# Access Control Key Policy

**Document Number:** EMAC-0003 **Date Published(sys):** 9/16/2025

## General Description

### Policy Summary:

This policy outlines the use, issuance, and responsibilities for key management across Trinity University. Exceptions to this policy may include:

- Keys for student rooms are issued to the students by the Residential Life Office.
- For those areas with electronically-controlled access, contact the Tiger Card Office.
- Keys to cabinets, lockers, drawers, and other furnishings are not covered under the provisions of this policy, and departments are responsible for these keys; the Tiger Card Office (Key Division) can provide guidance on replacement keys via an approved off-campus provider. Any expense incurred in obtaining keys will be the responsibility of the requesting department. The issuance, control, and recovery of these keys are the sole responsibility of the requesting department.

### Purpose:

The purpose of this policy is to establish procedures and responsibilities for the issuance, use, security, and return of Trinity University keys to protect campus facilities, assets, and individuals. This policy ensures controlled access to University buildings through proper authorization, inventory management, and accountability measures for all key holders

## Policy Content

### Rules, Responsibilities & Restrictions:

This section outlines the rules, responsibilities, and restrictions related to University-issued keys to ensure accountability, prevent unauthorized access, and maintain the safety and security of campus facilities:

- Duplication of keys, by anyone other than authorized Access Control personnel, is strictly prohibited. Violation of this may result in disciplinary action, as appropriate.

- All keys remain the property of the University and must be returned/forfeited to the Tiger Card Office under the following conditions:
    - Upon the individual's transfer to another department or building. Individuals transferring to another department and/or building may be issued new keys only after clearing any outstanding key control obligations (i.e. returned keys and/or lost key fees).
    - Upon the individual's termination or suspension of employment.
    - Upon request of a Department Chair or Director, or their designee.
    - Upon the employee being granted a leave of absence without pay for a period of 30 or more calendar days; however, employees granted such leave(s) may retain their key(s) if they are authorized to have access to the building and/or office during the leave.
    - At the request of the Trinity University Police Department (TUPD) personnel. Keys must be surrendered at the request of any TUPD representative or other law enforcement official in the performance of his or her duty.
    - At the request of Tiger Card Office personnel authorized to manage or audit this policy.
- Department Chairs or Directors, or their designees, are responsible to ensure that all keys are returned under the provisions above. Departments may request a list of their employees assigned keys to areas under their direction as a record in identifying keys that need to be returned and for completion of the annual key control inventory.
- Each department is responsible for maintaining an annual inventory of keys issued to individuals within its department. Departments will be asked to certify the accuracy of their key inventory each calendar year.
- Department Directors/Managers are ultimately responsible for return of all keys issued to employees assigned to their department upon resignation, termination, or retirement of their employees.
- In no case is a key to be transferred from one individual to another, or to be obtained from any source other than the Tiger Card Office. When any transfer or duplication of a key is made without University consent the key must be recovered and the individual(s) involved reported to the appropriate administrative head or the Trinity University Police Department for appropriate action.
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- Lost keys, that have been found, must be forwarded immediately to the Tiger Card Office or the Trinity University Police Department.
- Procedures for, and management of, the issuance and return of keys may be altered by the Director of Emergency Management & Access Control, at any time and as needed, to meet work requirements throughout the campus.

## Key Issuance:

Requests for keys are to be submitted through the Asset Essentials online portal; select “keys / locks” work category in your request. Requests must include the employee name, ID number, and room number for access; include any justification in the “work requested” section if the request includes an area outside of the purview of the requesting department (Example: Employee “A” needs access to Room “123,” which is under the purview of Department “X,” etc.). For more information about using the online request system, please refer to the Facilities Services website.

Keys may only be obtained in person directly from the Tiger Card Office (Key Division), located in the Storch Memorial Building, Room 005. The TCRD Key Division does not deliver keys nor are walk-in requests for keys accepted. All requests must be submitted through Asset Essentials with a minimum of 5 business days’ notice. Individuals will be notified when keys are ready for pick-up. Keys may be picked up by an appropriate department representative with prior written authorization to do so from the Department Director/Manager. The requestor is responsible for the key immediately upon issue, regardless of who picks up the key. Individuals wishing to not have keys released to department representatives should note their desire at the time of request. All keys are identified with a unique key number. Please verify that this number matches the issuing record to confirm a match at the time of issue.

