SUL ROSS STATE UNIVERSITY
A Member of the Texas State University System

SRSU Policy: Key and Card Access Systems
SRSU Policy ID: 2.09
Policy Reviewed by: VP of Operations
Approval Authority: Executive Cabinet
Approval Date: May 9, 2025
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A. Keys

    a. Sul Ross State University maintains a centralized key and lock system to enhance the control and security of property of the State of Texas.

    b. System control is assigned to the University Department of Public Safety (hereinafter referred to as UDPS). The keys, key blanks, and the key cutting machines are housed in the UDPS.

        i. All requests for keys are to be directed to the UDPS using the Key Request Form. (see APM 2.09 Addendum) This form may be obtained on the UDPS web site.

        ii. No employee, student, private individual or firm is authorized to perform any lock and/or key service without the prior written approval of UDPS.

        iii. Individual room keys for University housing are controlled by the Office of Residential Living (see Residential Living Policy for specific provisions).

    c. Departmental Responsibility

        i. The Department Chair or Director is responsible for:

            1. Ensuring that the number of keys issued for his/her departmental employees meets departmental needs, and

            2. Retrieving keys from departmental personnel who have separated from Sul Ross State University without returning their keys.

        ii. Keys that have not been turned in will be considered lost keys and the individual/department will be charged for the keys as agreed to on the Key Request Form.

    d. Employee/Student Responsibility

        i. Each employee or student who is issued a key by the University is responsible for the safekeeping of the key and is required to sign an Acknowledgment of responsibility on the Key Request Form prior to issuance of the key.

1. Employee - Any employee who ceases employment shall return all keys issued or obtained from the University as part of the University's checkout procedures.

2. Student – Any student who ceases enrollment shall return all keys, whether issued by UDPS or Residential Living, to the appropriate office. Failure to comply with this provision will result in a hold being placed on the student's records and assessment of key charges as agreed to on the Key Request Form.

e. UDPS Key Service Records of Assigned/Returned Keys

   i. Records of assigned keys are maintained in UDPS. The records include the person's name, key number, date the key was issued and/or returned and the signature of the person to whom the key is assigned.

f. Leasing Entities

   i. External agencies contracting with Sul Ross State University for space requiring the issuance of keys must adhere to the university policies concerning keys with the exception of: assignment of keys. The leasing entity will designate an employee who will be responsible for the keys and key assignments to leased rooms, suites, and buildings. These sets will generally not include sub-master or masters.

   ii. The agency designee will contact UDPS about the specific key/card security issues unique to each entity. The designee will sign an Acknowledgement of Responsibility form. The designee must report all broken, lost or stolen keys or any other key situation directly to the UDPS.

   iii. At the termination of the lease, the designee will be responsible for collecting all keys issued to the agency and returning them to UDPS. If the agency designee is separated from employment prior to termination of the lease, an agency lease contact shall notify UDPS in writing of the change. The new agency designee will need to sign an Acknowledgment of Responsibility on the Key Request Form. UDPS records will be updated to reflect the changes.

g. Standard Key Request

   i. The completed Key Request Form is to be submitted to UDPS. The key request form is completed online and can be accessed under forms on the UDPS page.

   ii. Keys will be issued as soon as possible but requests may take up to three (3) business days. (See APM 2.09 Addendum)

h. Master/Sub-Master Key Request

   i. Master, sub-master or master security card access requires approval of the appropriate Executive Committee member. It is the requesting

department's responsibility to include the appropriate Executive Committee member's signature indicating approval prior to submitting to UDPS.

    ii. Executive Committee Members must have Presidential Approval for Master/Sub-Master Key Requests.

  i. Lost or Stolen Key

    i. Regardless of circumstance a key is deemed lost if it is not made available:

      1. upon request

      2. upon termination of employment

      3. upon withdrawal from the university

      4. upon completion of the class that required building access

    ii. If a key is lost or stolen, the appropriate dean, director or department head should be notified immediately, as well as UDPS. The individual losing the key and/or the department who authorized the issuance of the key will be assessed a fee in accordance with replacement cost for ALL locks/keys associated with the loss.

  j. Request for Key Duplication

    i. All requests for key(s) must be made to the UDPS on the approved Key Request form. Keys issued by UDPS shall not be duplicated at any other location or entity other than UDPS.

  k. Lock Repair Request

    i. Requests for lock repair should be submitted to the Physical Plant work order form. The Physical Plant will coordinate the repairs with UDPS.

    ii. Charges for lock repair will normally be charged to the appropriate building maintenance account. However, in cases of intentional damage, charges may be made to the responsible individual. This will be determined on a case by case basis.

