	Access Procedures
COLORADO MESA UNIVERSITY	**Revised: April 26, 2017**

I. Purpose

The purpose of these procedures is to define the campus standard as it relates to the use of keys (mechanical, brass, etc.) and access cards (magnetic stripe, proximity, smart card, etc.) and clarify associated responsibilities and procedures. The University utilizes these key and access control systems to ensure the safety and security of persons and property on the Colorado Mesa University (CMU) campus and its satellite locations.

Access Technologies and Life Safety (ATLaS) is the office within Facilities Services that administrates the systems and processes discussed in this document. Questions regarding these procedures can be directed to atlas@coloradomesa.edu after having read these procedures thoroughly. All forms discussed below are available on the Facilities Services website. Electronic signatures are acceptable. Forms and requests must be sent from authorized persons or appointed designees.

II. Scope

These procedures apply to all students, faculty, staff, departments, auxiliaries, and individuals or organizations operating on behalf of CMU that have been issued and accepted key and/or card access devices. All locks and associated hardware, MavCards, shift cards, vendor cards, 3rd party use cards, keys, access codes, or any other mechanical or electronic access credentials are the sole property of CMU. CMU reserves the right to change locks, keys, MavCards, access codes, or any other mechanical or electronic access credential or hardware as needed. No individual may place a lock on a CMU door, gate, or opening without permission from the Facilities Services department. All mechanical and electronic access credentials must be returned to Colorado Mesa University (Except MavCards and personal mobile devices) and MavCard access will be deactivated under the following circumstances: termination of employment, termination of enrollment, suspension of employment, suspension of academic eligibility, student expulsion, individual severance of involvement with the University, conclusion of work term, or other reasonable circumstances.

III. Definitions

Mechanical Access Device/Credential:
Keys made of brass, steel, or another type of metal that allows for the holder to gain access into a secured space such as a cabinet, chute, desk, door, room, building, etc. Will synonymously be referred to as key access.
Electronic Access Device/Credential:
An item used to interact with an electronic access control system to gain access into a secured space such as a cabinet, chute, desk, door, room, building, etc. This includes (but is not limited to) MavCards, fob keys, proximity fobs, magnetic stripe cards, access codes, smart cards, and NFC-capable mobile devices. Will synonymously be referred to as card access.

Presiders and Designees:
Presiders include Department Heads, Directors or Managers; where there is no Department Head or Director) that preside over a department or area of responsibility are authorized to make request for access devices. They can also designate a single member of a department to submit requests on their behalf.

Operating Key:
Keys that only operate one door, or one door in addition to a common entrance (e.g., suite and office/bedroom)

Master Key/Set:
A key or set of keys that operate all doors in a building and/or area of responsibility. For example, Residence Life professional staff may have master keys to residence halls but those keys will not provide access to mechanical/electrical spaces/information technology (outside of area of responsibility). Exceptions may apply.

Cross-functional Key:
A key that can pass spaces of different functions. Offices, classrooms, and computer labs are examples of spaces with different functions.

Void Tour:
When a card is lost, the access continues to work on the lost card. The replacement card, or a void card, must be swiped in every door that the lost card had access for to expunge the lost card from the system. The void tour shall be performed by the individual who lost the card.

IV.   Term Clarification

People often use the term 'key' to discuss mechanical keys and/or electronic access cards, calling electronic access cards a 'key' or 'key card.' 'Key' or 'hard key' is best used to describe mechanical credentials. 'Card' or 'access card' is best used to describe electronic credentials.

