



EAST TENNESSEE STATE
UNIVERSITY

Building Access Control Policy

Policy Name: Building Access Control Policy

Policy Purpose

This policy specifies authorized access to East Tennessee State University (ETSU or University) Facilities.

Applicability

This policy applies to all ETSU employees, students, visitors, and third-party vendors.

Responsible Official, Office, and Interpretation

The Associate Vice President of Administration is responsible for the review and revision of this policy. For questions about this policy, please contact the [ETSU Office of Administration](#). The Chief Operating Officer in consultation with the Office of University Counsel, has the final authority to interpret this policy.

Defined Terms

A defined term has a specific meaning within the context of this policy.

Access Control

A security mechanism or system that limits entry to authorized people using mechanical, digital, near-field, and/or software methods. It can be used to control access to buildings, rooms, and other physical spaces.

Least Privilege

A security principle that a system should restrict the access privileges of users (or processes acting on behalf of users) to the minimum necessary to accomplish assigned tasks. Limits users' access to only what is needed to do their jobs.

Lock(s)

A security mechanism or system that limits entry to authorized people using mechanical, digital, near-field, and/or software methods. It can be used to control access to buildings, rooms, and other physical spaces.

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ETSU controls physical access to facilities based on need, required job responsibilities, individual accountability, and Least Privilege. Authorized users accessing ETSU facilities are responsible for following all University policies, and all applicable state and federal laws.

1. Office Responsibilities.

The Office of Administration is responsible for developing, disseminating, and reviewing and/or updating formal, documented ETSU policies for physical Access Control, and procedures to facilitate the implementation of Access Control best practices.

- 1.1. The Director of ID Services is responsible for administering the identification card/card reader system, and the Director of Facilities Operations will have the principal responsibility for administering key control for ETSU properties.
- 1.2. The Chief Operating Officer (COO) or designee is the final authority in disputed matters of identification cards/card reader system and key control.

2. Identification Cards.

All faculty, staff, and students will be issued an identification card by ID Services. Security of University

- 2.1. Identification cards and keys are the responsibility of the person to whom the devices are issued. Lost ID's will be replaced at a cost determined by the current ID Services replacement rate.
- 2.2. When an employee begins leave for any disciplinary actions, ID Cards will be deactivated at the onset of the leave and reactivated upon the employee's return to active status.
- 2.3. Upon withdrawal from the university, student ID cards will be deactivated and reactivated if the student reenrolls. Student ID Cards will be valid for five years from the issue date or graduation, whichever occurs first.
- 2.4. Lost or stolen cards should be reported within twenty-four (24) hours to either the [Campus ID Services Office](#) or to the [ETSU Police Department](#). Individuals may also log into their [GET Account](#) and deactivate the card immediately.

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- 2.5. If an individual fails to deactivate through GET or notify ID Services/ETSU Police concerning a lost or stolen ID Card, that individual is liable for the unauthorized charges to the account until notice is given.

3. Card Reader System.

Card reader door access will be issued to those individuals who require access to card reader equipped buildings and areas after normal operating hours and/or while buildings are secured.

- 3.1. The *Door Access Authorization* form requires written approval by the dean, chairperson, or department head of the space or building involved before the requested card authorization is initiated.
- 3.2. Individual users of the card reader system are charged with insuring that the ID card entrusted to them is always safeguarded. Persons loaning or otherwise misusing the card will be subject to disciplinary action.

4. Key Control.

Individual users of the key control system are charged with insuring that the key entrusted to them is always safeguarded. Persons loaning or otherwise misusing the key will be subject to disciplinary action.

- 4.1. Only one key will be issued per request form. Multiple keys will not be issued in the name of one individual for the purpose of passing them out to other individuals.
- 4.2. Persons signing out keys are responsible for all keys signed out in their name.
- 4.3. Keys shall not be held in a department without proper transfer to an individual.
- 4.4. Exterior door keys to buildings equipped with card readers are limited by this policy. All others requiring after-hours access to buildings will utilize the card reader system or call ETSU Police Dept. to gain access.
- 4.5. It is the department's responsibility to keep records of keys issued to their employees and to see that employees follow proper procedures in returning keys to Facilities Administration upon termination or transfer.
- 4.6. A fee determined by the current Facilities Services replacement rate will be levied for replacement of lost keys, for each key that is not returned, or for which proper accounting has not been made. Any required building re-keying will be at the cost of the department responsible for the lost or stolen key.

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5. Grand Master Key.

Authority to hold a grand master key to all locks of the system must be authorized by the COO or their designee.

- 5.1. A grand master key will only be issued after a criminal background check is complete indicating the individual has no felony convictions.
- 5.2. Authority to hold a master key or sub-master key for all of a building or all of a system segment will be limited to the Provost, deans, chairpersons, department heads, building coordinators, and directors who have an entire building or system segment under their control. This authorization may be extended only to one other authorized delegate in a department.
- 5.3. Authority to hold sub-master keys for parts of a building or parts of a system segment will be limited to the following individuals:
 - 5.3.1. Chairpersons, department heads, directors, faculty, graduate students, building coordinators, and technicians designated by department heads as requiring special afterhours access; and
 - 5.3.2. Custodial and maintenance personnel who have a continuing “need to enter” when occupants are not available to let them in.

6. Lock Removal.

Requests to have Locks removed from the University master lock system are submitted to facilities administration and must be approved by the COO or designee.

