



THE UNIVERSITY of  
NEW ORLEANS

**ADMINISTERED BY: Office of the Provost  
and Senior Vice President for Academic  
Affairs**

**Policy No:** AP-AA-28.4  
**TITLE:** Access Control Policy  
**EFFECTIVE DATE:** February 7, 2014\*  
(\*Policy Revised, see below)  
**CANCELLATION:**  
**REVIEW DATE:** Spring 2026

#### **PURPOSE**

Maintain accurate and effective access control with mechanical keys, electronic devices and security software, for the protection of the UNO community and the security of property.

#### **AUTHORITY**

*Part Two, Chapter III, Section IV of the Bylaws and Rules of the University of Louisiana System;  
University of Louisiana System Policy.*

#### **OBJECTIVES**

1. Achieve maximum physical security with minimum logistics.
2. Establish control of the campus keying and access card system including duplication and distribution.
3. Establish a recorded chain of accountability for all keys and access cards issued.
4. Establish protocol for restoring physical security in a timely manner whenever key or access card control has been compromised.

#### **DEFINITIONS**

1. Grand Master Key – Device that allows access to all areas on campus, except for restricted areas in the following departments: Human Resources, Campus Security, IT and Bursar’s.
2. Master Key – device that allows access to all interior rooms within a single building excluding mechanical, communication, electrical, and custodial rooms.
2. Sub Master Key – device that allows access to limited interior subgroup areas within a single department.
3. Entrance Door Key – device that allows access to a specific building from an exterior door.
4. Change Key – device that allows access to a single interior room.

5. Access Card – device coded with authorized clearance that allows access to exterior building doors and/or interior rooms via card readers.

## GENERAL POLICY

It is the policy of The University of New Orleans to ensure the distribution of key/access cards and track lost or stolen keys/access cards by means of the [Key/Access Card Request](#) form. In addition, this policy assigns specific responsibilities pertaining to key/access card control at both the individual and departmental levels.

The implementation of this access control policy will promote the safety and security of University buildings and their occupants by providing guidelines for the issuance and accountability of all keys and access cards which control access to buildings and their contents. Issuance and distribution of keys and access cards for students residing in residential housing will be governed by the Campus Housing department and guided by their residential internal access control policy and procedures.

The issuing of keys, maintenance of physical security devices and other arrangements concerning security for leased properties other than those at The University of New Orleans main and east campuses are covered by the specific lease agreement for the property in question.

## 1. POLICY STATEMENT

No person shall knowingly possess an unauthorized key or access card to property owned by The University of New Orleans. The Key Control Office is the only authorized vendor for University keys. The Office of Information Technology is the only authorized vendor for University access cards. All keys and access cards remain the property of The University of New Orleans.

- a. Keys shall **not** be permanently issued to intermittent/temporary employees and student employees. If these employees need access to buildings or offices, a written authorization stating the need for building or office access from the Dean or Department Head must be submitted to the appropriate Vice President for approval, or if necessary the President.
- b. It is the policy of the University that other than normal working hours, all buildings shall be locked in order to maintain the security of the buildings, occupants and building contents.
- c. This policy applies to any individual who is granted authorized access to any University property. All key and access card holders within the University community are responsible for keys and access cards assigned to them.
- d. An authorized individual entering or leaving a locked building shall not allow any individual to enter who would not normally be permitted to enter the building during the hours it is locked.
- e. Contractors and vendors needing access to certain locked areas in a building will be allowed access **only** through Building Coordinator.

- f. Unauthorized locks are prohibited on doors and if found will be removed and discarded. Any damages or repairs necessitated by the removal of unauthorized locks will be the responsibility of the department if found in violation of this policy. The installation, changing, or removal of locks shall be performed only by the Key Control Office through a written work request with the approval of the Dean, Director or Department Head.
- g. Keys and access cards should at no time be left unattended (i.e. hanging in a door lock, lying on a desk, etc.)