V.   Non-Residential Access

A. Keys

Only Presiders or Designees can to submit key request forms to ATLaS. Further, they can only request keys that operate doors within their own department. A person from one department cannot request a key to a space in another department. The request must come from a Presider/Designee within the department to whom the space belongs. Under certain circumstances, authorized persons may designate someone their area to submit key request forms in his/her stead. The Presider must first provide express written consent to Facilities Services authorizing the Designee. If the Designee changes departments or separates from the University, the designation ceases. Otherwise, the designation may remain in effect until Facilities Services is otherwise notified. Changes in Designee status can be stated in the body of an email to atlas@coloradomesa.edu. **Card access requests cannot be made on key request forms.**

B. Cards

Card access changes frequently (e.g., semester-to-semester) and requires constant modification of access records. Designees are chosen from each area of responsibility to request updates for card access. Typically, these Designees are Professional Staff Assistants who can request access updates on behalf of the Presider. An email from the Presider is required to authenticate the Designee and only a single Designee can manage the request process for each department. The Card Access Request spreadsheet must be updated on the shared ATLaS R: Drive and contain card access requests to spaces only in the designee's area of responsibility. **Key requests cannot be made on card access request spreadsheets.**

C. Procedure

Following procedure allows Facilities Services to provide the fastest and most accurate service possible. Unauthorized persons requesting any card or key access will be directed back to their respective Presider/Designee. Blank fields on either the Key Request Form or Card Access Request Spreadsheet will delay the procession of the request. ATLaS has a maximum turnaround on requests of one (1) week from the request's submission date. Especially during busy times (e.g., beginning and end of semesters) requests can be expected to take up to one (1) week and requestors should plan accordingly. Lost access credentials are discussed in Section XIII.

VI.   Residential Access

A. Keys for Residents

Residence life professional staff manages the distribution, allocation, and inventory of operating keys to residence hall bedrooms. Residents must go through a key issuance procedure unique to Residence Life before receiving an operating key. Students cannot have master keys/sets issued to them. Resident Assistants (RA) and Residence Life Desk Attendants do have access to operating keys that will allow a locked-out student to regain access to his/her living space. No access request is required as keys are issued based on the room assignment.

B. Keys for Staff

The Presider/Designee of Residence Life must submit a completed Key Request Form for professional staff requiring new master keys/sets. RAs are provided keys for their personal living space under the same procedure as other residents. RAs cannot have master keys/sets issued to them.

C. Card Access for Residents

Residence Life professional staff members and senior resident assistants (SRA) have the provision to grant card access to residents. No access request is required as card access is granted based on the room assignment.

D. Card Access for Staff

The Presider/Designee of Residence life must request master card access for professional staff and RAs ATLaS R: Drive Card Access Request spreadsheet. Residence Life staff does not have the provision to grant master card access.

E. Procedure

Residence Life maintains its own procedures for internal access requirements for its residents and RAs at the operating key level. Elevated card access levels (like wildcard) must be requested via the ATLaS R: Drive spreadsheet. Lost access credentials are discussed in Section XIII.

VII.   Responsibility and Accountability

A. Individuals
- Must sign for issued access credential (card or key). MavCards require signatures when issued and replaced at the MavCard office in the University Center.
- Must personally pick up MavCards at the MavCard Office in the University Center.
- Must maintain security and care of issued access devices/credentials.
- Must report lost or stolen access devices as soon as possible to their respective department.
- Must personally pick up keys from ATLAS. Presiders or Designees may pick up and return access devices for their department members. If this is the case, persons receiving keys must still sign an

Employee Key Agreement and email it to atlas@coloradomesa.edu if signed electronically. Paper Key Agreements can be given to the Designee, who will then return the signed forms to ATLaS. On-campus residents will obtain keys from Residence Life as discussed in section VI of this document.

- Are not allowed to lend out or duplicate any access device issued to them.
- Must personally return all access devices (excluding MavCards) to ATLaS upon separation from the University. Keys should not be sent via campus mail. MavCards must also be cleared of all access at the point of separation. A Designee should not collect keys as it is part of the employee separation process. Local office key management is discussed in Section IX.

