



CHAPMAN
UNIVERSITY

January 21, 2014

Re: University Access Card Control Policy and Procedures

I. Purpose:

To protect the property and privacy of the University and of individuals assigned to use University facilities, by limiting access to such owned or leased facilities to assigned individuals and to their supervisors.

II. Policy

- A. It is the policy of The Card Services Office to issue building and room access cards to faculty, staff, resident students, authorized non-resident students and persons or organizations with contractual agreements with the University.
- B. All access cards are the property of the University and must be returned upon termination of employment or after the contractor or guest has completed business with the university.
 - a. Human Resources shall be responsible for collecting the key card from the employee and notifying Card Services for deactivation.
 - b. The supervisor requesting access cards for contractors or guests shall collect the access cards from the issuant upon completion of university business and shall send or drop off the cards to the Card Services office for deactivation.
- C. This policy and its enforcement are the responsibility of the Card Service Office. The Card Office will work closely with supervisors, deans, and administrators to ensure that proper access is granted. It is the responsibility of these departments to maintain a systematic and effective control of all access keys issued to their personnel.
- D. Card Service personnel are responsible for issuing and tracking access cards and maintaining accurate records. Access cards are issued with the expectation that the card holder will take the proper measures to maintain their safekeeping.
- E. Card Services shall perform a Card audit every 3 months to ensure the proper issuance and safe-guards are in place.
- F. If an individual loses an access card or if it is stolen, the individual must immediately report this to the Card Services Department and Public Safety.
- G. No person shall have an active duplicate access card.
- H. Every Faculty/Staff and Student card shall have the full name and picture of the card holder.

- I. Vendor cards shall have the name of the vendor (company), the employee name, and the department issuing the card.
- J. Loaner cards shall have the name of the department and the room associated with the card.
- K. Students, including student employees, will not be granted after-hours or unsupervised access to administrative work spaces without the permission of the appropriate Dean, Vice President, Provost or their designee. Access during regular working hours may be approved by the supervisor.

III. Procedures

- A. Access cards will be issued to University employees upon the written request of the appropriate administrator or supervisor. The individual to whom the card is issued is responsible for that card and shall not loan or allow its use by any other person(s). Effective January 6, 2014, an Administrative Onboarding Coordinator shall be assigned to Human Resources and shall be the point of contact for all Faculty and Staff.
- B. New Hires:
 - a. For new employees, the Hiring Manager shall indicate on the (blank) form what access the new hire shall have. The Administrative Onboarding Coordinator will create and program the key card.
- C. Current Employees:
 - a. Any changes in access for current faculty/staff shall be handled by the Administrative Onboarding Coordinator
- D. Students:
 - a. All student related key card/access issues will be handled by the Card Office, located in the *University Library*.
- E. All requests for access cards shall be in writing and must go through the Service Desk protocol. servicedesk@chapman.edu or on line at servicedesk.chapman.edu
- F. Card holders must pick up their cards in person. Card Services shall properly identify card holder before releasing access cards.
- G. **STUDENTS SHALL NOT BE ISSUED MASTER KEYS UNDER ANY CIRCUMSTANCES.**
- H. All Master Key Cards shall expire after 24 hours. Any Non-expiring Master Key Cards must be approved by senior administration.
- I. Access Keys shall not be “transferred” from one individual to another.

IV. Reports

- A. Only unit supervisors shall have the authority to request reports for the Persona/Blackboard system.
- B. All requests shall be in writing.
- C. All requests shall be approved by the Card Services Manager prior to release of any report.

V. Forms

- A. All requests for Key Cards must go through the Service Desk at servicedesk@chapman.edu or on line at servicedesk.chapman.edu

VI. Granting Access

- A. Each college/department and its Dean or Manager shall determine the access that may be issued to its personnel.
- B. No employee of Chapman University shall have more than 1 Key card.

VII. Broken/Worn Card Keys

- A. Old/worn key cards shall be replaced at no charge to the individual. Old/worn keys must be turned in prior to new cards being issued.
- B. Lost key cards for faculty and staff are replaced at no charge.
- C. Students (first) lost card is replaced free, after the first, there is a 10.00 service charge.

VIII. Temporary Key Cards

- A. Colleges/departments may issue temporary key cards to vendors on an as needed basis.
- B. All processes must be followed as noted in the previous sections.
- C. The college/department that authorized/requested the key card may be subject to an administrative fee of up to \$500 should the vendor lose or fail to return the card.

IX. Telco Rooms

- A. No cards shall be issued and no key card holder shall have access to any Telco Room without the express authorization of the Information Systems and Technology Department.

X. Access Definitions

- A. Campus Master: Allows access to all buildings and all rooms within that building.
- B. Department Master: Allows access to building and all doors within that building.
- C. Group Master: Allows access to limited sub-group areas within a single department.
- D. Outside Door: Allows access to buildings outside doors only.
- E. Individual Access: Allows access to a single room or rooms within a building or buildings.
- F. Mechanical Access: Allows access to mechanical rooms/electrical rooms/roof tops.
- G. Custodial Access: Allows access to custodial closets and designated doors.
- H. Comm. Access: Allows access to Telecom Rooms.