## Key Returns:

Keys must be returned in person to the Tiger Card Office (Key Division) in the Facilities Services Building, either by the employee/student issued the key or the Department Director/Manager (or designee) collecting the key during the exit process. After-hours, keys may be returned to the Trinity University Police Department – leave appropriate identification and information to identify the keyholder returning the key.

NOTE: Departments who opt to collect keys during separation/termination, rather than having the employee/student return the key in person at the Tiger Card Office (Key Division), are responsible for returning the keys in a timely manner. Failing to deliver keys expeditiously will cause a delay in the release of a final paycheck or other records due to missing University assets.

All keys are identified with a unique key number. All returned keys will be verified against the issuing records to confirm the key numbers match. Any key not accounted for will be considered lost and fees may be assessed, as appropriate, as determined by the Director of Emergency Management & Access Control, or designee.

## Lost/Stolen/Misplaced Keys:

The loss, misplacement, or theft of any assigned key is to be reported immediately to the keyholder's Department Chair or Director, who in turn will notify the Tiger Card Office (Key

Division), and depending on the situation (e.g.,theft of property), the Trinity University Police Department. Replacement fees will be imposed for lost, misplaced, or stolen keys, regardless of the circumstances due to replacement costs, as appropriate.

A damaged/broken key will not be considered “lost” if all pieces are returned to, or recovered by, the Tiger Card Office (Key Division) and the key is identifiable in some way as the key of record.

The following is the Fee Schedule for key services:

| TIGER CARD OFFICE \| KEY DIVISION - FEE SCHEDULE: | |
|---|---|
| Common (Standard) Keys | $100 each |
| Sub-Master, Master, Grand-Master Keys* | $200 each * |
| Key Lock Changes/Re-Core ** | $50 each ** |

Note:

**Costs associated with re-keying areas with a sub-master and above may also warrant re-keying an office space (or multiple areas), suites, buildings, etc., which would be the responsibility of the Department/Division for which the key was issued.*

***Requests for key lock change/re-core due to lost/misplaced/stolen keys is in addition to the key replacement fee*

For lost/misplaced keys at time of separation/termination, key replacement fees will be deducted from the employee's final paycheck for each key not returned. If the key replacement fees are not recovered from the employee, the department will be responsible.

A key that has been lost or stolen will not be reissued until the key replacement fee has been paid to the Tiger Card Office (Key Division) through the cashier at Student Financial Services.

### Recovered Keys:

If lost keys are recovered or found, immediately notify the Tiger Card Office (Key Division) and return the key to the Key Division as soon as possible. There are no refunds for past re-keying work if the lost/misplaced/stolen key is found after the work has been completed.

## *Terms & Definitions*

### Terms and Definitions:

| Term: | Definition: |
|---|---|
| Common Key | General standard key for low security areas, such as single offices that do not |

| Term: | Definition: |
|---|---|
| | open multiple areas. |
| Sub- or Master Key | Keys open multiple areas, suites, or buildings. |
| Grand Master Key | Broad access to most doors across campus. Reserved for operations and public safety personnel only |
| Re-key/Re-core | Replacement of keyways on doors, “changing the locks” – process to assign new key sequence. |

# Related Documents

### Related Documents:

| Document Type: | Document Name: | Document Number: |
|---|---|---|
| Policy | Building Access Policy | COPS-0001 |

### Related Content:

Asset Essentials

# Revision Management

### Revision History Log:

| Revision #: | Date: | Recorded By: |
|---|---|---|
| v2.0 | 8/26/2025 10:31 AM | Pamela Mota |
| v1.0 | 7/26/2019 10:29 AM | Holly Warfel |

### Vice President Approval:

| Name: | Title: |
|---|---|
| Mark Detterick | Vice President for Finance and Administration |