B. Departments (excluding Residence Life)
- Are responsible for all access devices issued to faculty, staff, and students in their area.
- Are responsible for authorizing a Designee to handle keys, forms, and other responsibilities of the department.
- Must utilize the proper Key Request Form and Card Access Request spreadsheet to request keys and card access.
- Must complete a Key Transfer Form when making an intradepartmental transfer and submit to ATLaS. Transfered keys do not need to come back to ATLaS to conduct the transfer. See section IX. MavCards are nontransferable.
- Must report lost or stolen access devices as soon as possible to ATLaS by emailing atlas@coloradomesa.edu so it can conduct risk assessments and mitigation.
- May be financially responsible for the cost of re-key efforts.
- May request door-related or lock upgrades that can be made at the expense of the department.
- Is responsible for advising all separating or transferring employees of their obligation to return CMU access credentials to the appropriate entity prior to leaving the University or department.

C. Facilities Services
- Establishes and maintains key and card access systems in coordination with campus departments.
- Develops, procures, and programs electronic access configurations for all facilities
- Maintains central access control records and privileges issued to individuals and/or departments.
- Maintains electronic files of all key requests and employee key agreement forms.
- Securely stores all unassigned access devices.
- Controls and issues temporary access devices for contractors, vendors, and other third-party personnel (excluding Residence Life).
- Performs all maintenance, repair, and replacement on locks, doors, and associated hardware except for that being done on a contractual basis. Upgrades can be done by Facilities Services, if department is willing to provide funding for the upgrade (e.g., conversion from mechanical lock to electronic lock).

D. Residence Life
- Controls and issues key and card access for summer residents and summer conference guests. Professional staff will obtain their key and card access through ATLaS.
- Securely stores all unassigned access devices in respective residence halls.
- Must report lost or stolen access devices as soon as possible to ATLaS by emailing atlas@coloradomesa.edu so it can conduct risk assessments and mitigation.
- Must maintain accurate records.
- May hold residents financially responsible for the cost of re-keys if keys are lost.

E. MavCard Office
- Procures and issues all MavCards for all students and employees of CMU.
- Procures and issues all vendor cards for contracted vendors (e.g., Sodexo) that have agreements allowing use of or access to on-campus areas.
- Securely stores all unassigned MavCards and vendor cards.
- Controls, issues, and maintains records for access cards issued to students, employees, vendors, and other on-campus or off-campus persons with card access needs.

F. Contractors/Vendors
- Are responsible for the security and care of CMU access devices while in their possession.
- May not loan access devices to other persons.
- May not use access devices to enter areas outside of their work zone or job area.
- Must return access devices to ATLaS.
- Must report lost or stolen access devices as soon as possible to ATLaS by emailing atlas@coloradomesa.edu or in person so it can conduct risk assessments and mitigation.
- Are financially responsible for loss or misuse of access devices.

VIII. Access Transfers

Office keys can be transferred from one individual to another without bringing them back to ATLaS to make the transfer. Designees are required to fill out a Key Transfer Form and submit it by emailing atlas@coloradomesa.edu. ATLaS will generate the necessary Key Agreement Forms for signing which will be distributed electronically. ATLaS maintains the discretion to approve or deny a key transfer request or elevate the request to the Vice President level depending on the keys being transferred. Individuals separating from CMU must come to ATLaS to have their MavCard cleared of access.

IX. Local Office Key Management

If a department desires to partially control the access devices to its own area, a request must be submitted to ATLaS. The request must state the area of responsibility and the reason the department needs to control its own keys. These requests are not encouraged but are an option. The department must meet appropriate criteria to manage its own keys. The department can only manage office keys. ATLaS will maintain control of cross-functional keys, sub-master keys, and master keys.

If approval is granted, the department will need to purchase a key box specified by ATLaS to adequately fit, organize, and secure the keys. The key inventory is to be managed and controlled by a single designee. One (1) copy of the lock box key or the combination (emailed) must be given to ATLaS for archival. Key(s) will remain issued and inventoried in Facilities Services' key inventory management system to the person physically possessing the key(s).

