with the Space Access Policy will result in disciplinary measures up to and potentially including termination of employment and/or separation from the University.

Related Information

History/Revision Information

Responsible Office/Division: Facilities Management

Effective Date: February 5, 2020

Last Amended Date: April 1, 2023

Next Review Date: April 1, 2026