

The Evergreen State College **Key Procedures**

The Key Issues & Access Control Office (Key Issues) Key Issues is under the management of the Director of Facilities Services who reports to the Vice President, Finance and Administration. Key Issues is responsible for issuing campus keys, maintaining Key Holder records, auditing and billing for all keys issued and programming and tracking electronic key access. The Facilities Services Department provides oversight and maintenance of all lock systems including electronic doors and keys.

Purpose: To provide access through authorized key or electronic assignment to facilities on the Evergreen State College campus to authorized personnel who have a clearly defined need to enter secured campus areas.

Note:

Key Issues does not provide keys to Housing Facilities or campus residence areas.
Contact Housing at 360-867-6132.

Key Issues does not provide routine or emergency unlocks of buildings or individual doors. For unlock services contact Police Services at (360) 867-6832.

Key Issuance Procedure: Keys are available to registered students, current faculty, employed staff and contractors/vendors in support of academic work and college business. An appropriate Key Authorizer for the designated area must complete a key request form available at the Key Issues office or Email “KEY REQUESTS” at keys@evergreen.edu with the following information:

- Key Holders Name
- Key Holders Evergreen ID number
- Building and Room number
- Issue Date and Return Date
- Key Holder Status, i.e., Faculty, Staff, Student or Other

Email signature shall serve as Authorizers signature on key request form. Authorizer and Key Holder will be notified by return e-mail when key is ready for pick up. Key Holder photo identification and signature is required for key pick up. Key Holder’s signature on the key request form is a binding agreement to return the key on or before due date. A separate key request form is required for each additional key. Key Issues retains the completed key request form in a manual file and an electronic database. Key authorization requests will be processed in the order in which they have been received. Key Issues is responsible for maintaining a current list of Authorizers.

Key Authorizers are those individuals who manage a building, head an academic program, direct a specific area or those who serve as administrators of programs or departments. Each area will have a primary Authorizer and a secondary Authorizer to provide coverage at all times. Examples are:

- Vice Presidents
- Budget and Space Dean and his/her Program Coordinator

- Director of Student Affairs
- Director of Facilities Services
- Building or Area Managers
- Academic Program Managers
- Administrative Department Heads

Key Authorizer Responsibilities

Authorizers shall authorize keys to their specific designated areas only. Faculty, staff and students shall be issued keys to assigned areas as necessary at the Authorizer's discretion. The number of keys issued should be kept to a minimum; limited to those persons who show valid and reasonable need. Authorizers may not authorize keys for themselves.

Authorizer Record Keeping

It is recommended that Authorizers of student keys keep records of keys authorized, holders names and due dates of the keys they have authorized to students. These records should be independent of the records kept at the Key Issues Office.

Renewing / Extending

Monthly and quarterly reports are generated by Key Issues and sent to Authorizers when assigned keys are nearing their due dates. Concurrently, notices are sent to Key Holders to advise them to return key(s) or apply to the Authorizer for an extension. If the Key Holder needs an extension of the due date, the Key Holder is responsible for contacting the Authorizer for approval. The Authorizer is required to notify Key Issues by return e-mail of an extended due date or that Key Holder should return the key. If no response is received from either party, a second reminder is sent to each. If no response to second notice, key(s) will be considered delinquent when due date has been reached. Keys will be declared lost when one week overdue. Overdue keys will be billed by the Student Accounts department at the direction of Key Issues. All overdue fines are processed through Student Accounts. This includes all faculty, students and staff. If a key is reported lost, Key Issues will communicate this information to Authorizer and all affected departments.

Returns

Key Holders returning keys to Key Issues will receive a written receipt of key(s) returned. Key Issues staff will verify the Key Holder record via the computer database to confirm disposition of key status.

Auditing

Faculty and staff keys will be audited annually by Key Issues. Departmental keys including circulating and student check-out keys will be audited annually by Key Issues. Monthly reports of keys coming due will be sent by Key Issues to Authorizers and Key Holders to establish disposition of key. End of semester and end of academic year reports will also be sent by Key Issues to Authorizers and students reminding them to return keys. Authorizer must respond to Key Issues regarding disposition of keys before due date has been reached. If a key is reported lost, Key Issues will communicate this information to Authorizer and all affected departments.