## 2. KEY AND ACCESS CARD RESPONSIBILITIES

- a. **Access Controller** - is responsible for overall mechanical keys and access card activities as well as maintaining key records and database security software of all main and east campus buildings. All key and access card requests must be forwarded through the Access Controller for verification approval and processing via [access@uno.edu](mailto:access@uno.edu).
  - i. Maintains accurate records and databases of access control activities for all University buildings through the C-Cure Security Management System.
  - ii. Verifies all signature authority approvals on [Key/Access Card Request](#) forms.
  - iii. Issues and recovers University access cards and mechanical keys from all University employees.
  - iv. Access Controller signs the [Clearance Form for Employees Terminating Employment](#) upon receipt of all keys and access cards assigned to that employee, as well as the destruction of the access card.
  - v. Alerts Dean, Director, Department Head, Building Coordinator, Key Control Office, Property Control Management and Associate Vice President of Facility Services when key or access cards with building entrance clearances or higher have been lost or stolen.
- b. **Key Control Manager** - is responsible for creating a mechanical keying system that ensures security to departments occupying buildings and for coordinating new key/locking systems. This employee is housed within the Facilities Services Key Control Office.
  - i. Maintains the key control pinning system software and records regarding all key systems.
  - ii. Fabricates all keys and delivers to Access Controller.
  - iii. Conducts all maintenance and repair work regarding mechanical locking systems.
  - iv. Consults with Access Controller to ensure that a University Police report has been filed and completed for all lost and stolen keys. Decisions to re-key a building or

area are based on consultation between the Associate Vice President of Facility Services, Department of Public Safety and Security, the Key Control Manager, and the respective Department Head.

- c. **The Office of Information Technology** – is responsible for encoding access cards with the appropriate clearances that allows access to buildings containing card reader systems.
- d. **Deans, Directors, Department Chairs, and Administrative Officers** - are responsible for the full implementation of this policy within their respective areas. These administrators shall appoint a member of his/her department to be responsible for the duties of the Departmental Access Coordinator. The Deans, Directors, and Department Heads may select multiple Departmental Access Coordinators within a college or division. He/she shall advise the Access Controller of the departmental member and alternate designee that will be assigned the responsibilities of the Departmental Access Coordinator. These administrators will also give approval for all key and access card requests within their respective departments. Keys and access cards will only be issued with signature approval from these administrators.
- e. **Departmental Access Coordinator** - is responsible for assisting employees with key and access card requests and/or replacement key and access card request forms. This person(s) will be selected by the Dean, Director or Department Head.
  - i. Provides a copy of Access Control Policy to all new employees in the respective department.
  - ii. Completes [Key/Access Card Request](#) form, as needed and submits to the Dean, Director or Department Head for approval before forwarding to Access Controller for processing via [access@uno.edu](mailto:access@uno.edu).
  - iii. Immediately notifies Access Controller of all incidences of lost or stolen keys and/or access cards via [access@uno.edu](mailto:access@uno.edu).
- f. **Key and Access Card holder** – responsibilities:
  - i. Reads and fully understand the policy and procedures of the Access Control Policy.
  - ii. Picks up keys/ access card from the Access Controller and signs upon receipt.
  - iii. Maintains, secures, and will be responsible for all keys and access card issued.
  - iv. Reports lost or stolen keys/access cards to the Departmental Access Coordinator *immediately*, and within 24 hours of discovery, performs the following:
    - Files a report with the Department of Public Safety and Security for lost or stolen keys.
    - Contacts Access Controller for lost or stolen access cards via [access@uno.edu](mailto:access@uno.edu).

- v. Returns all keys and access cards issued to the Access Controller upon termination or resignation from the department.