B. Card Access System

  a. System control is assigned to the Office of Information Technology (OIT). This includes administrative responsibilities for the card swipe software and OIT is authorized to make updates, deletions, additions, and provide technical support for Sul Ross State University.

     i. OIT will be responsible for programming access for University personnel and archival of video files. The procedures for securing card entry access will parallel existing procedures for key requests.

    ii. OIT will be responsible for the server administration, software, and maintenance. OIT serves as the primary liaison to the contracted vendor in the event maintenance on the system needs to be performed and cannot first be performed by OIT staff.

b. Residential Living Facilities:

     i. Exit or Entrance doors equipped with access readers in all residential living areas.

    ii. Authorized individuals including University faculty, staff, residential students, and approved contractors, will be provided access for specific doors by building, certain time frames, and a pre-set expiration date. University staff or contractors needing master access must have written approval signed by the appropriate University supervisor.

   iii. Residents will be provided card access to the building where they live. ID card access for students residing in the residence halls will expire at the end of each semester. At the beginning of the semester, ID cards will be programmed automatically if they have an assignment.

   iv. UDPS should be contacted if issues on nights/weekends/holidays relate to access doors and cameras. Situations may include access doors not securing, power outage to a door, emergency personnel needing access, etc. Failure to gain entry by students, staff, and guests during these time frames due to lost cards, inactive card, etc., will require they contact Residential Living for resolution.

    v. Physical Plant staff will be provided access with approval from the Director of Physical Plant. The Director of the Physical Plant will provide UDPS with the appropriate request. In the event of emergency or other irregular circumstances, an authorized Physical Plant supervisor may provide approval for access as necessary to other Physical Plant personnel.

       1. On-call staff shall have access at all times. A list of on-call staff will be provided to UDPS and will be verified by the Director of the Physical Plant on a weekly basis.

       2. Using another person's ID card is prohibited.

       3. Custodians will be given access to their area of responsibility. In case of illness/absence, the replacement custodian will be given temporary access for the time period necessary to specific area.

4. Physical Plant staff can obtain room keys in the Residential Living Office. When applicable an escort will be provided.

5. Contractors will be accompanied by an appropriate Residential Living or Physical plant supervisor and/or designee in order to be allowed access. In the event of an emergency or irregular circumstance and a contractor requests access to a secured area, the contractor will be accompanied by a member of the Residential Living staff or on-call Physical Plant staff member.

    vi. At no time is it permissible to:

1. prop doors open,

2. use another's card for access,

3. loan an ID card to another to provide them access, or

4. tamper or damage the security equipment (access readers, software, systems, etc.). Violators will be subject to the appropriate disciplinary review procedures as set forth in disciplinary policies for students, faculty, or staff.

    vii. As soon as possible, the offices of the Registrar and Human Resources should notify the Director of Residential Living and UDPS in writing, when a student or University staff member is no longer permitted access to a secured area due to resignation or termination of employment, withdrawal from school, moving out of the residence hall, security problems, or disciplinary action. Emergency situations may require immediate communication to address security issues.

    viii. Card Access programming for holidays, summers, and at all other times the dorms are closed will be programmed by the Director of Residential Living. Special holiday housing will be arranged through the Residential Living Office. Residential Living will notify UDPS when housing facilities are occupied during these periods.

c. Non-Residential Facilities:

    i. OIT will be responsible for programming hours of operation, special holiday closures, and card access for University personnel, students, contractors (and their employees), and employees of entities leasing non-residential University facilities equipped with card access systems. The procedures for obtaining card access entry will parallel existing procedures for key requests. Master or Sub-Master access is not available.

    ii. Access doors to suites will be controlled by the department occupying the suite.

iii. UDPS will be contacted at 432-837-8100 if issues arise on nights/weekends/holidays that relate to access doors. Situations may include access doors not securing, power outages, emergency personnel needing access, etc. Failure to gain entry due to lost cards, inactive card, etc. will be addressed during normal business hours at OIT.

iv. Physical Plant will follow the same guidelines as outlined in Residential Living section.

v. At no time is it permissible to:

1. prop doors open,

2. use another's card for access,

3. loan an ID card to another to provide them access, or

4. tamper or damage the security equipment (access readers, software, systems, etc). Violators will be subject to the appropriate disciplinary review procedures as set forth in disciplinary policies for students, faculty, or staff.

vi. As soon as possible, the offices Human Resources, Registrar, contractors, or leasing entity should notify OIT in writing, when a student, University staff, or employee of their organization is no longer permitted access to a secured area due to resignation or termination of employment, withdrawal from school, security problems, etc. Emergency situations may require immediate communication to address security issues.