Types of Key Holders

Individuals

1. Faculty are identified by the Faculty Dean or the Program Coordinator associated with that Dean. The Dean assigns/authorizes office space key. Program Coordinator authorizes building or area key(s). Access to Audio Visual cabinets is authorized through the Media Services Department. Additional keys are authorized by each individual planning unit as needed. Authorized keys have a designated due date when keys are to be returned.
2. Staff/employees are identified by each department and authorized various keys dependent on need. Authorizer shall request departmental master keys with the approval of the Director of Facilities Services or Manager, Space Planning. Any Authorizer requesting a building Grand Master key needs co-authorization from the Director of Facilities Services. Authorized keys have a designated due date when keys are to be returned.
3. Students are issued keys based on their academic pursuits and individual need as recognized by the Authorizer. Dates that keys are to be returned to Key Issues depend on need and the length of the academic program. If the academic program runs continuously through fall, winter and spring quarters, the Authorizer shall elect to have keys returned at the end of spring quarter. However, the Authorizer may choose to set due dates at quarter's end and evaluate extended need at that time.
4. Temporary employees are identified by each department and authorized various keys dependent on need. Authorizer shall request departmental master keys with the approval of the Director of Facilities Services or Manager, Space Planning. Any Authorizer requesting a building Grand Master key needs co-authorization from the Director of Facilities Services. Authorized keys have a designated due date when keys are to be returned.
5. Contractors and sub-contractors shall be issued keys to Evergreen State College campus buildings and facilities based on need. Facilities Project Managers can authorize master keys with the approval of the Assistant Director of Facilities Services, Planning and Construction. Any Contractor requiring a building Grand Master key needs authorization from the Director of Facilities Services. Photo identification and business cards are required. Before being issued keys, contractors will be required to sign a document stating the contracting company will be responsible for all rekeying costs incurred from contractor issued keys lost or not returned. Authorized keys have a designated due date when keys are to be returned.
6. Departmental Institutional Accounts shall be set up for those college departments that distribute check-out or circulating keys.

Institutional Accounts must:

1. Have an organizational budget number on which to charge key fines/charges.
2. Have an Evergreen ID number assigned to the account.
3. Have two Authorizers, Primary and Secondary.
4. Do an internal audit annually and reconcile audit with Key Issues records.
5. Pay for missing keys annually.

Institutional Account Authorizers:

1. Primary Authorizer must have signatory authority on organizational budget responsible for key replacement related charges.
2. Primary and Secondary Authorizer must perform the internal audit together.
3. Both Primary and Secondary Authorizers must acknowledge annual internal audit was completed and results communicated with Key Issues.

Institutional Check-Out Keys:

1. Are kept in lock boxes, or secure location, with codes/keys for staff access for job related duties.
2. Are kept in a secure location and checked out to students for temporary use only. (temporary being defined as less than two weeks)
3. Have a record keeping system in place for logging check-outs, listing name, date, etc.
4. Have clearly defined due dates and times for prompt return.
5. Circulating keys should not have any identification connecting them to specific facilities, areas or buildings.

Key Holders Responsibilities

1. Key Holder is required to pick up keys in person with valid photo identification.
2. Keep key(s) safely on your person. It is recommended that Master and Grand Master keys remain in a secure location when Key Holder leaves campus.
3. Loaning out your key(s) is prohibited.
4. Key Holder is accountable to update contact information such as e-mail accounts, phone numbers and physical address.
5. Do not deface key in any way.
6. Return key on time. Key Holder should return the key(s) to Key Issues in person to insure proper credit.
7. Failure to return key(s) to Key Issues within one week of the due date will result in fines. For students, this will result in withholding registration, transcripts and or graduation privileges. Holds at Student Accounts will be rescinded after payment is received or key is returned.
8. Report lost stolen or damaged keys at the earliest convenience to Key Issues and the Authorizer. If a check-out key is lost, report to issuing department and Key Issues.
9. Return damaged keys to Key Issues for replacement.