### **3. ISSUING AND RETURNING KEY/ACCESS CARDS**

#### **a. Issuing Keys and Access Cards**

- i. The Departmental Access Coordinator shall verify employee status, complete a [Key/Access Card Request](#) form and submits to the Dean, Director or Department Head for approval before forwarding to Access Controller for processing via [access@uno.edu](mailto:access@uno.edu).
- ii. Access Controller verifies completeness of the [Key/Access Card Request](#) form for all approvals and forwards to Key Control Office for processing of mechanical keys. Access Cards will be encoded by Access Controller with proper clearances and distributed accordingly.
- iii. Key Control Office fabricates key(s) and delivers the requested key(s) to the Access Controller. Access Controller notifies Departmental Access Coordinator when the key(s) is ready for distribution.
- iv. Employee requesting keys shall pick up the key(s) and/or access card from the Access Controller with proper identification.

#### **b. Returning Keys and Access Cards**

- i. Employees leaving the University shall promptly return all keys and access cards to the Access Controller.
- ii. The Access Controller will confirm and verify that all keys issued to employee resigning or terminated are returned.
- iii. Access Controller signs off on [Clearance Form for Employees Terminating Employment](#) policy when keys and access cards are returned. Keys are forwarded to Key Control Office by the Access Controller and all access cards are destroyed.
- iv. Key Control Office keeps any returned keys in a secure and locked compartment to prevent any unauthorized access to University facilities.

### **4. FOUND KEYS/ACCESS CARDS**

Any individual who “finds” a key/access card is asked to immediately turn in the key/access card to the Department of Public Safety and Security who will promptly return the item to the Access Controller.

## 5. LOST OR STOLEN KEYS/ACCESS CARDS

The following procedures pertain to lost or stolen keys and/or access cards:

- a. Employee reports lost or stolen keys/access cards to the Departmental Access Coordinator *immediately*, and within 24 hours of discovery, performs the following:
  - Files a report with the Department of Public Safety and Security for lost or stolen keys.
  - Contacts Access Controller for lost or stolen access cards via [access@uno.edu](mailto:access@uno.edu).
- b. The Department of Public Safety and Security notifies the Access Controller via [access@uno.edu](mailto:access@uno.edu) and provides access to the report.
- c. Access Controller notifies via email the following personnel of the lost or stolen key and/or access card:
  - Dean, Director, Department Head
  - Building Coordinator
  - Key Control Office
  - Property Control Management
- d. Depending upon the level of security breach, the notified parties will respond accordingly. If a Master Key, Sub Master Key or Building Entrance Key is lost or stolen, the key/card holder's department will be responsible for the cost of all building rekeying, as well as the fees associated with the reissuance of keys if not paid by the employee.
- e. A fee(s) will be assessed to the employee accordingly:
  - Loss of a Master Key will incur a cost of \$500.00
  - Loss of a Sub Master or Department Key will incur a cost of \$250.00
  - Loss of a Building Entrance Door Key will incur a cost of \$100.00
  - Loss of a Change Door Key will incur a cost of \$50.00
  - Loss of Access Key Card will incur a cost of \$15.00
- f. The Departmental Access Coordinator prepares the [Key/Access Card Request](#) and submits to the Dean, Director, or Department Head for approval. If approval is granted, the completed form is forwarded to the Access Controller via [access@uno.edu](mailto:access@uno.edu).

## 6. DUPLICATING AND/OR LENDING KEYS AND ACCESS CARDS

Duplicating and/or lending of keys and access cards are prohibited. If an individual lends their key(s) or access cards to anyone or makes a duplicate so that others can gain access to University property, they may be subject to disciplinary action from their supervisor and loss of access privileges to University buildings.

## 7. KEY/ACCESS CARD REQUEST FORMS

[Key/Access Card Request](#) form is prepared by the Departmental Access Coordinator who lists the key descriptions (i.e. building and room number) needed for the employee to fulfill their duties. This form is submitted to the Dean, Director, or Department Head for approval. If approval is granted, the completed form is forwarded to the Access Controller via [access@uno.edu](mailto:access@uno.edu).



John W. Nicklow  
President  
University of New Orleans

*\*Policy Updates:*

*Revisions: 05/08/2023*

*02/22/2021*