All possession changes must be documented in a Key Transfer Form and submitted to ATLaS by emailing atlas@coloradomesa.edu. Possession changes include: transfer from one person to another (Direct), transfer from a person to the secure key box (Return), and transfer from the secure key box to a person (Issue). It is acceptable for a key to sit in transition for up to two (2) weeks while keys transfer between individuals. This would be a Direct transfer instead of filing a Return transfer *and* an Issue transfer. Keys that are anticipated to be in transition for more than two weeks or do not have an expected heir, require a Return transfer. This process

helps ATLaS maintain accurate records of where keys are (issued to a person, or sitting in the key box). Separating individuals still need to come to ATLaS to have their MavCard cleared of access.

Annual audits of the key box will be conducted by ATLaS to ensure that records are being kept accurately. Infractions in procedure may result in fines or revocation of the Local Office Key Management privilage.

X. Broken/Worn Out Access Credentials

Access credentials (**not** MavCards) that are broken or worn out can be returned to ATLaS for replacement. The person to whom the credential is issued must bring the damaged access credential. There is no charge for broken or worn out access credentials (excluding MavCards) for non-residential departments or functions. MavCards can only be replaced by the MavCard office. A fee will apply. For MavCard replacements due to work-related wear or damage, the replacement cost of a MavCard can be charged to a department with Presider approval. MavCard replacement forms can be found in the MavCard office or on the ATLaS website. These forms must be signed by the Presider to charge fees to their respective ORG and ACCT. Keys to residential living spaces are to be given to Residence Life for replacement. A fee may apply.

XI. Temporary Access

Temporary access cards (non-residential, non-vendor) will be controlled, issued, and maintained by ATLaS. Short-term contractors and other outside (academic or non-academic) entities may be granted access to complete work on campus. A Temporary Access Request Form must be completed and signed by the Manager of Life Safety and the party receiving temporary access. Temporary access will only be granted to outside entities after a successful background investigation. ATLaS can provide temporary access to any space on campus; exclusions apply.

XII. Duplicating Credentials and Changing Hardware

Colorado Mesa University prohibits the removal/installation of any locking mechanism on University property. CMU also prohibits the duplication of any CMU access credential by anyone other than ATLaS. Only employees of CMU Facilities Services may remove or change door locks. Departments will be held financially responsible for the resolution of any unauthorized changes undertaken by staff or faculty. MavCards cannot be copied or reproduced. This includes any portion of the information on or within the card. Criminal charges may apply.

XIII. Lost/Stolen Access Credentials

Employees must report all lost or stolen access credentials as soon as possible to their respective departments. Departments must then report lost or stolen access devices as soon as possible to ATLaS by emailing atlas@coloradomesa.edu so it can conduct risk assessments and mitigation. Students must report lost or stolen access devices to the authority that originally issued the access credential. Campus residents must report lost or stolen keys to Residence Life. The department will incur the charges for re-keys or reprogramming efforts. Charges will commensurate with the number of re-keys required to displace lost key(s), which is processed by the budget office. It is then at the department's discretion to charge the employee or student for the loss.

Cards and keys DO NOT stop working when they are lost or reported as lost. Employees with card access to areas beyond their personal office space will need to conduct a void tour to remove the old credential from the system. Failure to do so will leave a security vulnerability in the system. It is the responsibility of the department to which the employee belongs to make sure a void tour is conducted. ATLaS can provide a void card and list of vulnerable card readers for the void tour. Failing to do so may result in illicit use of the lost card and property loss or damage. Facilities Services is not responsible for loss or damage.

XIV. Disclaimer

Use of the card access system creates a log of records for all traffic in the system. ATLaS reserves the right to monitor, audit, and use these logs for functions at its discretion. This data may also be used by the Grand Junction Police Department, Department of Public Safety, or other associated agencies for investigative purposes. Individuals should not assume or maintain an expectation of privacy regarding this information.