Types of Keys, Values, Timelines of issuance**Types of Metal keys**

1. Grand Master keys are building specific. They do not open Mechanical or Custodial spaces. Designated Authorizer must obtain co-authorization of Director of Facilities Services.
2. Master keys allow entry to specific departments or labs as assigned. Designated Authorizer must obtain co-authorization from the Director of Facilities Services or Manager, Space Planning.
3. Sub-Master keys allow entry to smaller portions of specific departments or labs. Authorizer does not require secondary authorization.

4. Single Room keys open only designated room(s). Authorizer does not require secondary authorization.

Types of Electronic keys

Electronic keys are a valuable tool because they can serve the same functions as metal keys but they can be deactivated at the Authorizer's or Key Holder's request and will automatically deactivate when they reach the due date.

1. Key cards provide access to buildings and academic spaces per Authorizer. They are flat and designed to fit on a key ring or wallet. They can be issued to individuals from Key Issues or checked out at authorized check-out organizations or academic departments.
2. Key fobs provide access to buildings and academic spaces per Authorizer. They are designed to fit on a key ring and provide access to multiple doors. They can be checked out from authorized check-out organizations or academic departments.

Key Values and Service Charges

Key Type	Value	Service Charge Non-refundable
Grand Master key	\$ 200.00	\$ 10.00
Master key	\$ 100.00	\$ 10.00
Sub-Master key	\$ 50.00	\$ 10.00
Single use key	\$ 25.00	\$ 10.00
Electronic key card	\$ 20.00	N/A
Electronic key fob	\$ 20.00	N/A

Key Due Dates

1. Permanent faculty and staff keys can be issued out to a maximum date two years into the future, at which time, the Authorizer may extend the due date.
2. Temporary faculty and staff are issued keys with a definite due date. Key due date can be extended by original Authorizer if employment continues past original end/due date.
3. Keys authorized to students are issued on a quarter by quarter basis (due at quarters end but may be extended) or for the entire academic year at the Authorizers discretion. Keys issued for the academic year are due on the day before graduation.
4. Circulating keys (metal or electronic) are checked out for time periods determined under the access policies of the check-out organization.

Fines, Refunds and Appeals

1. Dates keys are to be returned to Key Issues is determined by the Authorizer within the standard range.
2. Key Issues has attempted to contact Key Holder. However, failure to make contact does not relieve delinquent Key Holder from payment of charges.
3. Failure to return key(s) to Key Issues within one week of the due date will result in charges to the Key Holders account held at Evergreen State College Student Accounts department.
4. Overdue or lost keys will be billed at the appropriate rate. (see Fine Structure table below)

5. Damaged metal keys will be replaced free of charge as long as the damaged key is returned to the key shop at the time of replacement. Electronic keys will be tested for functionality and replaced free of charge if found to be unusable.
6. Fines and service charges are deposited in a budget to offset key replacement, door, door hardware and lock maintenance or rekeying.

Fine Structure

Key Type	Fine	Service Charge Non-refundable	Total Billed	Refundable Amount
Grand Master key	\$ 200.00	\$ 10.00	\$ 200.00	\$ 190.00
Master key	\$ 100.00	\$ 10.00	\$ 100.00	\$ 90.00
Sub-Master key	\$ 50.00	\$ 10.00	\$ 50.00	\$ 40.00
Single use key	\$ 25.00	\$ 10.00	\$ 25.00	\$ 15.00
Electronic key card	\$ 20.00	N/A	\$ 20.00	\$ 20.00
Electronic key fob	\$ 20.00	N/A	\$ 20.00	\$ 20.00

Determining Rekeying a door or area

1. Building or Program/Area Managers will determine the necessity of rekeying a door or area. When necessary, the aforementioned Managers should consult with the Campus Locksmith, Manager, Space Planning, Director of Facilities Services and the Chief of Campus Police. Managers may request a cost estimate from the Campus Locksmith for variations on the possible rekey. A meeting among all affected departments with Building/Program/Area Managers will determine the parties responsible for rekeying costs, including the use of the fines and service charges collected by the issuing and/or circulating units. Factors considered in deciding if a room or area will need rekeying will depend on the circumstances in which the key went missing, the value of equipment in the space and frequency of use.