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Procedures

ETSU physical security includes all main campus buildings, offsite locations, athletic facilities, and any other facility under the care and control of ETSU.

1. Guest Access.

Guest access may be provisioned commensurate with necessity based on review and approval by the dean, chairperson, or department head of the space or building involved.

2. Contractor Access.

Contractor access may be provisioned commensurate with necessity based on review and approval by the facilities administration.

3. Identification Card.

Deans, chairpersons, department heads, and directors having approval authority for issuance of access control/ID cards and keys, will ensure that proper controls and safeguards are maintained to protect the integrity of the security card reader access system and the security of ETSU facilities and activities. They will likewise ensure that card reader access authorization and key authorizations are limited to those individuals within their activity who have an official need.

4. Identification Card/Card Reader Applications

4.1. Initiated and processed as follows:

4.1.1. Staff and faculty go to ID services to secure their ID after they receive their E number. Students go to ID services to secure their ID after they register for classes.

4.1.2. For other academic personnel not processed through Human Resources, the academic department provides ID Services a copy of the appointment letter or written verification of appointment. The completed application is forwarded to ID Services for issuance of the ID card.

4.1.3. Applications for residents and fellows are completed by the respective dean's office at the time of appointment. The completed application is forwarded to ID Services for issue of the ID card.

4.1.4. The Student Life Office issues applications for new or special students at the time of registration. For visitors who will be on campus several days and who will not be accompanied by University personnel (auditors, site visitors, etc.), the host unit provides to ID Services and Campus Police, in writing, details of the visit and will schedule issuance of ID(s) if required.

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5. Card Reader System.

After a written request is submitted, the applicable dean, chairperson, department head, and director or their designee approves or disapproves the request for card reader access for buildings and areas under their immediate control. Once an approval is received, a card is issued to the applicable user.

6. Key Control.

6.1. Issuing a Key.

Keys are issued by facilities administration upon receipt of an approved key control request form. Key control request forms are available on the ETSU Facilities website under Useful Forms. The following guidelines apply to issuing a key:

6.1.1. All requests will be evaluated on the individuals need to enter a facility on a recurring basis.

6.1.2. Key request authorizations need a dean, independent department head, department chairperson, director, or their designee signature. The delegation of this authority is limited to personnel under the direct budget and operational control of the individual doing the delegating. Designees may sign authorizations for interior door keys only.

6.2. Changing Key Assignment.

The changing of key assignments from one employee to another will be accomplished in the following manner:

6.2.1. The key is returned to the facilities administration where the signature of accountability is canceled, and a receipt issued.

6.2.2. The key is reissued to another employee following the procedure of issuing a new key.

6.2.3. Keys must be reassigned or returned in order for the Office of Human Resources Employee Separation Form to be completed for the individual terminating.

6.3. Return of Key.

Upon separation of employment from the University, all faculty and staff will return all building and office keys for which they are responsible to the Facilities Administration Key Control Office.

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6.3.1. Departments initiate an Employee Separation Form which is also signed by facilities administration personnel indicating all keys have been accounted for.

6.3.2. When an employee begins leave for any disciplinary actions, keys will be relinquished to the Facilities Services Key Shop at the onset of the leave, and reassigned to the employee upon return to active status.

6.4. Loss of Key.

The loss (or discovery) of an ETSU key is reported immediately to the ETSU Police Dept. The following additional procedures apply:

6.4.1. Public Safety files a written police report outlining the circumstances of the loss or discovery.

6.4.2. The key assignee renders a written statement affirming that if the key is recovered, it will be returned.

6.4.3. A replacement key is not be issued until the required written report cited above is received and approval is granted to issue a duplicate key.

6.5. Change of Keys or Lock.

6.5.1. Normally, all keys and lock cores should be changed, or at least evaluated for change, at intervals not exceeding five years.

6.5.2. The condition of keys and cores, number of lost keys, current and planned use of space, security problems, and current and future security needs are some of the more crucial factors to be considered in deciding when keys and cores should be changed.

6.5.3. Movement of a department into space previously occupied by another usually justifies changing keys and lock cores at the time the move is made.

6.5.4. Lock change requests are submitted to Facilities Administration, outlining the building, space, and doors where changes are desired, and the reasons for change.

6.6. Upgrade of Security.

6.6.1. When a higher degree of security for funds, drugs, records, etc., is needed, facilities administration is notified, and assistance will be provided in determining the level of security needed.

6.6.2. Proper forms authorizing entry to these high security areas are required, and it is imperative that the number of keys issued be restricted to the absolute minimum essential to the operation.

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Applicable Forms and Websites

[ETSU Office of Administration](#)

[Campus ID Services Office](#)

[ETSU Police Department](#)

[GET Account](#)

Authority and Revisions

Authority: TCA § 49-8-203, et seq.

Previous Policy: N/A

The ETSU Board of Trustees is charged with policy making pursuant to TCA § 49-8-203, et seq. On March 24, 2017, the Board delegated its authority to ETSU's President to establish certain policies and procedures for educational program and other operations of the University, including this policy. The delegation of authority and required process for revision to this policy can be found on the [Policy Development and Rule Making Policy webpage](#).

To suggest a revision to this policy, please contact the responsible official indicated in this policy. Before a substantive change to the policy section may take effect, the requested changes must be: (1) approved by the responsible office; (2) reviewed by the Office of University Counsel for legal sufficiency; (3) posted for public comment; (4) approved by either Academic Council or University Council; and (5) approved by ETSU's President.