Billing

1. Self Pay -When a key is reported lost or stolen by the Key Holder, they must complete a lost key payment form available at Key Issues. The completed form is taken to the cashiers' office to pay the lost key charges. Return the receipt along with the form to Key Issues. Replacement key will be issued and Key Holder record updated.
2. Overdue keys not returned within one week of the indicated due date will be billed via Student Account Entry Document (SAED). This informs the TESC Student Accounts Department to place a debit on Key Holders account. This applies to all students, staff and faculty.
3. Collections Process -All charges to individual Key Holders will be debited to their respective Evergreen State College Student Account. Delinquent charges will be sent to collections per Student Accounts Department procedure found at: <http://www.evergreen.edu/policies/policy/accountsreceivablecollectionprocedures>. All faculty, staff and student overdue charges are processed through the Accounts Receivable Department within Student Accounts.

Refund Process

1. If a key is returned after the Key Holder has been billed or has paid for the key, the Key Holder will be refunded/credited the billed amount minus the \$10.00 non-refundable service charge for each key involved, if applicable. Key Issues will initiate the refund process by SAED, IOT or A-19-2 as required by the Student Accounts Department office.
2. Refunds will not be processed for keys returned after 90 days from initial billing date.

Appeals Process

1. If a Key Holder believes that they should not be held responsible for their lost key(s) or a charge has been made in error, they have the right to appeal the lost key charges. Individuals or departments that wish to contest a key charge shall submit an Appeal Form (available online at <http://www.evergreen.edu/facilities/appealform.htm>) within 14 calendar days of notification of fine by Student Accounts to Key Issues. Appeals received after this time may not be considered. Users who want to appeal the decision of Key Issues Staff may appeal the decision to the Manager, Space Planning within 14 calendar days of receipt of decision from Key Issues. Appeals of decisions by Manager, Space Planning may be made in writing within 14 calendar days of notification to the Director of Facilities.

Loss of access or key holding privileges;

1. Outstanding key charges have not been paid. No additional keys can be issued until Student Accounts hold has been resolved.
2. Authorizer determines that Key Holder no longer requires campus access.
3. Authorizer directs Key Issues to recall Holder's keys.
4. Human Resources advises Key Issues of personnel leaving college employment.
5. Key Holder has demonstrated disregard for campus property.
6. User has violated circulating key procedures.

Institutional Accounts: Fines, Refunds and Appeals

1. Dates keys are to be returned to Key Issues are determined by the Authorizer within the standard range.
2. Key Issues has attempted to contact Key Holder. However, failure to make contact does not relieve delinquent Key Holder from payment of overdue charges.
3. Failure to return key(s) to Key Issues within one week of the due date shall result in overdue charges to the institutional account.
4. Overdue or lost keys will be billed at the appropriate rate. (see Institutional Fine Structure table below) The institutional account will be billed an overdue key charge which includes a non-refundable service charge of \$10.00 if applicable. This service charge is a one-time charge for each billing generated regardless of how many keys may be involved in the transaction.*
5. Faculty, staff, students and student employees cannot have their personal keys, (issued in their name) paid for by an Institutional Account.
6. Damaged metal keys will be replaced free of charge as long as the damaged key is returned to the key shop at the time of replacement. Electronic keys will be tested for functionality and replaced free of charge if found to be unusable.
7. Fines and service charges are deposited in a budget to offset key replacement, lock maintenance or rekeying.

Fine Structure for Institutional Accounts

Key Type	Fine	* Service Charge Non-refundable	Total Billed	Refundable Amount
Grand Master key	\$ 200.00	Each institutional transaction will be subject to a single \$10.00 service charge.	\$ 200.00	\$ 190.00
Master key	\$ 100.00		\$ 100.00	\$ 90.00
Sub-Master key	\$ 50.00		\$ 50.00	\$ 40.00
Single use key	\$ 25.00		\$ 25.00	\$ 15.00
Electronic key card	\$ 20.00		\$ 20.00	\$ 20.00
Electronic key fob	\$ 20.00		\$ 20.00	\$ 20.00

Determining Rekeying a door or area

1. Building or Program/Area Managers will determine the necessity of rekeying a door or area. When necessary, the aforementioned Managers should consult with the Campus Locksmith, Manager, Space Planning, Director of Facilities Services and the Chief of Campus Police. Managers shall request a cost estimate from the Campus Locksmith for variations on the possible rekey. A meeting among all affected departments with Building/Program/Area Managers will determine the parties responsible for rekeying costs, including the use of the fines and service charges collected by the issuing and/or circulating units. Factors considered in deciding if a room or area will need rekeying will depend on the circumstances in which the key went missing, the value of equipment in the space and frequency of use.

Billing

1. Institutional Accounts with lost keys will be billed to the authorizing department's budget number for the value of the lost key(s). Primary Authorizer of this account must approve the transaction before processing.
2. Circulating keys (metal or electronic) will be billed by the check-out organization as determined by their internal policies.

Refund Process

1. If a key is returned after the Institutional Account has paid for the key, the Institutional Account will be refunded the amount of the fine minus the \$10.00 one-time service charge. Key Issues will initiate the refund process.
2. Circulating keys (metal or electronic) will be refunded through the check-out organization as determined by their internal policies.

Appeals Process

1. Institutional Account Authorizers have the right to appeal fines by contacting Key Issues. Departments that wish to contest a key charge shall submit an Appeal Form (available online at <http://www.evergreen.edu/facilities/appealform.htm>) within 14 calendar days of submission of fine to Student Accounts by Key Issues. Appeals received after this time may not be considered. Users who want to appeal the decision of Key Issues Staff may appeal the decision to the Manager, Space Planning within 14 calendar days of receipt of decision from Key Issues. Appeals of decisions by Manager, Space Planning may be made in writing within 14 calendar days of notification to the Director of Facilities.

2. Individuals that want to appeal fines relating to circulating keys (metal or electronic) need to engage in the process that the check-out organization has defined in their internal policies.

Loss of access or key holding privileges:

1. As defined by each departments internal policy.

Job Termination, Job Change, Project Completion

Employee retires/resigns or is terminated:

1. Employee is required to surrender keys on or before the last day of employment or service.
2. Employee is required to present a campus “check-out sheet” aka, “Blue Sheet” for Key Issue personnel to sign when database has been verified that employee has returned all keys in their name. Employee must account for all keys before exit document is signed. If a key cannot be located it will need to be paid for prior to Key Issue staff signing the exit document. This applies to all faculty, staff and student employees.

Employee changes jobs

1. Employee has one week to return “old” keys after receiving “new” keys.
2. Employee and respective managers will be notified if keys have not been returned in a timely manner.
3. Employee will be billed for keys not returned as directed.

Employee relocated due to renovation of building

1. Employee shall pick up “new” key the day of move or one day prior to the move with approval of Manager, Space Planning. If special circumstances apply; timelines shall be negotiated and require approval by Manager, Space Planning.
2. Employee will return “old” keys after receiving “new” keys as soon as feasible and agreed upon by Authorizer and the Manager, Space Planning.
3. Employee will be billed for keys not returned as directed.

When key is recalled due to rekeying

1. Key Issues notifies Key Holders of changes.
2. Key Issues notifies Authorizer about who holds the “old” key and asks for direction concerning who needs the “new” key. Keys are readied for the exchange.

Contractor Project Completed

1. Contractor keys should be returned to Key Issues at 100% completion of the project. Return of keys should be certified in writing by the contractor’s site representative for his/her company and all sub-contractors before payment of final completion funds.
2. This language can be found in Evergreen State College project specification documents related to each project. Specifically; Division 0: Bidding, Contract Forms and Conditions of the Contract. Sub-Section 00810; TESC Special Conditions, Item number 7. Campus Keys. It states: “All campus keys shall be returned to Key Issues before final payment is issued to the Contractor. If a key is lost, the Contractor shall pay for the total costs associated with rekeying all areas involved.”